



One Sprint. Many Solutions.™

Start Here to Activate and Learn to Use Your Treo™ 600 Smartphone

www.sprintpcs.com

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Table of Contents

How to Use This Guide	i
Where to Learn More	ii
Setting Up	1
Getting Started	7
Connecting	17
Basics of Your PCS Phone	23
Your New PCS Phone	24
Your Phone's Features: Top View	24
Your Phone's Features: Front View	25
Your Phone's Features: Back View	26
Turning Your Phone On and Off	27
Turning Wireless Mode ON	27
Turning Wireless Mode OFF	27
Turning the Screen On and Off	27
Launching Applications	28
Moving Around the Treo Screen	30
Scrolling Through Screens	30
Highlighting Items	31
Accessing Command Buttons	32
Choosing or Activating Items	32
Selecting Menu Items	32
Choosing Options in a Pick List	33
Using the Keyboard	34
Using the Keyboard Backlight	34
Entering Lowercase and Uppercase Letters	34
Entering Numbers, Punctuation, and Symbols that Appear Above the Letters on the Keys	35
Entering Other Symbols and Accented Characters	35
Using Your Treo Phone, Web, and Messaging Features	37
Making Calls	38
Dialing With the Keyboard	38
Dialing by Contact Name	38

Dialing With a Favorites Button	40	Accessing Your Voicemail From Another Phone	55
Dialing Using the Onscreen Dial Pad	40	Displaying Numeric Pages	55
Dialing From a Web Page	41	PCS Service Features	56
Dialing From SMS Messages	42	Call Waiting	56
Redialing the Last Number You Called	42	Call Forwarding	56
Receiving Calls	43	Three-Way Calling	57
Answering Calls	43	PCS Voice Command SM	58
Sending Calls to Voicemail	43	TTY Use With PCS Service From Sprint	58
Silencing the Ring of an Incoming Call	43	PCS VisionSM	60
Signal Strength and Phone Status	44	Getting Started With PCS Vision	60
What's My Number?	45	PCS Vision Features	61
Managing Active Calls	46	Accessing PCS Vision Features	62
Ending a Call	47	PCS Vision Symbols on Your Screen	62
Returning to an Active Call From Another Application	47	PCS Vision Billing Information	62
Making a Second Call	47	Using the Camera and Picture Mail	63
Controlling Your Roaming Experience	48	Taking a Picture	63
Setting Your Phone's Roam Mode	48	Viewing a Picture	64
Feature Availability	48	Sharing a Picture	64
Internal Phone Book	49	Receiving Picture Mail	65
Adding a Contact	49	Moving Pictures	66
Viewing or Changing Contact Information	50	Deleting a Picture From Your Phone	66
Deleting a Contact	50	Setting a Picture as Wallpaper	66
Saving Phone Numbers	50	Uploading Pictures to Your Online Inbox	67
Defining Your Business Card	50	Accessing Your Online Picture Mail Inbox	67
Defining Favorites Buttons	51	Working With Your Albums on the Picture Mail Web Site	67
Creating a Speed Dial Favorites Button	51	Customizing Your Picture Mail settings	68
Creating an Application, Message, or Web Link Favorites Button	53	Viewing Pictures on Your Computer	68
Editing or Deleting an Existing Favorites Button	53	SMS	69
Using a Phone Headset	54	Creating and Sending a Message	69
Headset Specifications	54	SMS Tips	70
Sending and Receiving Messages	55	Receiving SMS Messages	70
Setting Up Your Voicemail	55	Using Links in Messages	71
Retrieving Your Voicemail Messages	55	Chatting with SMS	71
		Managing Your Messages	72
		Customizing Your SMS Settings	73

Browsing the Web	75	Memo Pad	97
Viewing a Web Page	75	Creating a Memo	97
Navigating in Optimized Mode	76	Deleting a Memo	97
Navigating in Wide Page Mode	76	CityTime	98
Creating a Bookmark	76	Setting Your Home City	98
Saving a Page	77	Selecting Remote Cities	99
Viewing Bookmarks or Saved Pages	78	Adding Cities	99
Editing or Deleting a Bookmark or Saved Page	78	Changing Locations	99
Arranging Bookmarks and Saved Pages	78	CityTime Tips	99
Downloading Files From a Web Page	79	Calculator	100
Navigating Web Sites With Split Pages (Frames)	80	Switching Between Basic and Advanced Calculator Modes	100
Copying Text From a Web Page	80	Selecting Functions in Advanced Calculator Mode	100
Dialing a Phone Number on a Web Page	80	Storing and Recalling Numbers in Advanced Mode	101
Creating Email From a Web Page	81	Looking Up Contacts and Other Information	102
Using the History List	81	Name Lookup	102
Finding Text on a Web Page	81	Using Find	103
Customizing Your Blazer Web Browser Settings	82	Beaming Information	104
PCS Business ConnectionSM Personal Edition	84	Beaming a Record	104
Using Your Treo Organizer Features	85	Beaming an Application	105
Calendar	86	Receiving Beamed Information	106
Displaying Your Calendar	86	Managing Applications on Your Treo	107
Creating an Event	86	Synchronizing Contacts and Other Personal Data	108
Adding an Alarm to an Event	87	Installing Applications	109
Creating an Untimed Event	88	Installing Applications From the Internet	109
Scheduling a Repeating Event	88	Installing Applications From a Windows Computer	110
Editing or Deleting an Event	89	Installing Applications From a Macintosh Computer	111
Customizing General Preferences for Your Calendar	90	Getting Help With Third-Party Applications	111
Customizing To Do List Preferences for Your Calendar	91	Removing Applications	112
To Do List	93	Manually Deleting Applications From Your Computer	113
Adding a To Do Item	93	Using Application Info	114
Setting Item Priority, Due Date, and Other Details	93	Using Expansion Cards	115
Checking Off a To Do Item	95	Inserting and Removing Expansion Cards	115
Deleting a To Do Item	95	Launching Applications on an Expansion Card	117
Purging To Do Items	95	Copying Applications to an Expansion Card	117
Customizing To Do List	96		

Viewing Expansion Card Information	119
Renaming an Expansion Card	119
Formatting an Expansion Card	120
Customizing Your Treo	121
Phone Settings	122
Selecting Ring Tones and SMS Alert Tones	122
Adjusting Volume Settings	125
Assigning a Caller ID Picture	125
Choosing Wallpaper for the Phone screen	126
System Sound Settings	127
Display and Appearance	128
Turning the Keyboard Backlight On and Off	128
Adjusting the Contrast and Brightness	128
Changing the Screen Font	128
Aligning the Touchscreen	129
Changing the System Color Scheme	129
Applications Launcher Settings	130
Arranging Applications by Category	130
Displaying Applications by Category	131
Choosing the Applications Launcher Display	131
Button Settings	132
Buttons Preferences	132
Setting Default Applications	133
Date and Time Settings	134
Setting the Date and Time	134
Setting Date and Time Formats	135
General Preferences	136
Locking Your Phone and Data	137
Keyguard	137
Auto-Keyguard and Touchscreen Lockout	137
Phone Lock	138
System Password Lock	139
Setting Owner Preferences	140
Private Records	141

Hiding or Masking All Private Records	142
Viewing All Private Records	142
Viewing Private Entries in a Specific Application	142
Security and Palm Desktop (Windows)	143
Additional Features	144
Accessories for Your Phone	145
PCS Accessories	145
Handspring Accessories	145
Help	147
Getting Help	148
Launching the Tutorial	148
Upgrading From Another Palm Powered Device	149
Trouble Installing Palm Desktop?	151
Resetting Your Treo	152
Soft Reset	152
System Reset	152
Hard Reset	153
Screen	154
The Screen Appears Blank	154
The Screen Doesn't Respond Accurately to Taps or Activates Wrong Features	154
There's a Blinking Symbol at the Top of the Screen	154
Network Connection	155
Signal Strength Is Weak	155
The Treo Won't Connect to the Mobile Network	155
The Treo Hangs Up When I Hold It to My Ear	155
The Treo Makes or Answers Calls When It's in a Briefcase or Pocket	155
Wireless Mode Seems to Turn Off by Itself	155
The Treo Won't Connect to the Internet	156
I Can't Send or Receive Picture Mail or SMS Messages	156
Synchronization (HotSync)	157
Desktop Does Not Respond to HotSync Attempt	157
HotSync Operation Starts But Stops Without Finishing	158
HotSync Operation Finishes But Data Does Not Appear Where It Should	159

Web	160
I Can't Access a Page	160
An Image or Map Displays Too Small on the Treo Screen	160
A Secure Site Refuses to Permit a Transaction	160
I Can't Select an Email Address From a Web Page	160
Picture Mail	161
Third-Party Applications	162
Getting More Help	162
Errors	163
Making Room On Your Treo	164
Glossary	165
Safety and Warranty Information	169
Performance and Safety	170
Important Information About Your Phone and Service	170
Maintaining Safe Use of and Access to Your Phone	171
Caring for Your Phone Battery	172
Acknowledging Special Precautions and the FCC Notice	173
Terms and Conditions & Warranty Information	175
Terms and Conditions of Services	175
Terms of PCS Picture Mail Service	188
Handspring Product Warranty	196
Specifications	198
Index	199

How to Use This Guide

Welcome — you've made the right choice

The advantages of Sprint are as clear as each wireless call you make. With PCS Service, we give you what you really want from a wireless service provider – clear calls, easy-to-understand service plans, and self-servicing options for managing your account. All this is designed to make your life easier and worry free.

We know you're eager to start using your phone right away, and the sections of this guide are designed to help you do just that.

- 1 Setting Up.** This section guides you through the steps required to set up your new PCS Phone Handspring Treo 600 and the desktop synchronization software.
- 2 Getting Started.** This section guides you through the steps to set up your PCS Service. Blank spaces are provided so you can write down important information that you'll want to remember. Things like your new PCS Phone Number, information about your service plan, and your first invoice.
- 3 Basics of Your PCS Phone.** This section guides you through the basics of your phone and service with quick, easy-to-follow instructions.
- 4 Using Your Treo Phone, Web and Messaging Features.** This section guides you through the wireless features on your Treo, including phone, Picture Mail, Web browsing, SMS, and email.
- 5 Using Your Treo Organizer Features.** This section guides you through using the built-in, full-featured, Palm Powered organizer that gives you instant access to your Calendar, To Do List, Memo Pad, CityTime, Calculator, and more.
- 6 Managing Applications on Your Treo.** This section guides you through how to add or delete extra applications, and use an expansion card with your Treo.
- 7 Customizing your Treo.** This section guides you through advanced features of your phone. Once you've learned the basics, you'll want to explore additional features on your Treo and customize its settings.
- 8 Help.** This section answers frequently asked questions and shows you what to do if something goes wrong or you can't figure out how to use a feature.

Where to Learn More

A quick introduction to your new Treo:

- ▶ **Tutorial.** The **Tutorial**  teaches you how to use many features of your Treo. It is already installed on your Treo and you can launch it any time (see page 148).
- ▶ **Additional Tips and Shortcuts for Keyboard Navigation.** This booklet provides a list of time-saving shortcuts, tips, and tricks. It is included in the box with your Treo.

While using your Treo:

- ▶ **Tips.** Many of the built-in applications include helpful tips for getting the most out of your Treo. To view these tips, launch an application, press **Menu** , then from the **Options** menu, choose **Tips**.
- ▶ **Information.** Many dialog screens have an **Information** icon  in the upper-right corner. Tap the **Information** icon  with your stylus to learn about the tasks you can perform in that dialog.

If you need more information:

- ▶ **Books.** Many books on Palm Powered devices are available in local or online book retailers (look in the computers section).
- ▶ **Online forums.** Consult online Treo user discussion groups to swap information and learn about areas you may find nowhere else.
- ▶ **PCS Customer Solutions.** For questions about your mobile account or PCS Service, contact Sprint for the latest information and help. Visit www.sprintpcs.com for instant access to new Sprint PCS features and information.

Setting Up

Setting Up Your PCS Phone Treo™ 600

1

What You Need

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

Hardware

- Treo handset
- AC charger
- USB HotSync® cable
- headset
- slip case

Documentation

- Start Here to Activate (this book)
- Additional Tips & Shortcuts for Keyboard Navigation

Software

- Palm Desktop and synchronization software (on the CD in the Treo box)

Other

As you work through the instructions in this section, you'll also need the following items:

- An electrical outlet
- The computer with which you will synchronize your personal data

2

Charging the Battery

You must charge your Treo fully before using it. It may not turn on at all when you first remove it from the box.

1. Plug the AC charger into a wall outlet.
2. Connect the charger cable to the bottom of the Treo with the word UP facing the same way as your Treo screen.
3. Wait for the LED to turn solid green. This may take up to 3 hours.



Important Note: It is vital that you use only Sprint-approved AC adapter chargers. Use of unauthorized accessories could damage your phone and invalidate your warranty.

4. Confirm your Treo is charging by checking the LED. If the battery is fully drained, it may take a few moments for the LED to turn on while charging.
 - ▶ **Red LED:** battery is charging.
 - ▶ **Green LED:** battery is fully charged.
 - ▶ **LED off:** battery is not charging. Check the cable connection and the outlet to which it is connected.

After you set up your Treo, the onscreen battery gauge displays power status:

- ▶ **Full battery icon** : battery is charged.
- ▶ **Partial battery icon** : battery has some power but is not fully charged.
- ▶ **Empty battery icon** : battery needs charging immediately.
- ▶ **Red lightning bolt** : battery is charging.
- ▶ **Green lightning bolt** : battery is fully charged.

Battery life

Battery life depends on individual use. Consumption factors include signal strength, backlight and speakerphone use, and whether calls are data or voice calls.

When Wireless Mode is on, the Treo battery provides approximately 4 hours of talk time or approximately 10 days of standby time on the PCS, 1900 MHz band. Talk time is slightly lower when roaming on the cellular 800Mhz band. When Wireless Mode is off, the battery provides about 4 weeks of normal use.

If the battery drains to the point where your Treo doesn't turn on, the Treo stores your data safely for about 3 days. We recommend that you charge and synchronize your Treo every day, especially if you use your phone often.

Maximizing battery life

You can increase the life of your Treo battery by following a few easy guidelines. Remember that battery life depends on how you use your Treo.

- Charge your Treo whenever you're at your desk. The Lithium Ion (Li-Ion) battery has a much longer useful life when it is topped off frequently, versus charging it after it is fully drained.
- The wireless features of your Treo (phone, email, messaging, and Web) consume more power than its organizer features. However, if you spend a lot of time using the camera, games, media players, eBooks, or other Palm OS applications, keep an eye on the battery level and charge when necessary.
- If you don't plan to use the wireless features on your Treo for a while, you may want to turn off Wireless Mode (see page 27). You can forward calls to a different number or let all calls be picked up by voicemail (see page 56).
- As with any mobile phone, if you are in an area with no wireless coverage, your Treo searches for a signal, which consumes power. If you cannot move to an area of better coverage, you may wish to temporarily turn off Wireless Mode.
- Use the keyboard backlight (see page 34) only when you need it. Turn down the screen brightness (see page 128).
- Decrease the Auto-off setting in General Preferences (see page 136). This turns off your screen automatically after a shorter period of inactivity.

Getting Started

Activating and Using PCS Service

1

Have these things ready before you call to activate

- Your PCS Phone (Make sure it's fully charged)
- Your Social Security number
- Your driver's license number
- Your Electronic Serial Number (also known as ESN; refer to step 5 to locate the number)
- The city and state where your phone will primarily be used
- A pen

2

Setting up your service — You choose the way

- Visit us online at activate.sprintpcs.com.
 - or -
- From your PCS Phone, enter ***2**, then press **Center** to dial.
 - or -
- Use a phone other than your PCS Phone - dial **1-888-715-4588**.

3

PCS Service Areas

Are you interested in where you can use your new phone? Check out the most up-to-date coverage maps at www.sprintpcs.com.

4

Your PCS Account Password

My Account Password is:

You'll use this password when managing your account on www.sprintpcs.com and with PCS Customer Solutions. Your default password is the last four digits of your Social Security number.

5

Finding Your Phone's ESN

If you set up service using your PCS Phone, the network automatically communicates the ESN to us. You'll only need this number when you're setting up service online at activate.sprintpcs.com or calling us from a phone other than your new PCS Phone. The ESN DEC, or Electronic Serial Number (Decimal), is an 11-digit number written on the barcode sticker on the back of your phone.

ESN DEC: _____

After writing down the ESN, turn on your phone by holding down the **Wireless Mode** button  on the top of your phone for a few seconds.

6

PCS Clear PaySM Program

- Check this box if you are on the PCS Clear PaySM Program. If you are not on the PCS Clear Pay Program, skip ahead to step 7 on page 12.

Follow these easy steps to continue enjoying your new PCS Service:

- **Keep track of your minutes**

Enter  , then press **Center** to dial from your PCS Phone (normal airtime usage will apply) or sign on to www.sprintpcs.com to find out how many minutes you have currently used within your service plan.

- **Make payments**

If you have exceeded the minutes in your plan or you have a past due balance, you should make a payment to keep your service turned on. There are two easy payment options:

- ▶ Make a payment at any Western Union® location using the Swiftpay® form. To find the nearest location, enter    , then press **Center** to dial from your PCS Phone. (Transaction fee applies; payment is credited to your account within 12 hours.)
 - or -
- ▶ Enter  , then press **Center** to dial from your PCS Phone (posting time is 12 hours).

How we will help you keep your service turned on:

- In the event that your service has been turned off, you will receive an SMS message stating: "Your PCS Service has been turned off. Press   to make a payment and turn service on."
- The first time your service has been turned off you will be connected to a live PCS Clear Pay Program Specialist who will explain why your service has been turned off. You will be asked to pay your balance to get your service turned back on (payment will be credited and service turned back on within 12 hours).
- For any additional times that your service has been turned off, you will be connected to our automated payment process. You will have to pay your balance to have your service turned back on (payment will be credited and service turned back on within 12 hours).

7

Understanding Your PCS Service Plan

Use the following forms to record your PCS Service Plan and to familiarize yourself with its features and options.

PCS Free & Clear Plans With Vision

Monthly Service Charge	\$ _____
Anytime Minutes	_____
Unlimited Night & Weekend Minutes (Mon.-Thur. 9pm-7am, Fri. 9pm-Mon. 7am)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Each additional voice minute (overage)	_____¢
Nationwide Long Distance Included	Yes <input type="checkbox"/> No <input type="checkbox"/>
Unlimited PCS Vision SM	Yes <input type="checkbox"/> No <input type="checkbox"/>
Options (monthly charges)	
<input type="checkbox"/> Unlimited Night & Weekend Minutes (if not included with plan)	\$ _____
<input type="checkbox"/> Unlimited PCS-to-PCS Calling SM	\$ _____
<input type="checkbox"/> PCS Voice Command SM	\$ _____
<input type="checkbox"/> PCS Business Connection SM	\$ _____
<input type="checkbox"/> PCS Add-a-Phone SM	\$ _____
<input type="checkbox"/> Off-Network Minutes	\$ _____
<input type="checkbox"/> PCS Equipment Replacement	\$ _____
<input type="checkbox"/> Roadside Rescue	\$ _____
<input type="checkbox"/> Other	\$ _____

PCS Free & Clear Plans

Monthly Service Charge	\$ _____
Anytime Minutes	_____
Unlimited Night & Weekend Minutes (Mon.-Thur. 9pm-7am, Fri. 9pm-Mon. 7am)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Each additional voice minute (overage)	_____¢
Nationwide Long Distance Included	Yes <input type="checkbox"/> No <input type="checkbox"/>
Options (monthly charges)	
<input type="checkbox"/> Unlimited Night & Weekend Minutes (if not included with plan)	\$ _____
<input type="checkbox"/> Unlimited PCS-to-PCS Calling SM	\$ _____
<input type="checkbox"/> PCS Voice Command SM	\$ _____
<input type="checkbox"/> PCS Business Connection SM	\$ _____
<input type="checkbox"/> PCS Add-a-Phone SM	\$ _____
<input type="checkbox"/> Off-Network Minutes	\$ _____
<input type="checkbox"/> PCS Equipment Replacement	\$ _____
<input type="checkbox"/> Roadside Rescue	\$ _____
<input type="checkbox"/> Other	\$ _____

PCS Advantage AgreementSM:

I have agreed to a PCS Advantage Agreement.
 ___ 1 Year ___ 2 Year

I have opted not to sign a PCS Advantage Agreement.
 \$ _____ Monthly fee

Note: Your agreement for wireless service with Sprint is made up of the Service Plan you choose and the Terms and Conditions of Service which can be found on page 175 of this guide.

8

Your New PCS Phone Number and User Name

PCS Phone Number

PCS User Name

Your user name is automatically assigned to you. Your user name, which resembles an email address (for example, name@sprintpcs.com), is used with PCS Mail and SMS services.

Note: You can use nearly any email address with the PCS Business Connection email application (see page page 84). Your PCS user name is simply an additional email address that identifies your PCS Account.

9

Understanding Your PCS Invoice

Your first invoice will arrive within a few days and will reflect these charges:

- Your first full month of service, which is your monthly service charge of \$_____
- Additional charges such as taxes, roaming, or overages
- Charges for additional options you opt to subscribe to: \$_____
- Your one-time non-refundable activation fee of \$_____

The approximate total of your first invoice will be \$_____

10

Quick, Easy Options to Manage Your Account

With PCS Customer Solutions, there are two convenient options for managing your account.

- **Manage it online** – visit www.sprintpcs.com

Once you sign on, you can:

- ▶ View the details of your PCS Service Plan
- ▶ Find out how many minutes you have used and how many minutes are remaining in your plan
- ▶ View your current and previous 3 months invoices, including the call detail
- ▶ Make a payment
- ▶ Find out about PCS Products and Services
- ▶ Learn how to set up your voicemail and more

- Use your PCS Phone – enter * 4 , then press Center to dial.

Once connected, you can:

- ▶ Access a summary of your rate plan
- ▶ Find out the number of minutes remaining in your plan for the current invoice cycle
- ▶ Access information about your most recent invoice
- ▶ Find out when your last payment was received
- ▶ Make a payment

Note: Normal airtime charges will apply when calling * 4 .

Welcome and thank you for choosing Sprint.

Connecting

Connecting Your Computer

1

Preparing Your Computer

Synchronization allows you to enter information on your computer in an application called Palm Desktop or in Microsoft® Outlook® and then efficiently transfer that information to your Treo. At the same time, changes you make on the Treo are transferred to Palm Desktop software or to Microsoft Outlook. Even if you manage all your contacts on your Treo, synchronization is a great way to back up your data.

Before you can synchronize, you need to install the Palm Desktop synchronization software on your computer. Even if you already own a Palm Powered device and have installed a previous version of the Palm Desktop software, install the software that comes on the CD with your Treo.

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

System requirements

Your computer should meet one of the following minimum system profiles:

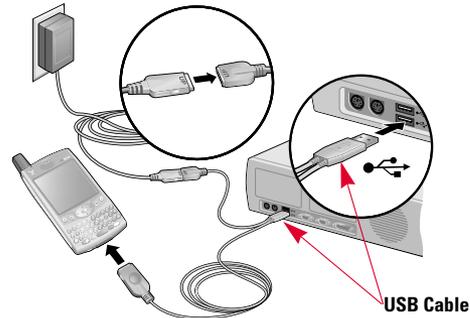
- Windows 98SE, Me, 2000, or XP (later versions may also be supported)
 - ▶ 32 MB of memory
 - ▶ 30 MB of free hard disk space
 - ▶ CD-ROM drive
 - ▶ available USB port
 - ▶ USB cable (included with your Treo)
- Windows NT 4
 - ▶ 32 MB of memory
 - ▶ 30 MB of free hard disk space
 - ▶ CD-ROM drive
 - ▶ available serial port
 - ▶ serial synchronization cable (sold separately, visit www.handspring.com for details)
- Macintosh OS X 10.1-10.2.x (later versions may also be supported)
 - ▶ 32 MB of memory
 - ▶ 25 MB of free hard disk space
 - ▶ CD-ROM drive
 - ▶ available USB port
 - ▶ USB cable (included with your Treo)

2

Connecting Treo to Your Computer

IMPORTANT: If you're upgrading from another Palm Powered device, follow the upgrade steps on page 149 before you set up your computer for your new Treo.

1. Plug the AC charger into a wall outlet. If necessary, connect an adapter.
2. Connect the charger to the short end of the HotSync cable. Be sure to match the sides of the connectors labeled UP.
3. Plug the USB HotSync cable into an available USB port or a powered USB hub on your computer.
4. Connect the long end of the HotSync cable to the bottom of your Treo with the button facing up. Do not press the HotSync button until you are instructed to do so in the next step.

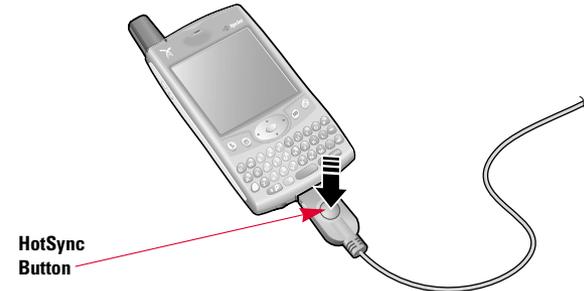


3

Installing Palm Desktop Software on Your Computer

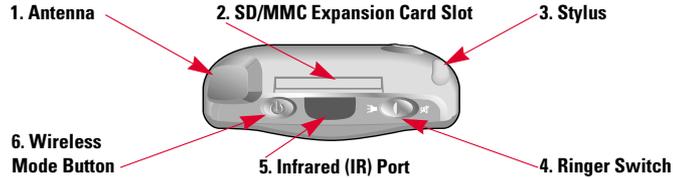
Your computer needs to have all its resources available to install the software. Follow these guidelines for a successful installation:

1. If you are installing on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.
2. Exit any applications that are currently running on your computer, including those running in the background.
3. Insert the CD that came with your Treo into the CD-ROM drive on your computer. If you are installing on a Macintosh, double-click the **CD** icon on the desktop, then double-click the **Installer** icon.
4. Follow the onscreen instructions of the installation program. Click **Install Synchronization Software** to install the Palm Desktop software. During the installation process, you will be prompted to synchronize for the first time.



Basics of Your PCS Phone

Your New PCS Phone



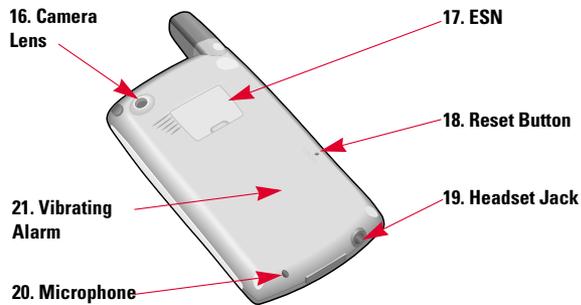
Your Phone's Features: Top View

- 1. Antenna** receives and sends wireless communication signals. The antenna does not telescope out of your phone.
- 2. SD/MMC Expansion Card Slot** allows you to expand the capabilities of your phone using a Secure Digital (SD) cards or MultiMedia Cards (MMC). See page 115 for details on using expansion cards.
- 3. Stylus** serves as the instrument used to tap options on your phone screen. To use the stylus, slide the stylus out of the slot and hold it as you would a pen or pencil.
- 4. Ringer Switch** controls the ringer setting. See page 127 for details on changing the settings. Silencing the ringer turns off all system sounds, including alarms.
- 5. Infrared (IR) Port** uses infrared technology to transmit data to and receive data from other Palm Powered devices.
- 6. Wireless Mode Button** turns Wireless Mode on and off.



Your Phone's Features: Front View

- 7. LED** provides status information for your Treo based on the color of the light and the blink state.
- 8. Speaker** functions as the earpiece on your Treo.
- 9. 5-way Navigation Control** lets you move around the Treo screen and choose options.
- 10. Screen Button** turns the phone screen on and off.
- 11. Messaging Button** launches the SMS application. If you downloaded and installed Business Connection, this button launches Business Connection.
- 12. HotSync and Power Connector** enables you to attach the HotSync cable and power adapter to your phone.
- 13. Calendar Button** launches the Calendar application.
- 14. Phone Button** launches the Phone application.
- 15. Volume Buttons** adjust the speaker volume level.



Your Phone's Features: Back View

- 16. **Camera Lens** enables you to take pictures using the built-in camera.
- 17. **ESN (Electronic Serial Number)** identifies your phone on the PCS Network.
- 18. **Reset Button** restarts your Treo if an error occurs.
- 19. **Headset Jack** enables you to connect a hands-free headset. Use only headsets that are compatible with your phone.
- 20. **Microphone** serves as the mouthpiece on your phone.
- 21. **Vibrating Alarm** notifies you when an alarm goes off and the ringer is set to silent.

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

Turning Your Phone On and Off

You can use the Palm OS features of your Treo independently of the wireless features and applications. Therefore, the screen and Wireless Mode are designed to be turned off and on separately.

Turning Wireless Mode ON

Wireless Mode connects your Treo to the PCS Network so that you can make and receive phone calls and use other wireless services.

- Press and hold the **Wireless Mode** button  to turn on Wireless Mode. (You will hear a series of ascending tones and the phone displays "Welcome" and then "Searching for Service" until it locates a signal.) At this point, Wireless Mode is on and you're ready to begin making and receiving calls and using the Internet features (if supported by the local network).

Turning Wireless Mode OFF

When Wireless Mode is off, your Treo is not connected to the PCS Network. You can still use its other Palm OS features. This is ideal for airplane flights and for maximizing battery life.

- Press and hold the **Wireless Mode** button  again to turn off Wireless Mode. You will hear a series of descending tones and a "Goodbye." message appears on the screen.

Turning the Screen On and Off

1. Press the **Screen** button  to turn on the screen.
2. Press the **Screen** button  again to turn off the screen.

Launching Applications

Each of the three application buttons on the front of the Treo can be used to launch two applications. To access a button's primary application, simply press the button. To access a button's secondary application, press **Option** , then press the application button. The fourth button turns the screen on and off and controls the keyguard.



Phone Calendar Messaging Screen

Button	Primary Application	Secondary Application
	Phone	 +  Blazer® Web Browser
	Calendar	 +  CityTime
	Messaging	 +  SMS
	Screen	 +  Keyguard

Note: The Messaging button launches PCS Business Connection if you downloaded and installed PCS Business Connection on your phone. You can also customize the buttons yourself. See page 132 for details.

In Palm OS, you access all available applications through a screen called the Applications Launcher:

1. Press **Applications Launcher** .
2. Use the **5-way navigation control**  to highlight the application you want to use.
3. Press **Center** to launch the selected application.



In the Applications Launcher, you can also do any of the following:

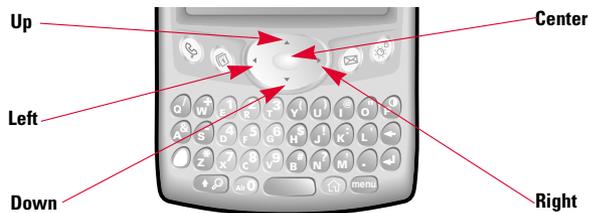
- Press **Applications Launcher**  repeatedly to cycle through different categories of applications.
- Type the first few letters of the application's name to highlight it. For example, if you type c it highlights Calendar, then if you type i it highlights CityTime. If you pause and then type i, it highlights the first application that starts with i.

Moving Around the Treo Screen

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

Note: Some third-party applications may not work with 5-way navigation and you must use the stylus instead. In this guide, we use arrow icons to indicate directions on the 5-way navigation control . These arrows are different from any onscreen scroll arrows or pick list arrows.

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

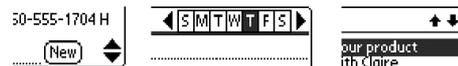


Scrolling Through Screens

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

- Press the **5-way navigation control**  on the front of the Treo. Pressing **Right** , **Left** , **Up** , and **Down**  moves to the next field, button, or action in that direction.

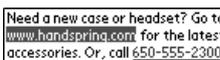
- Tap an onscreen scroll arrow:



- When inside a text field, press **Up**  and **Down**  to scroll through the text.
- Drag the slider of an onscreen scroll bar:

Highlighting Items

The 5-way navigation control  lets you highlight items before launching or selecting them. Experiment with using the navigation control to highlight different screen elements.

- When an onscreen button (**OK**, **Cancel**, etc.) or pick list is highlighted, the button acquires a blue glow around its border. 
- When a phone number, email address or Web link is highlighted on a Web page or in a message, the text appears in reverse type (light text on a dark background). 
- When an entire text entry field is highlighted, you can press **Center** to edit the text. After you edit the text, press **Center** again to highlight the entire field.
- You can also use the stylus to highlight text on the screen. When text is highlighted it appears in reverse type.
 - ▶ Drag the stylus across the text you want to highlight.
 - ▶ Double-tap a word to highlight it.
 - ▶ Triple-tap a line of text to highlight it.

Accessing Command Buttons

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

- From a list screen, such as the Contacts list, press **Right** ► to jump to the first button.
- From a screen where you create or edit entries, such as Edit Contacts or Day View in Calendar, press **Center** to jump to the first button.
- From a dialog box, such as the Edit Categories, press **Option** Ⓞ then **Return** ↵ for OK, or **Option** Ⓞ then **Backspace** ⌫ for Cancel.

Choosing or Activating Items

After highlighting an item with the **5-way navigation control** Ⓞ, you can choose or activate it by pressing **Center**. You can also choose an item by tapping it with the stylus.

Selecting Menu Items

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

1. Press **Menu** (menu) to display an application's menus.



2. Press **Right** ► and **Left** ◀ to switch between menus.
3. Press **Up** ▲ and **Down** ▼ to highlight a menu item.
4. Press **Center** to choose the menu item or press **Menu** (menu) to close the menu and cancel your selection.

Tip: Most menu commands have keyboard shortcuts listed in the menu. To use a shortcut, press **Menu** (menu) plus the shortcut letter. You don't have to see the menu item to use the shortcut.

Choosing Options in a Pick List

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow to the left of the currently selected choice. You can select an option from a pick list by doing one of the following:

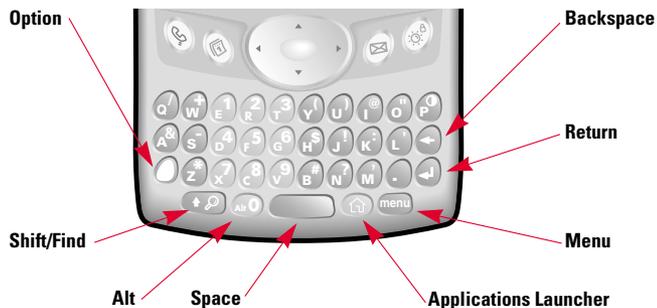
- Use the **5-way navigation control** Ⓞ to highlight the pick list, then press **Center** to display the items in the list. Press **Up** ▲ and **Down** ▼ to highlight the item you want, then press **Center** to accept your selection. To exit the pick list and cancel your selection, press **Left** ◀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

Tip: You can jump to an item in a pick list by using the keyboard to type the first letter of the item you want to select.



Using the Keyboard

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



Using the Keyboard Backlight

Treo includes a keyboard backlight for nighttime use. The keyboard backlight activates automatically when the screen turns on, but shuts off if the keyboard is not in use.

- To manually turn on the backlight, press **Option**  then . The backlight may not be visible in bright sunlight.
- To manually turn off the backlight, press **Option**  then  again.

Entering Lowercase and Uppercase Letters

- To type lowercase letters, press the desired keys.
- To type an uppercase letter, press **Shift** , then type a letter. You don't need to hold down Shift while typing.
- To turn Caps Lock on, press **Shift**  twice. To turn it off, press **Shift**  again. When Caps Lock is on, this symbol appears in the lower right: 

Entering Numbers, Punctuation, and Symbols that Appear Above the Letters on the Keys

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

Tip: Some application views automatically default to Option Lock, such as the Dial Pad of the Phone application, or the Calculator. In this case, you do not have to hold down **Option**  to enter numbers.

Entering Other Symbols and Accented Characters

1. Type the character that corresponds to the symbol or accented character you want. See the table on the next page.
2. Press **Alt** .
3. Press **Up**  or **Down**  to highlight the desired character.
4. Press **Center** to insert the character, or just continue typing the next character.

Tip: In many applications you can view a list of all the alternate characters. From the **Edit** menu, choose **Keyboard Help** (). The alternate characters are grouped according to their similarity to the corresponding key. For example, the alternate characters available for the e key are é, è, ë, ê and €.

Typethen press Ⓜ to choose...	Typethen press Ⓜ to choose...
a	à á â ã ä å æ	U	Û Ü Û Ü
A	À Á Â Ã Ä Å	x or X	∞
b or B	ß	y	Δ ŷ Ÿ
c	ç € © ^ ^	Y	Δ Ÿ Ÿ
C	Ç € © ^ ^	0	% °
d	đ ð	1	ð π ∫
D	Ð ð √	2	Σ
e	è é ê ë €	3	Π
E	È É Ê Ë €	.	?!...
for F	f	,	”
i	ì í î ï	!	¡
I	Ì Í Î Ï	?	¿
I or L	£	:	;-) :(-) :D
m or M	μ	.	?!...
n	ñ	'	“ ” ~ `
N	Ñ	”	“ ” « »
o	ò ó ô õ ö ø	\$	€ £ ¥
O	Ò Ó Ô Õ Ö Ø	+	&
p or P	¶	-	_ ~ • ---
r or R	®	/	\ ÷ ≠
s	ß ª ¯ §	%	%
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Using Your Treo Phone, Web, and Messaging Features

Making Calls

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

IMPORTANT: Before making a call, make sure Wireless Mode is on (see steps on page 27). If No Service appears in the upper-left, you are out of a wireless coverage area. If you believe you are in a wireless coverage area and this problem persists, contact Sprint for assistance.

Dialing With the Keyboard

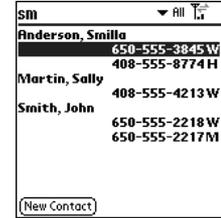
1. Press **Phone** .
2. Using the numbered keys on the keyboard, start dialing a phone number. You do not need to press **Option**  to access the numbers on the keyboard.
3. Press **Center** to dial.

Tip: If you make a mistake while dialing, press **Backspace**  to erase one digit at a time or choose **Cancel** to start over.

Dialing by Contact Name

Before you can dial a call by contact name, you must create some contacts (see page 49), or import them with a HotSync operation (see page 108).

1. Press **Phone** .
2. Use the **5-way navigation control**  to access the **Contacts** list.



3. Using the keyboard, begin typing one of the following for the contact you want to call:
 - ▶ First initial and last name
 - ▶ First name
 - ▶ Last name
4. Choose the number you want to dial, or to see more information about a contact, highlight the name and press **Center** to view the address, company, and other details.
5. With the number highlighted, press **Center** to dial.

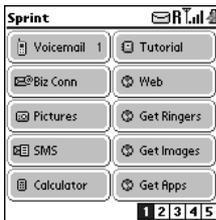
To start another search, press **Backspace**  to delete letters you've entered. Or, just press **Phone**  to start all over.

Tip: You can also begin a Name Lookup immediately from the Main view in the Phone application. From the **Options** menu, select **Display Preferences (/O)**, then choose **Typing Starts Contacts Search**. Note that when you select this option, you cannot use Quick Keys to launch your Favorites buttons from the Main view.

Dialing With a Favorites Button

Favorites buttons can be used as shortcuts for dialing phone numbers and performing other common tasks. You can use the built-in Favorites buttons or see page 51 to create some of your own.

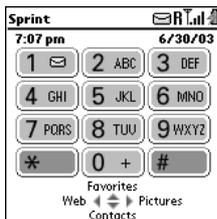
1. Press **Phone** .
2. Use the **5-way navigation control**  to access your Favorites buttons.



3. Highlight the desired Favorites button.
4. Press **Center** to dial the selected Favorites button.

Dialing Using the Onscreen Dial Pad

1. Press **Phone** .



Note: If you changed the wallpaper in the Main view of the Phone application (see page 66), you can access the Dial Pad by pressing **Center**, then choosing **Dial Pad**.

2. Type the desired phone number using the keyboard or tap the numbers on the onscreen Dial Pad.
3. Press **Center** to dial.

Tip: You can also paste numbers directly into the Dial Pad view. Copy a number from another application, then switch to Dial Pad view. Press **Menu** , then from the **Edit** menu, choose **Paste (/P)**. Press **Center** to dial.

Dialing From a Web Page

Treo recognizes most phone numbers that appear in Web pages. If you can't highlight and dial a phone number on a Web page using the 5-way navigation control or stylus, it means that Treo does not recognize it as a phone number.

1. Use the **5-way navigation control**  to highlight the phone number you want to dial in the Web page or SMS message.
2. Press **Center** to dial.



Dialing From SMS Messages

Treo recognizes most phone numbers that appear in SMS messages. If you can't use the 5-way navigation control or stylus to highlight and dial a phone number from an SMS message, it means that Treo does not recognize it as a phone number.

1. Use the **5-way navigation control**  to scroll to the text box.
2. Press **Center** to choose the text box.
3. Press **Up**  to highlight the phone number in the SMS message.
4. Press **Center** to dial.



Redialing the Last Number You Called

Press **Phone** , then press **Center** to display a list of your most recently dialed numbers. To view all your recent incoming and outgoing calls in chronological order, choose **Call Log** from the list.

Receiving Calls

To receive calls, Wireless Mode must be on. This is different from having just the screen turned on (see page 27).

Answering Calls

To answer a call, do one of the following:

- Using the **5-way navigation control** , choose the onscreen **Answer** button.
- If the headset is attached, press the headset button.

Tip: To prevent calls from accidentally being answered while the phone is in a pocket or briefcase, you can disable the touchscreen when an incoming call arrives (see page 137).

Sending Calls to Voicemail

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

- Press **Backspace** .
- Using the **5-way navigation control** , choose the onscreen **Ignore** button.

Silencing the Ring of an Incoming Call

To silence the ringer while your phone is ringing:

- Press the volume buttons or any key on your Treo except the **5-way navigation control** , **Space** , **Return** , or **Backspace** .
- To immediately silence all system sounds including the ringer, slide the ringer switch to **Sound Mode Off**  (see page 127).

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

Some third-party applications let you play MP3 music on your Treo 600. If music is playing through the internal speaker or headset, and a call arrives, you can still hear the phone ringing softly. The music continues playing but you won't hear it during your call. Go to your third-party application to stop the music.

Signal Strength and Phone Status

You can monitor the status of your phone's signal strength and several other items, using icons at the top of the Phone screen:

Network name	Displays Sprint when Wireless Mode is on and you're in your Home network. If you roam outside the PCS Network, the network name indicates you are roaming outside your network neighborhood. If you're outside a coverage area, No service appears instead. When you turn off Wireless Mode, it displays Wireless Mode is Off .
	Appears when you have new voicemail messages. You can tap this icon to retrieve your messages.
R	Appears when roaming is active.
	Appears with gray arrows when Wireless Mode is on and you're connected to the PCS Vision network. You can still receive calls.
	Appears with green arrows when you are connected to the PCS Vision network and a data session is active (for example, when you are browsing the Web). You cannot receive calls.
	Displays the signal strength. The stronger the signal, the more bars appear. If you are outside a coverage area, no bars appear.
	Displays the battery charge status. As the battery drains, the icon changes from black to clear, and then to red when it's time to recharge.
	Appears when your Treo battery is charging.
	Appears when your Treo battery is fully charged.

Tip: To display details about your battery power, tap the battery icon at the top of the screen.

What's My Number?

1. Make sure Wireless Mode is on (see page 27).
2. Press **Phone** .
3. Press **Menu** .
4. From the **Options** menu, choose **Phone Info (/I)**. If your phone number isn't listed, consult Sprint to confirm your phone is activated.



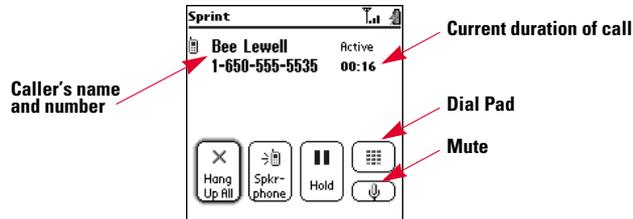
Look here for your phone number

Managing Active Calls

When you make or receive a call, the Active Call view appears. To toggle between the Active Call view and the Main view of the Phone application, repeatedly press **Phone** .

Use the **5-way navigation control**  to access the onscreen buttons in this view and manage an active call:

- **Hang Up All** (or pressing **Backspace** ) ends the call immediately.
- **Spkr-phone** (or pressing **Space** ) switches to the personal speakerphone. The personal speakerphone lets you use other features, such as checking your calendar, during a call.
- **Hold** (or pressing **Period** ) places the current call on hold.
- **Dial Pad** opens the Dial Pad so that you can enter extra digits or manually dial an additional number.
- **Mute** (or pressing **Return** ) mutes the Treo speaker so you cannot be heard.
- **Add Call** lets you place another call while keeping the first call active. First choose **Hold**, then choose **Add Call**.
- **Extra Digits** dials any extra digits (such as a password or extension) that you assigned to a Favorites button. This button appears only during outbound calls to numbers that include pre-defined extra digits. See page 51, for more on creating a speed dial Favorites button.



Tip: To avoid accidentally pressing onscreen buttons while you're holding the phone up to your ear to speak, you can disable the touchscreen during active calls (see page 137).

Ending a Call

Do one of the following:

- Choose **Hang Up All**.
- Press **Backspace** .
- Press the headset button (if the headset is attached).

Returning to an Active Call From Another Application

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

- From any application, press **Phone**  to return to the Active Call view.

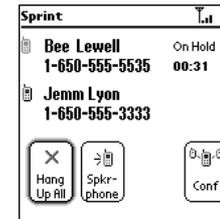
Making a Second Call

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

1. After dialing the first number, use the **5-way navigation control**  to choose **Hold**.
2. Use the navigation control to choose **Add Call**.
3. Dial the second number using Favorites, Contacts, Dial Pad, Call Log, or Redial list (see page 38).

The Active Call view now includes two status lines, each representing one of the calls. You can join the two calls in a conference call, but you cannot switch between the two calls.

4. Use the navigation control to choose **Hang Up All** to end both calls.



Controlling Your Roaming Experience

Your phone is dual band, which means you can make and receive calls while on the enhanced Sprint Nationwide PCS Network and you can also roam on other digital networks where we've implemented roaming agreements with other carriers.

When you roam outside the Sprint Nationwide PCS Network, the Roaming icon **R** appears at the top of the screen. Additional charges may apply if you use your Treo while roaming.

To learn more about roaming, visit www.sprintpcs.com.

Setting Your Phone's Roam Mode

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Phone Preferences (/A)**.
4. Check the **Enable Digital Roaming** box.
5. Choose **OK**.

Feature Availability

- ▶ You can make and receive calls while roaming.
- ▶ You will have access to voicemail while roaming.
- ▶ Other features which are standard on the enhanced Sprint Nationwide PCS Network, such as Call Waiting, PCS Voice Command, and PCS Vision are unavailable while roaming.

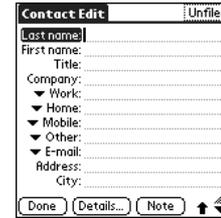
Internal Phone Book

The internal phone book is located in the Contacts view in Phone. If you are familiar with Palm Powered devices, you may recognize that the Contacts view is similar to the Address Book on previous devices.

If you have several contacts to enter, it's more efficient to use the Palm Desktop software or Microsoft® Outlook® on your computer and then synchronize data between the Treo and your computer. For more information, see page 108.

Adding a Contact

1. Press **Phone** .
2. Use the **5-way navigation control**  to access the **Contacts** list.
3. Choose **New Contact**.



4. Use the **5-way navigation control**  to move between fields as you enter information. Be sure to correctly label contact's mobile number(s). The SMS application (see page 69) only looks up Mobile numbers and email addresses.
5. To place the entry in a category or mark it private, choose **Details**.
6. To add a note to an entry, choose **Note**.
7. After you enter all the information, choose **Done**.

Viewing or Changing Contact Information

- In the Contacts list, begin typing one of the following for the contact you want to view or edit:
 - ▶ First initial and last name
 - ▶ First name
 - ▶ Last name
- Choose the name of the entry you want to open.
- Choose **Edit**.
- Make changes to the entry as necessary.
- Choose **Done**.

Deleting a Contact

- Open the contact you want to delete.
- Press **Menu** (menu).
- From the **Record** menu, choose **Delete Contact (/D)**.
- Choose **OK**.

Saving Phone Numbers

- In the **Call Log** (see page 42), highlight the number you want to save.
- Select **Add Contact**.
- Enter the information for the entry.
- Choose **Done**.

Defining Your Business Card

- Create a new contact using the information on your business card.
- From **Contact Edit** view, press **Menu** (menu).
- From the **Record** menu, choose **Select Business Card**.

Now you can beam your business card to other Palm OS devices. In any Phone view, press **Menu** (menu). From the **Record** menu, choose **Beam Business Card (/M)**.

Defining Favorites Buttons

Treo provides approximately 50 programmable Favorites buttons for quick access to the following common tasks:

- Dialing a phone number (speed dial).
- Launching an application.
- Accessing a Web page.
- Addressing an SMS message.
- Accessing voicemail (preset on Treo).



For each Favorite, you can also set up a Quick Key that gives you instant access to the phone number or application.

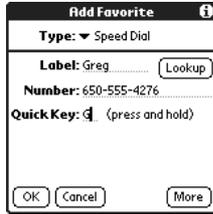
Creating a Speed Dial Favorites Button

- Press **Phone** (phone).
- Use the **5-way navigation control** (5-way) to access your Favorites buttons.
- Choose a blank button.

Tip: If there are no blank Favorites buttons on the current Favorites page, press **Right** (right arrow) to scroll through the other pages.

- Choose the **Types** pick list, then select **Speed Dial**.
- Enter a label for the Favorite:

- ▶ If the entry is for an existing contact, choose **Lookup**. Start typing the contact's last name, then select the contact when it appears in the Lookup list.
- ▶ If the entry is for a new contact, type the **Label**, press **Down** ▼ and type the **Number**.



6. (optional) Enter a **Quick Key**. When you are in the Main, Dial Pad, or Favorites view of the Phone application, press and hold the Quick Key to instantly launch the Favorite.
7. (optional) Choose **More**, and select advanced options:
 - ▶ **Extra Digits** lets you define additional digits to dial, such as a password or extension.
 - ▶ **Dial Extra Digits Automatically** dials pre-defined Extra Digits immediately after dialing the phone number, when checked.
 - ▶ **Ringtone** assigns a special ringtone for incoming calls from that contact.
 - ▶ **Image** assigns a Caller ID picture that displays when that person calls.
8. Choose **OK**.

Tip: To view all the contact numbers for the selected person or business, highlight the **Favorites** button then press **Space** .

Creating an Application, Message, or Web Link Favorites Button

1. Press **Phone** .
2. Use the **5-way navigation control**  to access your Favorites buttons.
3. Choose a blank button.
4. Choose the **Types** pick list, then select **Application, SMS or Web Link**.
5. Enter a label and any other necessary information on the Favorite screen.
6. (optional) Enter a **Quick Key**. When you are in the Main, Dial Pad, or Favorites view of the Phone application, press and hold the Quick Key to instantly launch the Favorite.
7. Choose **OK**.

Editing or Deleting an Existing Favorites Button

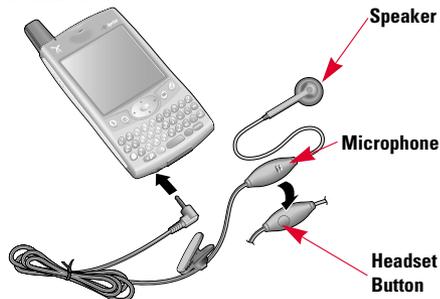
You can edit or delete most Favorites buttons. Note that you cannot edit or delete the preset voicemail button, but you can add Extra Digits or move the voicemail button to a different position.

1. Press **Phone** .
2. Use the **5-way navigation control**  to access your Favorites buttons.
3. Highlight the Favorites button you want to edit or delete.
4. Press **Menu** .
5. From the **Edit** menu, choose **Edit Favorites Button (E)**.
6. Make the desired changes. For example, add a Quick Key shortcut to any Favorite. When you are in the Main, Dial Pad, or Favorites view of the Phone application, press and hold the Quick Key to instantly launch the Favorite.
7. To delete the entry, choose **Delete**.
8. Choose **OK**.

Tip: You can also organize your Favorites buttons on different pages. From the **Edit** menu, choose **Edit Favorites Pages**. To scroll through your Favorites pages, repeatedly press **Right** ▶ to see the next page and **Left** ◀ to see the previous page.

Using a Phone Headset

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



You can press the headset button to perform any of the following tasks:

- Answer an incoming call
- Answer a call-waiting call
- Switch between two active calls or join the calls in a 3-way conference
- Hang up a single call

Headset Specifications

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

To hear in stereo through the jack (such as music), use a stereo adapter or other accessory. Visit www.handspring.com for more information.

Note: The headset designed for previous models of Treo is not compatible with the Treo 600.

Sending and Receiving Messages

Setting Up Your Voicemail

Your voicemail number is preset when you activate your phone. The first time you call voicemail, you are prompted to enter your voicemail pass code. If necessary, please contact Sprint for your pass code and enter it as prompted.

1. Turn on Wireless Mode, as described on page 27.
2. Press **Phone** .
3. Use the **5-way navigation control**  to access **Favorites**.
4. Choose the **Voicemail Favorites** button.
5. Follow the system prompts to create your pass code and record your greeting.

Retrieving Your Voicemail Messages

When you have a new voicemail message, you are notified with an alert and a voicemail icon  that appears near the top of your screen.

1. Press **Phone** .
2. From the Phone application Main view, Dial Pad, or Favorites, press and hold **1**.
3. Follow the system prompts.

Tip: Enter your voicemail pass code using the Treo keyboard, or choose **Extra Digits** if you defined this option. See page 53 for information on editing Favorites buttons. Remember, you do not need to press **Option**  to type numbers, *, or # while on an active call.

Accessing Your Voicemail From Another Phone

1. Dial your PCS Phone Number.
2. Press ***** when your voicemail answers.
3. Enter your pass code, then press **#**.

Displaying Numeric Pages

1. From the New Message alert, highlight an item with a phone icon .
2. Choose **Go To** to view the page in the SMS application.

PCS Service Features

Call Waiting

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

- To put your first call on hold and answer the second call, use the **5-way navigation control**  to choose **Answer**. (To switch between calls, choose **Swap**.)
- To continue your first call and send the second call to voicemail, use the navigation control to choose **Ignore**.

Note: When you have more than one active call, and you choose the Hang Up All button, it ends both calls. If the call that was on hold was an incoming call, your phone automatically redials that number so that you can continue the conversation.

Call Forwarding

Call Forwarding lets you forward your calls to another number. You can still make calls from your phone while this is activated. There is a per-call charge for this service.

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Phone Preferences** (/A).



4. Choose the **Forward all calls** pick list.
 - ▶ If the forwarding number appears in the pick list, select the number.
 - ▶ If the forwarding number does not appear in the pick list, select **Edit Numbers**, then choose **New**. Enter a 10-digit forwarding number without spaces. Choose **OK** to finish.
5. Choose **OK**.

Three-Way Calling

Talking with two different people at the same time is made easy with Three-Way Calling.

1. Enter a number you wish to call and press **Center** to dial.
2. After you establish the connection, place a second call (see page 47). You cannot initiate a three-way call if the second call is an incoming call.
3. When you're connected to the second party, use the **5-way navigation control**  to choose **Conf.** to begin your three-way call.

Note: If one of the people you called hangs up, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all three callers are disconnected.

4. To end the three-way call, use the navigation control to choose **Hang Up All** and end all the calls.



Note: When using Three-Way Calling, normal airtime rates apply for each of the two calls.

PCS Voice CommandSM

If you subscribe to the PCS Voice Command service, you can call a number just by saying a name. There is a monthly charge for PCS Voice Command service.

Get started by setting up your Personal Address Book

1. Press *** ***, then **Center**. Follow the system prompts. (You'll hear a tone followed by the prompt "Ready.")
2. Say "Add Name" to begin setting up your Personal Address Book.

Making a call with PCS Voice Command

1. Press *** ***, then **Center**. (You'll hear a tone followed by the prompt "Ready.")
2. After the prompt, say "Call" and the name of the person or the number you want to call. (Your request will be repeated and you will be asked to verify.)
3. Say "Yes" to call the number or person. Say "No" to cancel.



TTY Use With PCS Service From Sprint

A TTY (also known as a TDD or Text Telephone), is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your phone is compatible with select TTY devices. You can connect a TTY/TDD machine to your phone through the headset jack, but you cannot use your headset jack with a headset or handsfree kit, while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

When establishing your PCS Service, please call PCS Customer SolutionsSM via the state Telecommunications Relay Service (TRS) by first dialing **7 1 1**, then pressing **Center**. Then provide the state TRS with this number: 866-727-4889.

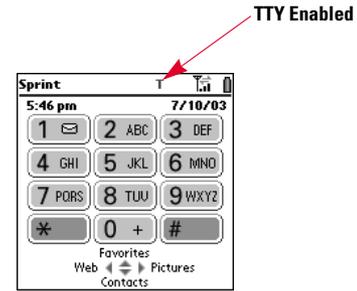
To turn TTY mode on or off:

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Phone Preferences (A)**.

4. Choose the TTY Mode pick list, then select one of the following modes:

- ▶ **Default Mode** sends and receives text.
- ▶ **VCO Mode** sends voice and receives text.
- ▶ **HCO Mode** sends text and receives voice.
- ▶ **Off** disables TTY mode and sends and receives voice.

5. Choose **OK**. A red T appears at the top of the Phone screen whenever TTY is enabled.



IMPORTANT NOTICE: Sprint recommends that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 911 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible.

PCS VisionSM

Getting Started With PCS Vision

To sign up for PCS Vision services or to access complete instructions, visit www.sprintpcs.com/manage. For information on charges associated with features that use a PCS Vision connection, refer to your PCS Service Plan.

Launching PCS Vision

1. Make sure Wireless Mode is turned on, as described on page 27.
2. Press **Phone** .
3. Use the **5-way navigation control**  to choose **Web**.
4. When the **Connect to the Internet** dialog appears, choose **Yes** to launch a PCS Vision connection.
 - ▶ If you have not already done so, select **Now** when the **Preparing Vision Services** dialog appears. This initiates a one-time process to configure your PCS Vision services. At the end of this two-minute process, your phone connects to the PCS Vision Home page.
 - ▶ If you want to cancel the connection, select **No**.

Tip: To bypass the selection screen in the future, check the **Don't ask me again** box.

5. Use the **5-way navigation control**  to scroll around and select from a variety of online services.
6. Exit the browser to end your session.

PCS Vision Features

With PCS Vision services, you have access to additional features, better performance, faster Web connections, and a wider variety of online services. Features such as Web access, graphically-enriched games, and sending/receiving digital images are available on your Treo through the enhanced Sprint Nationwide PCS Network.



Picture MailSM

Take digital pictures with the built-in camera and send them to email addresses or other PCS Vision phones.



SMS

Send and receive email and text messages, or chat.



Games

Play exciting games with full-color graphics, sound, and vibration.



Ringers

Personalize your PCS Phone by downloading ring tones. You can use Sound preferences to assign these tones to different applications and speed dial Favorites buttons.



Screen Savers

Download unique images to Picture Mail. Use these images as wallpaper, or make it easy to tell who's calling by assigning specific images to numbers in your speed dial Favorites buttons.



Web

Experience full-color graphic versions of popular Web sites.



PCS Business ConnectionSM

Secure, real-time access to your Microsoft® Outlook® or Lotus Notes® company email, calendar, business directory, and personal contacts.

Accessing PCS Vision Features

Once your phone is activated, you are signed in and ready to connect to PCS Vision services at any time.

PCS User Name

Your PCS User name is automatically assigned to you. Your user name, which resembles an email address (for example, name@sprintpcs.com), is used with PCS Mail and SMS services. Remember, with PCS Business Connection, you can use virtually any email address (see page 84). Your PCS User name is simply an additional address that identifies your PCS Account.

When your phone is Vision-enabled, your user name automatically appears on the Phone Info screen.

To find your user name:

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Phone Info (/I)**.

PCS Vision Symbols on Your Screen

-  Phone is not currently able to access PCS Vision service features.
-  Connection is active (data is being transferred) when the arrows are green. Outgoing calls can be made, but incoming calls go directly to your voicemail.
-  Connected, and voice calls can be sent and received when the arrows are gray.

PCS Vision Billing Information

See your service plan for details on PCS Vision billing.

Using the Camera and Picture Mail

Your phone comes with an easy-to-use built-in camera, which allows you to instantly take, view, and share pictures with your friends and family. To add a personal touch to your phone, use your pictures as wallpaper on the Main Phone screen and as caller ID images.

You can store your pictures on your phone, upload them to albums on the Picture Mail Web site, move them to an expansion card, and copy them to your computer by performing a HotSync operation.

Additional fees may apply for Picture Mail service. Contact Sprint for additional information.

Taking a Picture

The camera takes 12-bit color pictures that are at a maximum resolution of 640x480 pixels (0.3 megapixels).

1. Press **Phone** .
2. Press **Right**  to launch **Pictures**.
3. Using your phone screen as a viewfinder, aim the lens on the back of your Treo at the subject you want to photograph.
4. Press **Center** to take the picture.
5. If desired, edit the picture name and category at the top of the screen.
6. Choose **Keep** to save the picture on your phone, choose **Discard** to cancel the picture, or choose **Share** to share the picture. For details on sharing pictures, see the instructions on page 64.



Viewing a Picture

1. Choose the **Pictures** view icon .
2. Choose the picture you want to view.
3. Choose **Next** or **Prev** to move between pictures.
4. Choose **Done**.

Sharing a Picture

You can share a picture with someone who uses a PCS Vision Phone or with someone who has an email address.

The first time you share a picture, you are prompted to establish a Picture Mail Web site account and password. Enter a four- to eight-digit, alpha-numeric password and press **Center**. Once you receive confirmation, you may continue to upload and share pictures.

Tip: You can reduce the size of an image before sending it. From the **Picture** menu, choose **Downsize**. Indicate whether you want to resize the original or save a reduced copy.

1. From the Pictures view, choose the picture you want to share.
2. Choose **Share**.



3. Choose the **To** pick list to address the message:
 - ▶ If the recipient's name appears in the **To** pick list, select it from the list.
 - ▶ If the recipient is in your Contacts list, choose **Lookup in Contacts List**, then start typing the first few letters of the recipient's first or last name. Highlight the recipient's phone number or email address, then choose **Add**.
 - ▶ If the recipient's name is not in the pick list or your Contacts list, type the full phone number or email address.

4. Press **Down** ▼.

5. Type your message or choose **Canned msgs** to insert predefined phrases.

6. Choose **Share**.

Your phone uploads the picture to the Picture Mail Web site, creates a private Guest Book for the recipient on the Picture Mail Web site, and sends your message to the recipient. The recipient can then use a Web browser to access this private Guest Book to view this picture and to enter comments. You can view the comments later from the Picture Mail Web site.

Receiving Picture Mail

You can automatically download new messages or have Treo notify you that a message is ready to download. In either case, an alert appears when you have a new message.

From the alert:

- To view your message(s), choose **Go To**.
- To dismiss the alert and view the message(s) later, choose **OK**.
- To be reminded again in 5 minutes, choose **Snooze**.

Moving Pictures

1. From the Pictures view, choose the picture(s) you want to move.
2. Press **Menu** (menu).
3. From the **Picture** menu, choose **Move (M)**.



4. Choose the category or expansion card where you want to move the picture(s).
5. Choose **Move** to finish.

Deleting a Picture From Your Phone

1. From the Pictures view, choose the picture you want to delete.
2. Choose **Delete (D)**.
3. If prompted, choose **OK** to confirm deletion.

Setting a Picture as Wallpaper

1. From the Pictures view, choose the picture you want to use as wallpaper.
2. Press **Menu** (menu).
3. From the **Picture** menu, choose **Set Wallpaper**.
4. When the confirmation message appears, confirm by selecting **Yes**, or decline by selecting **No**.

Uploading Pictures to Your Online Inbox

Your Picture Mail account includes an Inbox on the Picture Mail Web site. You can use your Inbox to store and view pictures from your phone or from a computer with Internet access.

1. From the Pictures view, choose the picture(s) you want to move.
2. Press **Menu** (menu).
3. From the **Picture** menu, choose **Upload (U)**.

Accessing Your Online Picture Mail Inbox

1. From any Picture Mail view, choose the **Web** icon  to access your Inbox.
2. Choose any of the following:
 - ▶ **Share Inbox** enables you to share all the pictures in your Inbox.
 - ▶ **Save Inbox As** copies the pictures in your Inbox into a new album.
 - ▶ **Move All Pictures To** transfers the pictures in your Inbox to an existing album.
 - ▶ **Back** returns to the Camera application on your phone.
 - ▶ **Album List** displays a list of all the albums in your Picture Mail account.

Tip: You can also view and manage your pictures on your computer at www.picturemail.sprintpcs.com.

Working With Your Albums on the Picture Mail Web Site

1. From any Camera view, choose the **Web** icon  to access your Inbox.
2. Choose **Album List**.
3. Choose an album, then choose **View**, **Share**, **Options**, or **Edit** to perform the corresponding action.

Tip: To download a picture from the Picture Mail Web site to your phone, tap and hold the stylus on the picture until you are prompted to confirm the download request.

Customizing Your Picture Mail settings

- From any Picture Mail view, press **Menu** .
- From the **Options** menu, choose **Preferences**.
- Set any of the following preferences:
 - ▶ **Default name** assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, etc.
 - ▶ **Category** sets the default category for newly captured pictures.
 - ▶ **Picture size** sets the default size for newly captured pictures. Large is 640 x 480 pixels, small is 160 x 120 pixels.
 - ▶ **Play capture sound** plays a sound to confirm picture capture.
 - ▶ **Confirm before deleting** instructs Picture Mail to ask if you're sure you want to delete a picture before erasing it.
 - ▶ **Confirm before saving** instructs Picture Mail to ask if you're sure you want to save a picture before storing it on your Treo.
 - ▶ **Backup settings** backs up the Treo image database on your computer.
- Choose **OK**.

Viewing Pictures on Your Computer

If you customized the Picture Mail settings to backup pictures onto your Windows computer (see above), you can view these pictures in JPEG format or email them to friends with your desktop email application.

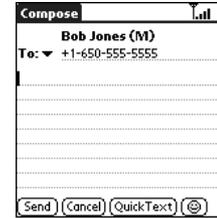
- Locate your **Pictures** folder. When you installed the desktop software from the Treo CD, a shortcut to the Treo Pictures folder was created on your desktop. You can also look in **C:\Program Files\Handspring\Treo Pictures(user name)**, or if you upgraded from another Palm powered device, in **C:\Program Files\Palm\Treo Pictures(user name)**.
- Double-click any file to launch it with the default picture viewing software on your Windows computer.

SMS

SMS messages are brief text messages that you exchange with other wireless phones that have text messaging capability, or with email addresses. You can exchange messages of up to 160 characters (including the destination email address or mobile number). Before you use your Treo to send or receive SMS messages, you need to verify pricing and availability with Sprint.

Creating and Sending a Message

- Make sure Wireless Mode is turned on, as described on page 27.
- Press **Messaging** .
- Choose **New**.



- Choose the **To** pick list to address the message:
 - ▶ If the recipient's name appears in the **To** pick list, select it from the list.
 - ▶ If the recipient is in your Contacts list, choose **Lookup in Contacts**, press **Option**  to turn off Option Lock, then start typing the first few letters of the recipient's first or last name. Highlight the recipient's phone number or email address, then choose **Add**.
 - ▶ If the recipient's name is not in the pick list or your Contacts list, type the full phone number, or press **Option**  to turn off Option Lock and then type the email address.
- Press **Down**  to jump to the body of the message.
- Type your message.
- Choose **Send**.

If you are out of a coverage area or if Wireless Mode is off, outgoing messages go into the Outbox folder. When you return to a coverage area, messages are sent automatically.

SMS Tips

- You can address SMS messages to multiple recipients by separating the addresses with a comma.
- When entering a message, you can insert emotive symbols by choosing **Emoticons** or predefined QuickText phrases by choosing **QuickText** and then selecting a phrase. To add a new phrase, select **Edit QuickText** from the list.
- You cannot use all symbols available on your phone in SMS messages. The SMS application automatically replaces invalid characters before it sends messages.
- You can send and receive SMS messages even while you are on a phone call. This is easiest when using the hands-free headset or speakerphone.

Receiving SMS Messages

When your phone is on and in a wireless coverage area, you automatically receive SMS messages sent to you. You can configure your Treo to automatically notify you when new SMS messages arrive, using a ringtone or simply an onscreen alert.



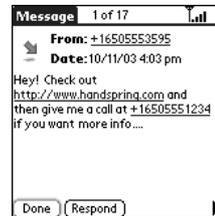
From the New Message alert

- To view your message(s), choose **Go To**.
- To dismiss the alert, choose **OK**. The message will go straight to the Inbox.
- To be reminded of the new message again in 5 minutes, choose **Snooze**.

Using Links in Messages

The SMS software is designed to recognize links within a message and give you one-tap access to them. When you receive an SMS message that contains a recognizable telephone number, email address, or URL, you can dial the number, send an email message, or go to the Web page directly from the SMS message.

1. Choose a message from the list.
2. Choose the phone number, email address, or URL (the link appears as underlined blue text).
3. Your Treo automatically launches the appropriate application from the link.



Chatting with SMS

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



1. From the Inbox, choose a chat.
2. Type your message.
3. Choose **Send**.

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

Managing Your Messages

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

	An incoming message. Unread messages appear in bold; messages you've read appear in plain text.
	An item that is locked and cannot be deleted or purged until you unlock it.
	An outbound message.
	A chat session. Chats containing unread incoming messages appear in bold text.
	A voicemail page. An unopened voicemail page appears in bold.

You can rearrange the messages in any folder using the Sort command. This makes it easier to find and view messages.

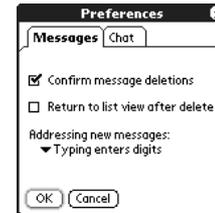
1. From list view, press **Menu** (menu).
2. From the **View** menu, choose **Sort by Name** or **Sort by Date**.

You can also delete several messages at once from any folder using the Purge command.

1. From list view, press **Menu** (menu).
2. From the **Message** menu, choose **Purge (K)**.
3. Choose the **Purge** pick list, then select an option.
4. Choose **OK**.

Customizing Your SMS Settings

1. Press **Menu** (menu).
2. From the **Options** menu, choose **Preferences**.
3. Set any of the following **Messages** preferences for your individual SMS messages:



- ▶ **Confirm message deletions** indicates whether you want deletion confirmation messages to appear.
- ▶ **Return to list view after delete** indicates whether you want to view the next message or chat, or to return to the list view after deleting a message.

- ▶ **Addressing new messages** determines whether typing in the To field enters numbers or letters by default. You can still switch between digits and letters by pressing **Option** .
4. Set any of the following **Chat** preferences for your chat sessions:



- ▶ **Show timestamps in chats** displays the local date and time the message was sent next to each message.
 - ▶ **Display my name in chat window as** sets the text label for your messages in Chat view.
 - ▶ **Label color** selects the label color for your messages in the Chat view.
 - ▶ **Use color for** indicates whether you want to view both the chat partner's name and message in a different color, or only the name.
5. Choose **OK**.

Browsing the Web

The Blazer Web Browser on your Treo is designed to provide quick and easy access to Web pages. You can view the regular Web sites you use today, including sites with advanced features such as JavaScript, frames, and cookies, and secure sites such as online shopping, banking, and email sites. However, Blazer does not support plug-ins (Flash, Shockwave, etc.) or Java applets. Some secure sites require specific browsers and may not work with Blazer.

To use your Treo to browse the Web, you must first activate PCS Vision data services from Sprint.

Viewing a Web Page

1. Make sure Wireless Mode is turned on, as described on page 27.
2. Press **Phone** .
3. Use the **5-way navigation control**  to choose **Web**.
4. Choose the **Page View** icon .
5. Press **Space**  to jump between the Web page contents and the icons at the bottom of the screen.
6. Navigate to the Web page you want:
 - ▶ To view a portal of mobile content designed specifically for your Treo, choose .
 - ▶ To go to any Web page on the Internet, choose . If you browse to a secure Web page, a Lock icon  appears.
 - ▶ To view the previous or next page, choose  or .
 - ▶ To refresh the page with the latest content available from the Internet, choose .
 - ▶ To view a list of sites you've visited, tap and hold  or .

Tip: If graphics are slowing you down, you can browse the Web faster by turning off images. From the **Options** menu, choose **Preferences**, and then check the **Don't Show Images** box.

Navigating in Optimized Mode

The Blazer Web Browser uses a patent-pending technology to optimize normal Web pages for your Treo. By default, Blazer Web Browser reformats Web pages to fit into one long column on your Treo screen. This way, you can see everything easily without needing to scroll left or right.

- Press **Up** ▲ or **Down** ▼ to move through a Web page.
- Press **Left** ◀ or **Right** ▶ to move between links on the page. To follow a link to another Web page, highlight the link and then press **Center**. You can also tap on the link on the screen with your stylus.

Navigating in Wide Page Mode

Some Web pages, such as maps, are easier to view without the optimization done in Optimized Mode. You may want to view these pages in Wide Page Mode. This mode presents the Web page as you would expect to see it on your computer's Web browser.

1. Go to the page you want to view.
2. Press **Menu** (menu).
3. From the **Page** menu, choose **Wide Page Mode (W)**.
 - ▶ Press **Up** ▲, **Down** ▼, **Left** ◀, or **Right** ▶ to scroll through the wide page.
 - ▶ To follow a link to another Web page, tap the link with your stylus.

Creating a Bookmark

Bookmarks let you instantly access a Web page, without needing to type the address every time. Blazer Web Browser can store up to 100 bookmarks or saved pages, allowing you to open your favorite Web pages quickly. Remember, a Blazer Web Browser bookmark is different from a Favorite (see page 51).

1. Go to the page you want to bookmark.
2. Press **Menu** (menu).
3. From the **Page** menu, choose **Add Bookmark (A)**.



4. If desired, change the **Name** and **Description**.
5. Choose **OK**.
6. Use the stylus to drag and drop the new bookmark into a slot on the current page. To move the bookmark to a different page, drag and drop it on the page icon (see page 78 for more information about arranging bookmarks).
7. Choose **OK**.

Tip: You can make Bookmark view the default view when you launch the browser. From the **Options** menu, choose **Preferences**, then select the **Bookmarks** icon as your **Initial View**.

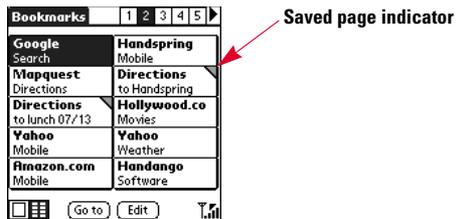
Saving a Page

Blazer Web Browser lets you save single pages for offline viewing. This feature saves the page's text and images onto your Treo, so you don't need an Internet connection to view the page's content later.

1. Go to the page you want to save.
2. Press **Menu** (menu).
3. From the **View** menu, choose **Save Page**.
4. Choose **OK**.
5. Use the stylus to drag and drop the saved page into a slot on the current page. To move it to a different page, drag and drop it on the page icon.
6. Choose **OK**.

Viewing Bookmarks or Saved Pages

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



1. Choose the **Bookmarks** view icon .
2. Choose the bookmark or saved page you want to view.

Editing or Deleting a Bookmark or Saved Page

1. From the Bookmarks view, press **Menu** .
2. From the **Bookmarks** menu, choose **Edit Bookmarks**.
3. Choose the bookmark you want to edit or delete.
4. Enter the desired changes.
5. Choose **OK**.

Arranging Bookmarks and Saved Pages

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

1. From the Bookmarks view, press **Menu** .
2. From the **Bookmarks** menu, choose **Edit Bookmarks**.



3. Type a new title for this page.
4. Use the stylus to drag and drop bookmarks into different slots on the current page. To move a bookmark to a different page, drag and drop it on the page icon.
5. Choose **OK**.

Downloading Files From a Web Page

Blazer Web Browser lets you download files that are usable on your Treo, such as ring tones, new applications, or pictures that are tagged specifically for download. When you download a file, it is automatically sent to the application that can use the file. For example, if you download a JPEG image, it is stored in Picture Mail for later viewing.

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

Note: You can only download files that you can open on your Treo. If you try to download a file that does not have a corresponding application on your Treo, an error appears.

Navigating Web Sites With Split Pages (Frames)

Some Web sites split their pages into separate areas, each with their own scroll bars. The easiest way to navigate these sites is to zoom in on one of the separate areas.

1. Tap the area of the split page you want to enlarge. Make sure you tap an area that is not a link, otherwise you will navigate to the selected link.
2. Tap the **Magnifying Glass** icon  at the bottom of the screen to expand the selected area to fill the entire screen. The Magnifying Glass icon appears only when a page is split into separate areas.

Copying Text From a Web Page

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

1. Use the stylus to highlight the text you want to copy.
2. Press **Menu** .
3. From the **Edit** menu, choose **Copy (C)**.
4. Go to the application in which you want to paste, then position the cursor where you want to paste the text.
5. Press **Menu** .
6. From the **Edit** menu, choose **Paste (P)**.

Dialing a Phone Number on a Web Page

Blazer Web Browser can dial most phone numbers that appear on Web pages (see page 41). If Blazer Web Browser does not recognize a phone number as dialable, you can copy the phone number (as text) and paste it into the Phone Dial Pad (see page 40).



Creating Email From a Web Page

Email addresses often appear as links on Web pages. After you configure an email application on your Treo, you can select an email address link to create a message to the selected address.

Using the History List

The History list stores the addresses of the most recent pages you visited in Blazer Web Browser. If you want to go back to a page you remember visiting, but did not bookmark the page, you can use the History list to jump directly to that page. Items in the History list are sorted chronologically.

1. From the Page view, press **Menu** .
2. From the **Page** menu, choose **History (H)**.
3. Press **Down**  to navigate through the list.
4. Choose the Web page you want to load.

Finding Text on a Web Page

1. From the Page view, press **Menu** .
2. From the **Page** menu, choose **Find Text on Page**.
3. Type the text you want to find.

4. Check or uncheck the **Wrap Search** box to indicate whether you want the search to wrap from the end of the page to the beginning when the end is reached.
5. Choose **Find** to start the search.

Customizing Your Blazer Web Browser Settings

1. Press **Menu** (menu).
2. From the **Options** menu, choose **Preferences**.
3. Set any of the following preferences:



- ▶ **Home Page** sets the Web page that appears when you choose the **Home** icon. Choosing **Restore Default** selects the original PCS Vision Home page if you changed it.
- ▶ **Initial View** determines which view displays every time you launch Blazer Web Browser.
- ▶ **Don't show images** selects whether you want images to appear when you load a Web page. If you don't view images, Web pages will load faster. If you choose not to view images, you can still see any image by choosing the placeholder box on the Web page.

4. Choose **Advanced** and set any of the following preferences:



- ▶ **Set limit on memory for storing recently viewed pages (cache)** sets the amount of memory used for your cache. Pages are cached so they load faster the next time you view them.
- ▶ **Memory Management** enables you to free up memory on your device by clearing the memory for recent pages, history and cookies.
- ▶ **Set Proxy** sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.
- ▶ **Accept cookies** allows some Web sites to store personalized information on your Treo. Some sites do not work properly unless you select this option.

5. Choose **OK**.

PCS Business ConnectionSM Personal Edition

You can install the optional PCS Business Connection application for secure, real-time access to your Microsoft® Outlook® or Lotus Notes® company email, calendar, business directory, and personal contacts. For more information and to sign up, visit www.sprintpcs.com.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Get BC** icon .
4. Follow the onscreen instructions to download and install the software.

After you install the PCS Business Connection application on your phone, you can access it by pressing **Messaging** .

Using Your Treo Organizer Features

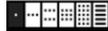
Calendar

Calendar is a powerful organizer application that helps you manage your schedule.

Displaying Your Calendar

Do any of the following:

- Press **Calendar**  repeatedly to cycle through the various active views.

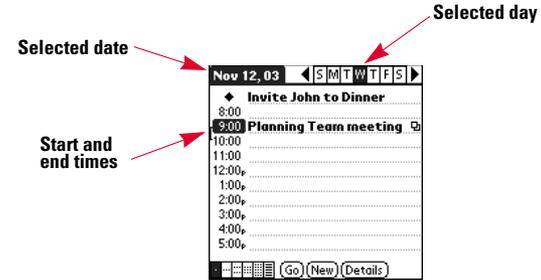


- Use the **5-way navigation control**  to move to another day, week, or month (depending on the current view).
- Choose **Go**, or press **Menu** , then from the **Options** menu, choose **Go to Day (/0)**. Then choose a date from the calendar.

Creating an Event

You can enter events on your phone. However, if you have several appointments to enter, it's more efficient to use the Palm Desktop software or Microsoft® Outlook® on your computer and then synchronize data between the Treo and your computer. For more information, see page 108.

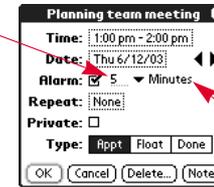
1. Press **Calendar**  until you are in Day view.
2. Press **Left**  and **Right**  to select the desired day.
3. Using the keyboard, type a starting time for the event. For example, type 53 for 5:30. (Remember to press **Option**  before typing numbers.)
4. Press **Down**  and type the ending time for the event.
5. Choose **OK**.
6. Type a description for the event.



Adding an Alarm to an Event

1. In Calendar, select the event.
2. Choose **Details**.

Number of time units



Type of time units

3. Check the **Alarm** box and choose the number of minutes, hours, or days before the event you would like to receive the alarm.

Note: The alarm for untimed events (see page 88) is defined by minutes, days, or hours before midnight of the date of the event.

4. Choose **OK**.

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

Creating an Untimed Event

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

1. Press **Calendar**  until you are in Day view.
2. Press **Left**  and **Right**  to go to the date of the event.
3. Make sure nothing is highlighted.
4. Type a description for the event.

Diamond
indicates an
untimed event



Tip: To enter a birthday or anniversary, create an untimed event. Then, from the **Details** screen, choose **Year** as the repeat interval.

Scheduling a Repeating Event

1. Create an event, then highlight it.
2. Choose **Details**.



3. Choose the **Repeat** box, then choose a repeat interval:
 - ▶ For a birthday or anniversary, choose **Year**.
 - ▶ For weekly events, choose the day(s) the event repeats.
 - ▶ For monthly events, choose **Day** or **Date** to indicate the repeating method.

4. If the event has an ending date, choose the **End on** pick list, then select **Choose Date**, and select the ending date.
5. Choose **OK**.



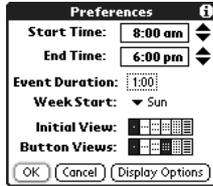
This icon indicates
a repeating event

Editing or Deleting an Event

1. Highlight the event you want to reschedule.
2. Choose **Details**.
3. Change the date and time as needed, or choose **Delete**.
4. Choose **OK**.

Customizing General Preferences for Your Calendar

1. Press **Menu** (menu).
2. From the **Options** menu, choose **Preferences (R)**.
3. Set any of the following preferences:



- ▶ **Start Time** and **End Time** set the beginning and end of the day shown on the Calendar screens.
 - ▶ **Event Duration** sets the default duration of a new event.
 - ▶ **Week Start** sets the day on which the calendar week starts.
 - ▶ **Initial View** sets the view that appears when you launch Calendar.
 - ▶ **Button Views** sets the views that appear when you press **Calendar** (Ⓢ) repeatedly. By default, you see Day and Month Views, but you can also choose to see Week, Week with Text, Year, and List Views.
4. Choose **Display Options** to set any of the following:

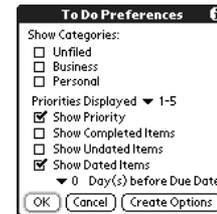


- ▶ **Show Time Bars** activates the time bars that appear in the Day view. The time bars show the duration of an event and illustrate event conflicts.
 - ▶ **Compress Day View** controls how times appear in the Day view. When Compress Day View is off, all time slots display. When it is on, start and end times display for each event, but blank time slots toward the bottom of the screen disappear to minimize scrolling.
 - ▶ **Show PM Label** displays a p after PM times.
 - ▶ **Show End Times** displays all time bars and time slots for end times of an event.
 - ▶ **Auto-scroll Time** displays events based on the time of day when the Day view contains more than one screen of information. The up and down arrows at the bottom-right corner indicate more information.
 - ▶ **Float Advance at Midnight** advances floating events to the next day at midnight of the current day.
 - ▶ **Show Completed Floating Events** displays completed floating events.
5. Choose **OK** to close the Display options dialog.
 6. Choose **OK**.

Customizing To Do List Preferences for Your Calendar

You can display To Do List items in your calendar to keep on top of your tasks.

1. Press **Calendar** (Ⓢ) until you are in Day view.
2. Press **Menu** (menu).
3. From the **Options** menu, choose **To Do Preferences**.
4. Set any of the following preferences:



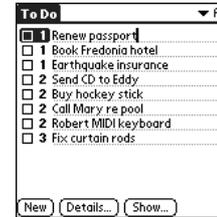
- ▶ **Show Categories** determines which To Do List categories display in Calendar Day view.
 - ▶ **Priorities Displayed** limits the display of To Do List items to those with a certain priority.
 - ▶ **Show Priority** displays the priority assigned to an item.
 - ▶ **Show Completed Items** displays checked-off items, as well as unchecked items.
 - ▶ **Show Undated Items** displays To Do List items that do not have a Due Date assigned.
 - ▶ **Show Dated Items** displays To Do List items that have a Due Date assigned. Choose the pick list, then select how far in advance of the Due Date you wish the item to appear in your calendar.
5. Choose **OK**.

To Do List

You can use To Do List as a reminder of tasks you need to complete and to keep a record of complete tasks. You can also display To Do List items in your calendar. See page 91 for details.

Adding a To Do Item

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **To Do List** icon .
4. Choose **New** to create a new To Do item
5. Type the text of the To Do item. The text can be longer than one line.
6. Press **Down**  to deselect the To Do item.



Setting Item Priority, Due Date, and Other Details

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

1. Highlight the item to which you want assign details.
2. Choose **Details**.

3. Set any of the following:



- ▶ **Priority** sets the Priority number for this item (1 is most important). Later you can arrange your To Do List based on the importance of each item.
- ▶ **Category** assigns the item to a specific category.
- ▶ **Due Date** sets the due date for the item. Choose the **Due Date** pick list, then select a due date.
- ▶ **Private** indicates whether the item is private. Check this box to mark this item private.
- ▶ **Note** stores additional text you want to associate with the item.

4. Choose **OK**.

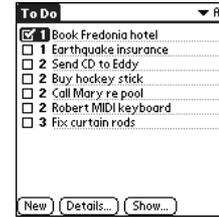
Tip: You can also set the priority by choosing the **Priority** number next to an item and selecting a priority level from the list.



Checking Off a To Do Item

You can set To Do List to record the date that you completed the To Do item, and you can choose to show or hide completed items. Completed items remain in the memory of your phone until you purge them.

1. Choose the item you want to check off.
2. Hold **Option** and press **Return** .



Tip: To uncheck the selected item, hold **Option** and press **Return** .

Deleting a To Do Item

1. Highlight the item you want to delete.
2. Press **Menu** .
3. From the **Record** menu, choose **Delete Item (D)**.
4. Choose **OK**.

Purging To Do Items

To save memory, you can purge all completed To Do List items.

1. Press **Menu** .
2. From the **Record** menu, choose **Purge**.
3. Choose **OK**.

Customizing To Do List

The Show Options dialog enables you to control the appearance of the To Do list screen.

1. In the To Do list screen, choose **Show**.
2. Set any of the following preferences:



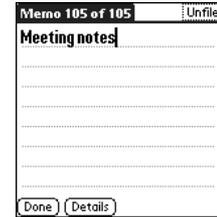
- ▶ **Sort by** indicates the order in which your To Do items appear in the list.
 - ▶ **Show Completed Items** displays items checked off.
 - ▶ **Show Only Due Items** hides items that are not yet due.
 - ▶ **Record Completion Date** replaces due date with the completion date when you complete (check) the item.
 - ▶ **Show Due Dates** displays item due dates and inserts an exclamation mark next to overdue items. Turning on this option also enables you to tap directly on the due date in the To Do List to choose a new date.
 - ▶ **Show Priorities** displays the priority setting for each item.
 - ▶ **Show Categories** displays the category for each item.
3. Choose **OK**.

Memo Pad

Memos are a great way to store notes on your Treo. Each memo can include 4,096 characters of text.

Creating a Memo

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Memo Pad** icon .
4. Enter the text you want to appear in the memo. Press **Return**  to move down to new lines in the memo.
5. Choose **Done**.



Tip: You can assign categories to your memos. Open the memo you want to change, choose the pick list in the upper-right corner, then select a category.

Deleting a Memo

1. Choose the memo you want to delete.
2. Press **Menu** .
3. From the **Record** menu, choose **Delete Item (D)**.
4. Choose **OK**.

CityTime

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

Setting Your Home City

The Home City serves as a point of reference for your other city selections. The Home City time reflects the current system time (unless you have changed locations; see page 99). The information displayed for all the other cities is based on the day and time in your Home City.

1. Press **Applications Launcher** (Ⓜ).
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **CityTime** icon (🌐).
4. Press **Menu** (menu).
5. From the **Options** menu, choose **Select Home City (/H)**.
6. Choose the **Home City** pick list, then select the city closest to your location (in the same time zone).
7. Choose **OK**.



Home city

Selecting Remote Cities

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

1. Use the stylus to tap a pick list in the lower part of the CityTime screen, then select the city closest to the city you want to display.
2. Choose the remaining pick lists, then select the other three cities you want to display.

Adding Cities

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

1. Press **Menu** (menu).
2. From the **Options** menu, choose **Edit Cities (/E)**.
3. Choose **New**.
4. Enter the city name and other information.
5. Choose **OK**.

Changing Locations

If you travel, you can easily coordinate the system time on your Treo with the local time.

1. Press **Menu** (menu).
2. From the **Utilities** menu, choose **Change Location (/L)**.
3. Choose the **To** pick list, then select your new location.
4. Choose **OK**.

CityTime Tips

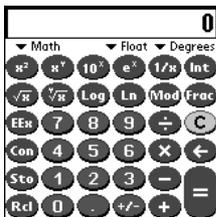
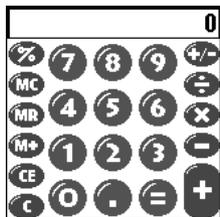
- CityTime does not automatically update the system time for Daylight Savings Time (DST).
- Run your stylus over the map to see the time in other cities.
- The shadow over the map represents nighttime moving across the globe.

Calculator

Calculator includes a basic calculator, plus an advanced calculator with scientific, financial and conversion functions. You can tap the screen or use the keyboard to input numbers.

Switching Between Basic and Advanced Calculator Modes

1. Press **Menu** (menu).
2. From the **Options** menu, choose **Toggle Mode (/M)**.



Selecting Functions in Advanced Calculator Mode

1. Switch to **Advanced Calculator** mode (see above).
2. Choose the pick list near the upper-left part of the screen, then select the Advanced Calculator function you would like to use:

- ▶ **Math** provides advanced mathematical functions such as exponents, roots, and logarithms.
- ▶ **Trig** provides trigonometric functions such as sine, cosine, tangent, and variants.
- ▶ **Finance** provides financial calculator functions such as APR and amortization.
- ▶ **Logic** displays hexadecimal characters in the keypad, plus logic functions such as and, not, or and xor. In place of Float/Degrees (see below), this view includes options for class (bin, oct, SDec, UDec, hex) and bits (8, 16, 32).



- ▶ **Statistics** provides statistical functions such as sum, factorial, and random number generator.
- ▶ **Weight/Temp** provides weight and temperature conversions for metric and English values.
- ▶ **Length** provides length conversions for metric and English values.
- ▶ **Area** provides area conversions for metric, traditional, and English values.
- ▶ **Volume** provides volume conversions for metric and English values.

3. Choose the pick list near the upper-middle of the screen, then select how to display decimal values:



- ▶ **Float (Floating point)**. Position of decimal point varies according to calculation results.
- ▶ **Fixed (x) (Fixed point)**. Enter an integer for the number of decimal places to display, then select Fixed (x) to round calculations to that decimal place.
- ▶ **Sci (x) (Scientific notation)**. Enter an integer for the number of decimal places to display, then select Sci (x) to round calculations to that decimal place using scientific notation.
- ▶ **Eng (x) (Engineering notation)**. Enter an integer for the number of decimal places to display, then select Eng (x) to round calculations to that decimal place using engineering notation.

4. Choose the pick list near the upper-right of the screen, then select whether you want to display numbers in degrees, radians, or grads.



Tip: To access a list of mathematical constants such as Avogadro's number or the speed of light, choose **Con**.

Storing and Recalling Numbers in Advanced Mode

- To store a number in one of ten memory slots, choose **Sto**.
- To recall a stored number, choose **Rcl**.

Looking Up Contacts and Other Information

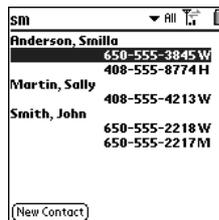
With the built-in search features on your Treo, you can find information quickly:

- **Name Lookup** enables you to dial your Contacts by name. It locates people's phone numbers when you're in the Contacts list.
- **Find** searches through the text in all the applications on your Treo, always starting with the current application.

Name Lookup

You can access Name Lookup directly from the Contacts list. This feature helps you locate Contacts quickly by entering just a few letters of a Contact's name.

1. Press **Phone** .
2. Use the **5-way navigation control**  to access the **Contacts** list.
3. From the Contacts list, enter the first few letters of the contact you want to find. You can enter:
 - ▶ First name (JOH for John) or
 - ▶ Last name (SMI for Smith) or
 - ▶ First name initial and last name (JSM for John Smith)



For example, entering SM displays Smilla Anderson, John Smith, and Sally Martin as shown above. Entering JSM finds only John Smith.

4. Do one of the following:

- ▶ Highlight the contact name, then press **Center** to view the contents of the record.
- ▶ Highlight any phone number, then press **Center** to dial.

Tip: To access Name Lookup in other applications, choose the **Lookup** button if it appears.

Using Find

The Find feature locates any text in the built-in applications and databases, and in some third-party applications. The Find feature performs an exact search on a character string, including characters that are parts of words. Find is not case-sensitive and it locates any word that begins with the text you enter. For example, entering "plan" finds "planet," but not "airplane."

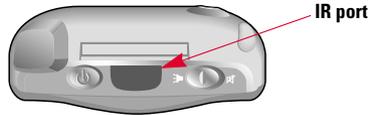
1. Press **Option**  then **Shift**  to open the Find dialog.
2. Enter the text you want to find.
3. Choose **OK** to start the search.
4. In the search results, choose the text you want to review, or choose **Find More** to search additional applications.



Tip: To search by company for a person's name you can't remember, open **Find**, and type the name of the company.

Beaming Information

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



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

Beaming a Record

1. Choose the record or category you want to beam.
2. Press **Menu** .
3. From the **Record** menu, choose one of the following:
 - ▶ **Beam (B)** sends an individual record.
 - ▶ **Beam Category (V)** sends all records in the current category.
4. When the Beam Status dialog appears, point the IR port on your Treo directly at the IR port of the receiving device.



5. Wait for the Beam Status dialog to indicate that the transfer is complete before you continue using your Treo.

Tip: Beam your business card. From any Phone view, press **Menu** , then press **M**.

Beaming an Application

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

1. Press **Applications Launcher** .
2. Press **Menu** .
3. From the **App** menu, choose **Beam (B)**.
4. Choose the **Beam From** pick list, then select whether the application you want to beam is located on your Treo or an expansion card.
5. Choose the application you want to transfer.
6. Choose **Beam**.

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

Receiving Beamed Information

You can store a beamed entries and applications on your phone, or send them to an expansion card inserted in the expansion slot.

1. Turn on your screen.
2. Point the IR port on your Treo directly at the IR port of the transmitting device to open the Beam Status dialog.
3. When the Beam dialog appears, choose a category or expansion card. If you don't choose a category, the item goes in the Unfiled category.
4. Press **Up** ▲ to receive the beam or press **Down** ▼ to refuse it.

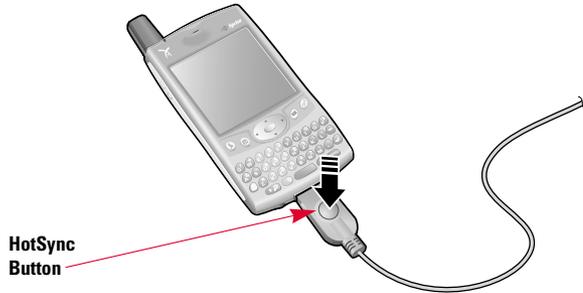
Managing Applications on Your Treo

Synchronizing Contacts and Other Personal Data

We strongly recommend that you synchronize your Treo and computer frequently to keep your information up-to-date (and backed up) in both locations.

Before you can synchronize your contacts and other personal data, you must install the Palm Desktop software from the CD that came with your Treo. See page 21 for instructions.

1. Connect your Treo to your computer as described on page 20.
2. Press the HotSync button on the cable.



3. Wait for your Treo to display a message indicating that the process is complete.
 - ▶ If nothing happens, make sure that you installed the Palm Desktop software and that the HotSync Manager application is running on your computer.
 - ▶ If you want to synchronize data with applications other than Palm Desktop or Microsoft® Outlook®, you need to purchase additional third-party conduit software.
 - ▶ If you have any problems performing a HotSync operation, see pages 157-159 for troubleshooting suggestions.

Installing Applications

Your Treo comes with several applications built-in and ready to use. You can also install any of the more than 16,000 third-party Palm OS applications for use on your Treo, such as business software, games, and other applications.

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

These instructions tell you how to install basic .prc (Palm OS application) and .pdb (Palm OS database) files onto your Treo. Some Palm OS software uses an automatic installer or wizard to guide you through the process. Consult the documentation that came with the software for details about how to install a particular piece of software. Treo is not compatible with .pqa files.

Before you can install an application on your Treo, you need to have the Palm Desktop synchronization software installed on your computer (see page 21).

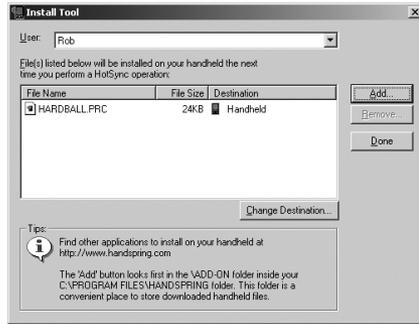
Installing Applications From the Internet

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

1. Launch the **Blazer Web Browser** (see page 75).
2. Go to the page that contains the link to the application you want to download.
3. Press **Left** ◀ or **Right** ▶ to highlight the link to the file, then press **Center** to initiate the download process.

Installing Applications From a Windows Computer

1. Double-click the **.prc** or **.pdb** file you want to install on your Treo.
2. A dialog may appear with a **User** drop-down list. Select your User Name from the list.
3. The Install Tool window appears. If you would like to install additional files, simply drag and drop them into the space in this window.
4. If you want to install an application to an expansion card, click **Change Destination**. Click the arrows to move the application to the expansion card pane, then click **OK**.
5. Click **Done**.
6. Perform a HotSync operation to install the application(s) on your Treo.



Tip: On a Windows computer, you can also access the Install Tool dialog by selecting **Install Tool** under **Handspring** on the **Start** menu or from the **Programs** folder.

Installing Applications From a Macintosh Computer

1. On your Macintosh, launch **Palm Desktop**.
2. From the **HotSync** menu, choose **Install Handheld Files**.
3. Select the User Name that corresponds to your Treo phone from the **User** drop-down menu.
4. Click **Add To List**.
5. Locate the **.prc** or **.pdb** file you want to install on your Treo. Highlight it and click **Add File**.
6. Perform a HotSync operation to install the application(s) on your Treo.



Getting Help With Third-Party Applications

If you encounter a problem with a third-party application (such as an error message), contact the application's author or vendor. For general troubleshooting of third-party applications, see page 162.

Removing Applications

If you decide that you no longer need an application or you want to free up memory on your Treo, you can remove applications from your Treo or an expansion card. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the ROM portion of your Treo. These applications appear with a lock icon  next to them.

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

1. Press **Applications Launcher** .
2. Press **Menu** .
3. From the **Options** menu, choose **Delete (D)**.



4. If you want to remove an application from an expansion card, insert the card into your Treo.
5. Choose the **Delete From** pick list, then select the location of the application you want to remove.
6. Choose the application that you want to remove.
7. Choose **Delete** to finish.
8. Perform a HotSync operation to remove the application from the Backup folder on your computer.

Manually Deleting Applications From Your Computer

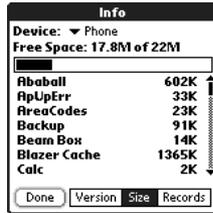
If an application you delete re-appears on your device, you may need to manually delete it from your computer.

1. Locate your Backup folder on your computer.
 - ▶ **Windows:** C:\Program Files\Handspring\user name.
 - ▶ **Macintosh:** Mac HD\Applications\Palm\Users\user name.
 - ▶ If you upgraded from a previous version of Palm Desktop software, your backup folder may be located in the Palm folder.
2. If you find a .prc or .pdb file for the application you just removed, delete the file from the Backup folder.
3. Delete the file from your Treo again.

Using Application Info

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

1. Press **Applications Launcher** (Ⓜ).
2. Press **Menu** (☰).
3. From the **App** menu, choose **Info**.
4. At the bottom of the screen, choose the type of information you want to view:
 - ▶ **Version** displays the version numbers of applications on your Treo.
 - ▶ **Size** displays the size (in kilobytes) of applications and data on your Treo.
 - ▶ **Records** displays the number of entries in different applications on your Treo.
5. Choose **Done**.



Using Expansion Cards

The expansion slot on your Treo enables you to add Secure Digital (SD) cards and MultiMedia Cards (MMC) to extend the storage capacity of your Treo. Although SD cards are faster than MMC cards for reading and writing data, you can use either type of expansion card to store:

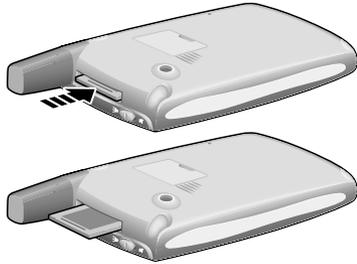
- ▶ **Pictures**
- ▶ **MP3 audio files**
- ▶ **Games**
- ▶ **eBooks**
- ▶ **Applications**
- ▶ **Databases**
- ▶ **... and more.**

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

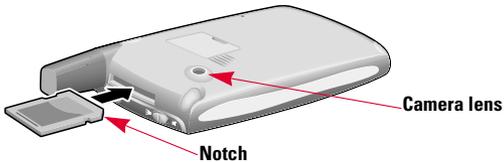
Inserting and Removing Expansion Cards

When you insert an expansion card, the card name appears as a category with a card icon next to the name. To switch between the applications on the expansion card and your phone, choose the category pick list in the upper-right corner, then select another category.

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



3. Hold your Treo with the screen facing you and the card with the notch in the lower-right corner next to the camera lens.
4. Insert the card into the expansion slot until you feel the card lock into place and hear the confirmation tone.

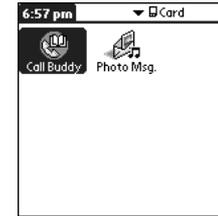


5. When you're done using the expansion card, repeat steps 1 and 2 to remove the expansion card.
6. Reinsert the mock card to keep the expansion slot clean.

Launching Applications on an Expansion Card

After you insert an expansion card in the expansion slot, you can launch any of the applications stored on the expansion card, provided you have enough free space in the internal memory of your Treo to accommodate the program.

1. Insert the expansion card into the expansion slot. The Applications Launcher automatically appears.
2. Choose the icon for the application you want to launch.



3. Press **Center** to launch the application.

Copying Applications to an Expansion Card

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

Note: Before you copy an application to an expansion card, make sure that it is compatible with Palm OS version 5.2 or higher. Some applications do not work with expansion cards and do not allow you to store data files in a location that is separate from the application.

1. Press **Applications Launcher** (Ⓜ).
2. Press **Menu** (☰).
3. From the **App** menu, choose **Copy (/C)**.



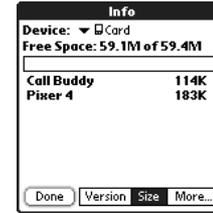
4. Choose the **Copy To** pick list, then select the destination: card name or Phone.
5. Choose the **From** pick list, then select the location of the application you want to copy: card name or Phone.
6. Highlight the application you want to copy.
7. Choose **Copy** to finish.

Tip: You can install an application directly to an expansion card instead of copying it from Treo's main memory. See page 109 for details.

Viewing Expansion Card Information

The Card Info application displays general information about the expansion card that is currently in the expansion slot and it enables you to rename and format a card.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Card Info** icon .



Renaming an Expansion Card

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

1. Insert the expansion card into the expansion slot. The Applications Launcher automatically appears.
2. Choose the **Card Info** icon .
3. Press **Menu** .
4. From the **Card** menu, choose **Rename Card (R)**.
5. Type a new name for the card.
6. Choose **OK**.

Formatting an Expansion Card

Formatting an expansion card is similar to formatting a diskette on a computer. When you format an expansion card, you erase all the data stored on the card and return it to a blank state.

1. Insert the expansion card into the expansion slot. The Applications Launcher automatically appears.
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Card Info** icon .
4. Press **Menu** .
5. From the **Card** menu, choose **Format Card (/F)**.
6. Type a new name for the card.
7. Choose **OK**.

Customizing Your Treo

Phone Settings

Customize your Treo with Phone settings that match the way you make calls. You can select ring and alert tones, adjust call volume, assign a Caller ID picture to a contact, and even choose wallpaper for the Phone application screen, and more.

Selecting Ring Tones and SMS Alert Tones

You can set different tones and volumes for incoming phone calls, Calendar alarms, and SMS alerts.

Tip: Want more ring tones? Download any MIDI file from the web, then e-mail it to your Treo. The MIDI files you download appear in the list of tones when you follow the steps below.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Sound**.
5. Choose the **Application** pick list, then select **Phone**, **Calendar**, or **SMS**.
6. Choose the **Volume** box.



7. Choose each pick list, then select an alert volume.

8. Choose the **Tones** box.

9. Depending on the application, select alert tones from the pick lists that appear:

Phone



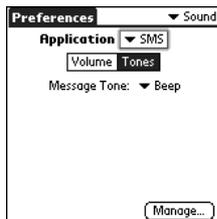
- ▶ **Known Caller Tone** for an incoming call from someone in your Contacts or Favorites.
- ▶ **Unknown Caller Tone** for an incoming call from someone identified by Caller ID who is not in your Contacts or Favorites.
- ▶ **Roaming Tone** for incoming calls when you're outside your home mobile network.
- ▶ **Voicemail Tone** to alert you of a new voicemail.
- ▶ **Service Tone** to warn you of a service change, such as moving into and out of a mobile network coverage area.

Calendar



- ▶ **Alarm Sound** sets the tone played the first time your alarm goes off.
- ▶ **Reminder Sound** sets the tone played if an alarm is not acknowledged and the alarm repeats itself.
- ▶ **Play Sound** sets the number of times an alert tone plays during the alarm sequence.
- ▶ **Repeat Alarm** sets the number of times the alarm repeats if it is not acknowledged.
- ▶ **Every** sets the interval between alarm repeats if it is not acknowledged.
- ▶ **Alarm Preset** sets the default number of minutes, hours, or days before the event that the alarm goes off.

SMS



- ▶ **Message Tone** notifies you when a new SMS message arrives.

Tip: You can also preview, send, and delete sounds, such as ring tones, on your phone. From **Sound Preferences**, choose the **Tones** box. Choose **Manage**, then choose **Play**, **Send**, or **Edit** to perform the corresponding action.

Adjusting Volume Settings

- While a call is in progress, or while using the personal speakerphone, press the volume buttons on the side of your Treo to adjust call volume.
- When a call is not in progress, press the volume buttons on the side of your Treo to adjust the ringer volume.
- Slide the ringer switch to Sound Mode Off mode at any time to silence the ringer immediately.

Assigning a Caller ID Picture

1. Press **Phone** (☎).
2. Press **Up** (▲) to access your Favorites buttons.
3. Highlight the Favorites button you want to give a caller ID picture.
4. Press **Menu** (☰).
5. From the **Edit** menu, choose **Edit Favorites Button (/E)**.
6. Choose **More**.
7. Check the box for **Image**.
8. Choose **Select Image**.
9. Choose the picture you want to assign to the selected Favorites button.
10. Choose **Select**.
11. Choose **OK**.



Choosing Wallpaper for the Phone screen

If you have images stored on your Treo (see page 63), you can select different wallpaper for the Phone screen.

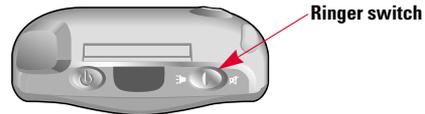
1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Display Preferences (/O)**.
4. Choose the pick list at the top of the screen, then select **Show Wallpaper**.
5. Choose a Wallpaper image for your Phone screen.
6. Choose **OK**.

System Sound Settings

You can immediately silence all sounds on your Treo, including phone ring tones, Calendar alerts, and system sounds. If the ringer switch is set to no sound, the ringer setting overrides the sound settings and all sounds are turned off. This does not, however, mute the speaker on your Treo during a phone call.

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

When you slide the ringer switch, it does not affect the software settings for the sounds on your Treo. For example, if the Phone ring volume is set to 7, sliding the ringer switch to Sound Mode Off does not change this setting, but you will not hear the phone ring because of the ringer switch position. Your Treo includes a silent alarm that vibrates when the ringer switch is set to Sound Mode Off.



Display and Appearance

Turning the Keyboard Backlight On and Off

When you turn on night mode, the keyboard backlight illuminates the keys and the screen dims slightly.

- To turn on the keyboard backlight, press **Option**  then .
- To turn off the backlight, press **Option**  then  again.

Adjusting the Contrast and Brightness

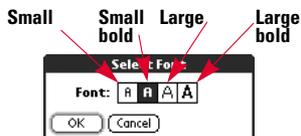
Depending on the lighting conditions in which you're using your Treo, you may need to adjust the screen contrast and brightness.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Display**.
5. Choose the brightness slider, and use **Left**  and **Right**  to adjust brightness.
6. Choose the contrast slider, and use **Left**  and **Right**  to adjust contrast.

Changing the Screen Font

You can change the screen font in Calendar, Contacts, Memo Pad, SMS, and To Do.

1. Launch the application in which you want to change the font.
2. Press **Menu** .
3. From the **Options** menu, choose **Font (F)**.
4. Choose a font style:



5. Choose **OK**.

Aligning the Touchscreen

Occasionally, your Treo touchscreen may need to be readjusted. If it is out of alignment, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can realign the touchscreen any time.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Display**.
5. Choose **Touchscreen**.
6. Follow the onscreen instructions.

Changing the System Color Scheme

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **General**.
5. Choose the **Colors** pick list, then select a color scheme.

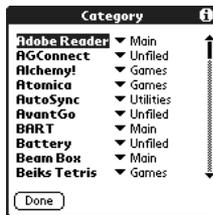
Applications Launcher Settings

You can change the Applications Launcher settings on your Treo so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your Treo, and choose default applications for specific tasks.

Arranging Applications by Category

The category feature enables you to manage the groups of application icons that appear in the Applications Launcher. You can assign an application to a category and then display just a specific category or all of your applications.

1. Press **Applications Launcher** (Ⓜ).
2. Press **Menu** (menu).
3. From the **App** menu, choose **Category (Y)**.



4. Choose the pick list next to each application, then select a category.
5. Choose **Done**.

Tip: To create a new category, choose the category pick list, then select **Edit Categories**. Choose **New**, then enter the category name. Choose **OK** to close the dialog, then choose **OK**.

Displaying Applications by Category

Do one of the following:

- Press **Applications Launcher** (Ⓜ) repeatedly to cycle through all your categories.
- Choose the pick list in the upper-right corner, then select the category you want to display.

Choosing the Applications Launcher Display

By default, the Applications Launcher displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have several applications in a category.

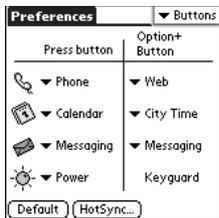
1. Press **Applications Launcher** (Ⓜ).
2. Press **Menu** (menu).
3. From the **Options** menu, choose **Preferences (R)**.
4. Choose the **View By** pick list, then select **List**.
5. Choose **OK**.

Button Settings

Buttons Preferences

Buttons Preferences enable you to choose which applications are associated with the buttons on the front of your Treo and the HotSync button on the cable. You can also change the applications associated with these buttons when they are used in combination with the **Option**  key.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Buttons**.
5. Choose the pick list next to the button or key combination you want to re-assign, then select the application you want to assign to that button or key combination.

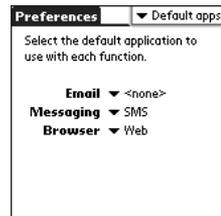


Tips: You can also choose **HotSync** to pick an application to launch from the HotSync button on the cable. To restore all of the buttons and key combinations to their factory settings, choose **Default**.

Setting Default Applications

Sometimes, one application looks for another application to handle some data (for example, a mail application might launch a browser when you choose a link in an email message). Default Apps Preferences enable you to designate a specific application as the default handler for a particular type of data. For example, you can choose Blazer Web Browser as the default Web browser.

1. Press **Applications Launcher** .
2. Choose the **Prefs** icon .
3. Choose the pick list in the upper-right corner, then select **Default Apps**.
4. Choose each pick list, then select the application you want to associate with that function.



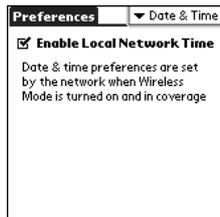
Date and Time Settings

Setting the Date and Time

Date & Time Preferences enable you to set the time, date, time zone, and daylight savings setting for your Treo. By default, your phone synchronizes the date and time with the PCS Network when Wireless Mode is on and you are inside a coverage area.

To manually set the date and time, follow these steps:

1. Press **Applications Launcher** .
2. Choose the **Prefs** icon .
3. Choose the pick list in the upper-right corner, then select **Date & Time**.

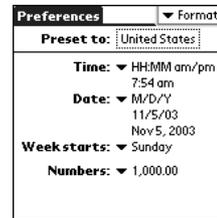


4. Uncheck the **Enable Local Network Time** box.
5. Choose the **Set Date** box. Highlight the current year, month, and date, then press **Center** to set the date.
6. Choose the **Set Time** box. Using the stylus, tap the up and down arrows to select the current time, then choose **OK** to set the time.
7. Choose the **Set Time Zone** box. Choose the time zone for your location, then choose **OK** to set the time zone.
8. Choose the **Daylight Saving** pick list, then select **On** or **Off**.

Setting Date and Time Formats

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

1. Press **Applications Launcher** .
2. Choose the **Prefs** icon .
3. Choose the pick list in the upper-right corner, then select **Formats**.



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

General Preferences

General Preferences enable you to set the auto shutoff interval, the beam receive feature, sounds, and screen colors for your Treo.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **General**.



5. Set any of the following preferences:
 - ▶ **Auto-off After** conserves battery power by automatically turning off your phone's screen after the specified time period elapses. It does not turn off Wireless Mode, so you can still receive calls, email, and SMS messages after the automatic shutoff period.
 - ▶ **System Sound** sets the volume for system beeps and alerts.
 - ▶ **Alarm Sound** sets the volume for Calendar and To Do List alarms and alerts.
 - ▶ **Game Sound** sets the volume for game sounds.
 - ▶ **Beam Receive** sets whether your Treo is enabled to receive beamed information.
 - ▶ **Colors** chooses the set of predefined colors for the system display.

Note: The System Sound and Game Sound volume settings apply only when the ringer switch is set to the on position.

Locking Your Phone and Data

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

- **Keyguard** manually disables all buttons and the touchscreen to prevent accidental presses in your briefcase or pocket.
- **Auto-Keyguard and Touchscreen Lockout** automatically enables Keyguard after a period of inactivity, and lets you disable the touchscreen during an active call or call alert.
- **Phone Lock** prevents phone calls without a password.
- **System Password Lock** prevents anyone from seeing any data on your Treo without a password.
- **Private Records** masks or hides items marked as private and requires a password to view them.

Keyguard

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

1. With the screen on, press **Option**  and **Screen**  to enable Keyguard.
2. To disable Keyguard, press **Center**.

Auto-Keyguard and Touchscreen Lockout

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

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Keyguard**.
5. Set any of the following preferences:
 - ▶ **Auto-Keyguard** sets the period of inactivity that passes before the keyboard automatically locks.
 - ▶ **Disable touchscreen when** sets the conditions that disable the touchscreen.

Phone Lock

You can lock your phone to prevent unauthorized voice and data calls. When your phone is locked, you must enter the correct code to unlock it. You can, however, still place emergency calls when your phone is locked.

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, choose **Phone Lock (/L)**.
4. (Optional.) Choose **Advanced**, enter up to three numbers (in addition to 911) that you can dial when your phone is locked, and then choose **OK**.
5. Choose one of the following **Lock Wireless Mode** options:
 - ▶ **On Wireless Mode power off** locks your phone each time you turn off Wireless Mode. When this setting is active, you must enter your lock code each time you turn Wireless Mode on again.
 - ▶ **Immediately** locks your phone when you choose **OK**. The next time you turn Wireless Mode on again you must enter your lock code. After that, you can turn Wireless Mode on again without entering your lock code.
6. When prompted, enter the lock code and choose **OK**. Unless you changed your lock code, the lock code is the last four digits of your phone number.
7. If you want to change the lock code, choose **Change Lock Code**, enter a new **lock code**, then choose **OK** to accept it. Repeat this step to verify the new lock code.
8. Based on the option you selected in step 5, do one of the following to lock your phone:
 - ▶ For **On Wireless Mode power off**, turn off Wireless Mode.
 - ▶ For **Immediately**, choose **OK**.
9. To unlock Wireless Mode, dial a number, enter your lock code, then choose **OK**.

Note: To permanently unlock your phone, choose **Phone Lock (/L)** from the **Options** menu and uncheck the **On Wireless Mode power off** box. Your lock code is required to change this setting.

System Password Lock

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

Important: If you lock your system, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your phone. Performing a hard reset deletes all the records in your phone. However, you can restore all previously synchronized data at the next HotSync operation (see page 157).

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Security** icon .



4. Choose the **Password** box.
5. Assign a password and a password hint to your Treo.
6. Choose the **Auto Lock Handheld** box.
7. When prompted, enter your password.

8. Choose one of the following options:

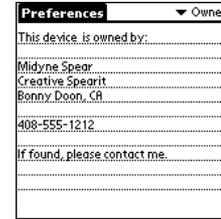


- ▶ **Never** prevents your Treo from locking automatically. You can still lock your system manually by choosing **Lock & Turn Off** and then choosing **Off & Lock**.
- ▶ **On power off** locks your Treo when you turn off the screen, or when it shuts off with the auto-off feature.
- ▶ **At a preset time** locks your Treo at a specific time of day.
- ▶ **After a preset delay** locks your Treo after a period of inactivity.

Setting Owner Preferences

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

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Owner**.



5. If you assigned a password with the Security application, choose **Unlock**, enter your password, then choose **OK** to continue.
6. Type the text that you want to appear in the Owner Preferences screen.

Private Records

In most applications you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting to hide or mask them. When you hide entries, they do not appear anywhere in the application. When you mask entries, a visual placeholder appears where the entry would normally appear. However, as a security measure, masked Contacts records are temporarily hidden when you perform a search. So you will not see a placeholder for masked entries when viewing the results of a Lookup or Find request.

If you define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

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

Hiding or Masking All Private Records

1. Make sure the records you want to hide or mask are marked private.
2. Press **Applications Launcher** .
3. Choose the pick list in the upper-right corner, then select **All**.
4. Choose the **Security** icon .
5. Choose the **Current Privacy** pick list, then select either **Hide Records** or **Mask Records**.

Viewing All Private Records

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Security** icon .
4. Choose the **Current Privacy** pick list, then select **Show Records**.
5. If the Show Private Records dialog appears, enter your password, then choose **OK**.

Viewing Private Entries in a Specific Application

1. Launch the application that contains the private entries you want to display.
2. Press **Menu** .
3. From the **Options** menu, choose **Security (H)**.
4. Choose the **Current Privacy** pick list, then select **Show Records**.
5. Choose **OK**.

Security and Palm Desktop (Windows)

Palm Desktop for Windows observes the security password for your Treo. If you forget your Treo password, you cannot view your data in Palm Desktop. You can change your password, but all records marked as Private will be deleted. You can restore these records at the next HotSync operation.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Security** icon .
4. Choose the **Password** box.
5. Choose the **Lost Password** box.
6. Choose **Yes**.

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

Additional Features

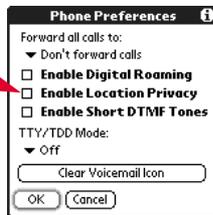
Location

Your PCS Phone is equipped with a Location feature for use in connection with location-based services which may be available in the future. Currently the location information is used to help identify your longitude and latitude position during an emergency call.

You can prevent your location information from being provided during all calls except when you contact 911 in an emergency.

1. Press **Phone** .
2. Press **Menu** .
3. From the **Options** menu, select **Phone Preferences**.
4. Check the box for **Enable Location Privacy**. Your location information will not be shared except when you call 911 in an emergency.

Check this box



Accessories for Your Phone

PCS Accessories

These and other accessories are available for purchase at your local Sprint Store. You can also call the PCS Accessory Hotline (1-800-974-2221) or visit www.sprintpcs.com.

Next day delivery is offered in select areas.

Extended Battery

Provides up to 3 hours of continuous talk time or up to 1 week of continuous standby time.

Stylus

Provides a replacement or spare stylus for your phone.

Handspring Accessories

These and other accessories are available for purchase from Handspring at www.handspring.com.

Next day delivery is offered in select areas.

Vehicle Power Charger

Charges your phone in your vehicle using the car lighter socket.

Serial HotSync Cable

Enables you to synchronize via a serial port on your computer. This is required for computers running Windows NT.

USB HotSync Cable

Provides an extra cable for quick USB synchronization of data between your Treo and PC or Macintosh computer using a USB port.

USB Docking Cradle

Provides a convenient and elegant desktop solution for synchronizing data and charging your phone with any USB-enabled PC or Macintosh computer.

Extra AC Charger

Provides an extra 100 - 240 volt AC charger for your phone.

International Travel Adapters

Provides snap-on adapters for continental Europe, the United Kingdom, and Australia. For use with the ExtraAC Charger only.

Leather Side Case With Belt Clip

Clips to your belt or bag and provides both quick access and protection for your phone.

Stereo Headphone Adapter

Converts a mini-stereo phone connector to a 2.5mm connector so that it is compatible with the headphone jack on your phone. This enables you to listen to MP3 files on your Treo with your own stereo headphones.

Getting Help

This section presents answers to the questions and issues you are most likely to have while using your Treo phone.

Launching the Tutorial

Your Treo includes a built-in tutorial to teach you the basics. Launch it any time, anywhere.

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Tutorial** icon .
4. Follow the instructions and learn all about your Treo. The Tutorial will walk you through the basics.

Upgrading From Another Palm Powered Device

Note for Macintosh Users: A special README file on the Treo 600 CD contains instructions to make sure you don't encounter compatibility issues when you upgrade to Treo 600. Follow the instructions in this README file for a smooth transition.

To transfer all compatible applications and data from your previous device to your new Treo:

1. Perform a HotSync operation with your old device and your old desktop software to back up your data one last time.
2. Install the Palm Desktop synchronization software from the CD that came with your Treo (see page 21). During the installation process, perform a HotSync operation with your new Treo. When prompted to choose a user name for your new Treo, be sure to select the existing user name for your old device.
3. Some third-party applications may be quarantined by the HotSync Manager because they are not compatible with the Palm OS 5.2.1 on your Treo. Do not manually install any quarantined files.
4. If you plan to continue using your old device, perform a hard reset (see page 153) to remove its associated user name. Each device you synchronize with your computer must have a unique name. The next time you synchronize with your old device, be sure to assign it a new user name.

After upgrading, there are a few things you need to know about your new Treo:

- ▶ **Address Book** is now called **Contacts**. To launch **Contacts**, press **Phone** , then use the **5-way navigation control**  to choose **Contacts**.
- ▶ **Date Book+** is now called **Calendar**. Press **Calendar**  to launch.
- ▶ **Applications Launcher**. Some previous Palm Powered devices called this the Home screen. To access this screen, press **Applications Launcher** .
- ▶ **Find**. Some previous Palm Powered devices launched this global search engine by tapping the magnifying glass icon in the Graffiti area. Now you can access it by pressing **Option**  and **Shift**  together.

- ▶ **Menu commands.** Users familiar with Graffiti's Menu launch command can now access system menus by pressing **Menu** . To access a menu shortcut, press **Menu** , then the letter for the shortcut (see page 32).
- ▶ **Backlight.** Treo includes a keyboard backlight that also dims the screen slightly for low light conditions. While your Treo screen is on, press **Option**  then  to turn on the keyboard backlight.
- ▶ **Center button.** If you used a previous Treo phone, you might be accustomed to pressing **Spacebar** to activate commands or dial numbers. With this Treo phone, we recommend pressing **Center** instead.
- ▶ **Screen button.** The fourth button on the right is used to control the screen and is not an application button. However, you can remap this button to your favorite application if you wish (see page 132). To turn on the screen, tap the **Wireless Mode** button briefly (don't press and hold).
- ▶ **Internet connection.** This Treo was designed to work on the PCS Vision Network. When you sign up for a PCS Vision account, these settings are automatically transferred to your Treo; you don't need to do any extra setup. If you have trouble connecting to the Internet, you may need to contact Sprint and ask them to re-provision your Treo 600 for PCS Vision.
- ▶ **5-way navigation compatibility.** Some Palm OS 5 applications are optimized for 5-way navigation on devices other than Treo. Therefore, you may notice inconsistencies with software that is not designed with Treo in mind. Contact the application's author or vendor to learn if a version that is optimized for Treo is available.

Trouble Installing Palm Desktop?

The software included with your Treo installs the drivers that let you synchronize with Palm Desktop software or Microsoft® Outlook® for Windows.

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

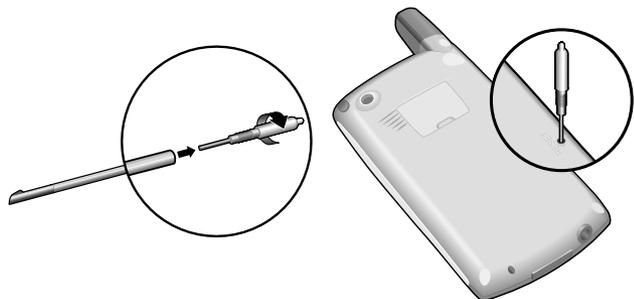
Note: If you want to synchronize with a Personal Information Management (PIM) application other than Palm Desktop or Outlook, you must install a third-party solution. Contact the PIM's author or vendor to learn if software is available for the PIM.

Resetting Your Treo

Soft Reset

A soft reset is similar to restarting a computer. If your Treo is not responding or you have trouble synchronizing with your computer, a soft reset may help. Unless your battery is extremely low, a soft reset should not affect your data.

1. Unscrew the stylus tip to access the reset tool.
2. Use the reset tool to gently press the reset button on the back of your Treo.



System Reset

A system reset, also called a safe or warm reset, tells your Treo to stop what it's doing and start over again without loading any system extras. If your Treo loops or freezes during a soft reset, a system reset may help. Performing a system reset allows you to get out of an endless loop in order to uninstall a third-party application causing the looping. Unless your battery is extremely low, a system reset should not affect your data.

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

1. Unscrew the stylus tip to access the reset tool.
2. While holding **Up** ▲, use the reset tool to gently press the reset button on the back of your Treo.
3. When the Palm Powered logo appears, release **Up** ▲.
4. Perform a soft reset. Some features, such as Wireless Mode, are not available until you complete this step.

Hard Reset

A hard reset erases all data and third-party software on your Treo. Never perform a hard reset without first trying a soft and system reset. You can restore previously synchronized data with the next HotSync operation.

A hard reset can tell you whether a problem stems from your Treo or an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See page 162 for suggestions on diagnosing third-party software issues.

1. Unscrew the stylus tip to access the reset tool.
2. While holding the **Wireless Mode** button ⏻, use the reset tool to gently press the reset button on the back of your Treo.
3. When the Palm Powered logo appears, release the **Wireless Mode** button ⏻.
4. When the warning appears, press **Up** ▲ to confirm the hard reset.

Screen

The Screen Appears Blank

1. Look closely at the screen. If you can see a dim image, try adjusting the screen contrast and brightness (see page 128).
2. If that doesn't work, perform a soft reset (see page 152).
3. If that doesn't work, connect the Treo to the AC charger (see page 3) and perform a soft reset again.
4. If that doesn't work, perform a hard reset (see page 153).

The Screen Doesn't Respond Accurately to Taps or Activates Wrong Features

1. Press **Applications Launcher** .
2. Choose the pick list in the upper-right corner, then select **All**.
3. Choose the **Prefs** icon .
4. Choose the pick list in the upper-right corner, then select **Display**.
5. Choose **Touchscreen**.
6. Follow the onscreen instructions to recalibrate the touchscreen.

There's a Blinking Symbol at the Top of the Screen

The blinking asterisk at the top of the screen is the Alert Manager symbol. It appears when you have alarms or messages that you haven't acknowledged.

1. Tap the Alert Manager symbol.
2. A list of pending alarms or messages appears.
 - ▶ Choose the text of an alarm or message to view the item and keep it in the list.
 - ▶ Check the box next to the alarm or message to clear it from the list, and then choose **Done**.
 - ▶ Choose **Snooze** to receive another alert in 5 minutes. The next alert will list all items that haven't been checked off.

Network Connection

Signal Strength Is Weak

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

- If standing, move about 10 feet in any direction.
- In a building, move near a window. Open any metal blinds.
- In a building, move outdoors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your Treo level with a window.

The Treo Won't Connect to the Mobile Network

- Try our suggestions above for weak signals.
- Turn off **Wireless Mode** and turn it on again (see page 27).
- Perform a soft reset (see page 152).

The Treo Hangs Up When I Hold It to My Ear

You may be accidentally pressing the onscreen Hang Up All button with your cheek. Try holding the phone so your face doesn't press against the screen. If this is not convenient, you may want to set the **Disable touchscreen when** option on the Keyguard Preferences screen to turn on during active calls (see page 137).

The Treo Makes or Answers Calls When It's in a Briefcase or Pocket

Items in your briefcase or pocket may be pressing the onscreen Answer button, or otherwise activating screen items. If this happens, set the **Disable touchscreen when** option on the Keyguard Preferences screen to activate during incoming calls (see page 137).

Wireless Mode Seems to Turn Off by Itself

If a system error and reset occurs, Treo automatically turns on Wireless Mode if it was on before the reset. However, if the Treo can't determine whether Wireless Mode was on before the reset, it does not turn on automatically (see page 27).

The Treo Won't Connect to the Internet

Your Treo supports PCS Vision, a way to connect to the Internet that is persistent, faster, and more reliable than a regular dial-up connection. All Sprint customers can connect to the Internet, but to avoid high per-minute charges, we recommend that you subscribe to a PCS Vision plan.

- Press and hold the **Wireless Mode** button  to turn off Wireless Mode. Then, turn Wireless Mode back on again.
- Perform a soft reset (see page 152).
- Contact Sprint to verify that your subscription plan includes PCS Vision services, that these services have been correctly activated, and to confirm your user name and password. Sprint should also be able to tell you if there are any outages in your area.
- Confirm that high-speed data services are correctly configured on your Treo:
 1. Press **Applications Launcher** .
 2. Choose the pick list in the upper-right corner, then select **All**.
 3. Choose the **Prefs** icon .
 4. Choose the pick list in the upper-right corner, then select **Network**.
 5. If the Service field says **Untitled**, choose the **Service** pick list, then select **PCS Vision**. If PCS Vision does not appear in the list, call Sprint for assistance.

I Can't Send or Receive Picture Mail or SMS Messages

- Make sure Wireless Mode is turned on (see page 27).
- Contact Sprint to verify that your service plan includes the appropriate messaging services, that these services are correctly activated, and that messaging services are currently available at your location. (Sprint should be able to tell you if messaging services are experiencing transmission delays.)
- If possible, contact the recipient or sender of the message and make sure the receiving device can handle the type of file that is being sent.

Synchronization (HotSync)

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

Before you attempt a HotSync operation, make sure you have installed the Palm Desktop and HotSync Manager software from the CD that came with your Treo.

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

Desktop Does Not Respond to HotSync Attempt

As you complete the following steps, perform a HotSync operation after each step. If the synchronization is successful, you do not need to complete the remaining steps. If the synchronization is not successful, continue to the next step.

1. Verify that the HotSync cable is securely connected at all points (see page 20).
2. Make sure that the HotSync Manager is running:
 - ▶ **Windows.** Click the **HotSync Manager** icon  in the lower-right corner of your computer screen and make sure **Local USB** is checked, or if you're using an optional serial HotSync cable, make sure **Local Serial** is checked. If you don't see the **HotSync Manager** icon , click **Start**, select **Programs**, select **Handspring**, and then select **HotSync Manager**.



- ▶ **Macintosh.** Find the **Palm** folder on your Mac hard drive. Double-click the **HotSync Manager** icon  in the Palm folder. In the **Connection Settings** panel, set **Local Setup Port** to **Handspring USB**.
3. Verify with your computer hardware vendor that your operating system supports your internal USB Controller.
4. Perform a soft reset (see page 152).

5. If problems persist and you're synchronizing through a USB hub, try connecting the HotSync cable to a different USB port, or directly to your computer's built-in USB port.
6. Uninstall Palm Desktop.
7. Reboot your computer.
8. Reinstall Palm Desktop.

HotSync Operation Starts But Stops Without Finishing

As you complete the following steps, perform a HotSync operation after each step. If the synchronization is successful, you do not need to complete the remaining steps. If the synchronization is not successful, continue to the next step.

1. If you upgraded from a previous Palm Powered device, there may be conflicts with some of the files from your previous device.
 - ▶ Locate your **Backup** folder (Windows: C:\Program Files\Handspring\user name; Macintosh: Mac HD\Applications\Palm\Users\user name).
 - ▶ Move the Backup folder to another location.
 - ▶ Perform a HotSync operation.
 - ▶ Manually reinstall any third-party applications you want on your new phone, from the items in the old Backup folder you moved.
2. (**Windows only**) If the Windows New Hardware Wizard appears, the HotSync process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and attempt another HotSync operation.
3. Uninstall Palm Desktop.
4. Reboot your computer.
5. Reinstall Palm Desktop.

Tip: The HotSync Log can tell you when and why synchronization stopped. Right-click the **HotSync Manager icon**  in your Windows System Tray and select **View Log**.

HotSync Operation Finishes But Data Does Not Appear Where It Should

1. Make sure you're synchronizing with the intended desktop Personal Information Manager (PIM). The CD that came with your Treo includes software to synchronize with Palm Desktop or Microsoft Outlook for Windows. The software that lets you synchronize with Microsoft Outlook is called PocketMirror, from Chapura, Inc. When you install the Treo software from the CD, PocketMirror will be activated if you choose the option to synchronize with Outlook. If you use a different PIM, you will need to install third-party software to synchronize it with your Treo. Consult the company that makes the PIM for more information.
2. If there are multiple Palm Powered devices synchronizing with your computer, make sure you are synchronizing with the correct user name. If data is not appearing in Palm Desktop, make sure the correct user name is selected in the toolbar of Palm Desktop.
3. Launch the **HotSync Manager** application  on your computer, and make sure the necessary conduits are set to **Synchronize the files**.
4. Uninstall Palm Desktop.
5. Reboot your computer.
6. Reinstall Palm Desktop.
7. **If you're using Microsoft Outlook, consider the following:**
 - ▶ With the included software, your Treo can synchronize with the root folders of Contacts, Calendar, Tasks, and Notes. If you want to synchronize the addresses from a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses, and select **Add to Personal Address Book**).
 - ▶ Outlook subfolders and public folders are not accessible with the included software. You may wish to use a third-party solution instead.
 - ▶ If you're trying to synchronize offline, be sure to set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

Web

I Can't Access a Page

First, make sure you have Internet access: launch the Blazer Web Browser to see if you can view a Web page you've successfully viewed before. To ensure that you're viewing the page directly from the Internet, press **Menu** (menu), then from the **Page** menu, choose **Refresh**.

After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu** (menu), then from the **Page** menu, choose **Refresh**.

If you still cannot access the page, it may be because the page contains only elements that are not supported by Blazer Web Browser. Unsupported elements include Flash, Shockwave, Java applets, VBScript, WML script, and media plug-ins.

Some Web sites automatically redirect you to their true home page (for example, <http://www.handspring.com/support> may resolve to <http://support.handspring.com/esupport/html/start.jsp>). If the Blazer Web Browser fails to observe the redirect, you can use a desktop browser to see the true home page's address, and enter that address in Blazer.

An Image or Map Displays Too Small on the Treo Screen

The Blazer Web Browser has two modes: Optimized and Wide Page. Optimized Mode re-sizes all images and page elements to make them fit on a single vertical column on the Treo screen. Switch to Wide Page mode to see the image in its original, full-size form (see page 76).

A Secure Site Refuses to Permit a Transaction

Some secure sites are very specific about which browsers they allow to conduct secure transactions. If you are having trouble using a secure site, please contact the site's Web master to make sure the site allows transactions using Blazer Web Browser.

I Can't Select an Email Address From a Web Page

If nothing happens when you choose an email address on a Web page, you probably do not have an email application that supports this feature. Try downloading and installing Handspring's Mail application from www.handspring.com.

Picture Mail

The Picture Mail application takes pictures at Small picture size (160x120 pixels) and Large picture size (640x480 pixels, or 0.3 megapixel). Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in brighter lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the camera as still as possible. You may want to support your picture-taking arm up against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Don't take indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 16 inches away from the camera to ensure good focus.

Remember, when you synchronize, your Picture Mail images are stored in the Treo Pictures folder on your hard drive (see page 68).

Third-Party Applications

On rare occasions, third-party applications can cause conflicts that interfere with the smooth operation of your Treo. Third-party applications that modify the wireless features of your Treo may require extra troubleshooting.

If you recently installed an application and your Treo seems to be stuck, try the following:

1. Perform a soft reset (see page 152).
2. If the problem persists, perform a system reset (see page 152).
3. Delete the most recently installed application from your Treo (see page 112).
4. If the problem persists, perform another system reset.
5. Delete other third-party applications one at a time until you eliminate the problem.
6. If none of the steps above are possible, you may wish to perform a hard reset (see page 153). Then, locate your **Backup** folder on your computer (Windows: C:\Program Files\Handspring\user name; Macintosh: Mac HD\Applications\Palm\Users\user name). If you find a .prc or .pdb file for any applications you just removed, delete the file(s) from the Backup folder. Then, perform a HotSync operation to restore your data and applications.

Remember, not all third-party applications were written with the Treo keyboard and 5-way navigation in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and navigation control.

Getting More Help

Contact the author or vendor of any third-party software if you require further assistance. Sprint does not provide technical support for applications that are not built into your Treo.

Errors

Your Treo is designed to minimize interruptions when a system error occurs. If Treo encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns Wireless Mode back on if it was on before the error occurred.

Note: Treo may not re-establish a PCS Vision session after a hard reset. To manually establish a new PCS Vision session, launch the Blazer Web Browser.

Sometimes you might want to know more about an error. Treo uses a special interface to show error messages in greater detail.

1. Press **Phone** .
2. Press **Center**, then choose **Dial Pad**.
3. Type **##377**, then press **Center**.
4. Review the screen with details about the conditions that led up to the most recent automatic reset.
5. Choose **OK**.

Please note that third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.

Making Room On Your Treo

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

- **Picture Mail.** Pictures can consume excessive memory. Move your pictures to an expansion card or upload them to your account on the Picture Mail Web site, and then delete large files from your Treo (see page 66).
- **Internet.** If you have set a large Blazer Web Browser cache, you may wish to clear the cache, (see page 82).
- **Third-party applications.** You can delete infrequently used applications or move them to an expansion card, (see page 112).
- **Email.** If you installed a third-party email application, you may have large attachments that can quickly consume memory on your Treo. Delete emails with large attachments. If you have hundreds of messages with or without attachments, you may wish to delete older messages to make room.

Also, remember that your Treo includes an expansion slot, and that you can store applications and data on expansion cards. However, you still need some free memory on the Treo itself to run applications from an expansion card.

Glossary

1XRTT:The next generation of mobile Internet connectivity that allows for persistent data connections as long as you are actively using your data connection. The average data transmission rate is around 70kb/s although theoretical limits are 153.6kb/s. With PCS Vision plans, you pay a monthly rate for unlimited data transfer and you don't pay for connection time.

Alt (alternative) @:A keyboard key. Type a letter on the keyboard, then press **Alt @** to access variations such as international characters and symbols.

Applications Launcher:The view on your Treo from which you can launch all applications.

Auto-off interval:The time of inactivity that passes before the screen on your Treo turns off. Wireless Mode is unaffected by this setting.

Beam:The process of sending or receiving a data record or application using the infrared port on your Treo.

HotSync:The PalmSource technology that synchronizes your Treo and your computer with the simple press of a button.

HotSync Manager:The computer application that manages the synchronization with your Treo.

Infrared (IR):A way of transmitting data using light waves. The IR port on your Treo lets you transfer data between other IR devices within a short radius.

Install tool:The component of Palm Desktop software that enables you to install Palm OS applications and data on your Treo.

Lithium Ion (Li-Ion):The rechargeable battery technology used in Treo phones.

Option key :The keyboard button that lets you access the alternative feature that appears above the letter on each key.

Palm Desktop:A PIM application for computers that helps you manage your personal information and keep your personal data synchronized with your Treo.

Palm OS:The operating system of your Treo phone. A trademark of PalmSource, Palm OS is known for its simplicity of use and for the large number of applications that can be added to your Treo.

PCS Business ConnectionSM:A service offered by Sprint that lets you access your existing corporate or personal email on your Treo. For more information, visit www.sprintpcs.com.

PCS Vision:The next generation of mobile Internet access that lets you check your email, browse the Web, and share photos with Picture Mail.

Phone:The application on your Treo that provides quick access to the most commonly used applications on your Treo.

Picture Mail:An enhanced PCS Vision messaging service that lets you instantly share pictures with friends and family. You can also manage your pictures online.

PIM (Personal Information Management):A genre of software that includes applications such as Palm Desktop software, Microsoft[®] Outlook[®], Lotus Notes[®], and ACT!. PIMs generally store contacts, schedules, to do items, and memos.

PocketMirror: Software included on the Treo CD that lets you synchronize with Microsoft Outlook (English language and Windows only). PocketMirror is made by a third-party company called Chapura, Inc.

SMS (Short Messaging Service): The service that exchanges short text messages almost instantly between mobile phones. These messages can usually include up to 160 characters.

User name: The name associated with your Treo that distinguishes it from other Palm Powered devices. When you first synchronize your Treo, you are asked to give it a user name.

Wireless Mode: The feature inside your Treo that controls the radio which enables you connect to the mobile network for wireless communications.

Safety and Warranty Information

Performance and Safety

Important Information About Your Phone and Service

Keeping Tabs on Signal Strength

The quality of each call you make or receive depends on the signal strength in your area. Your phone informs you of the current signal strength by displaying a number of bars next to the signal strength icon. The more bars displayed, the stronger the signal. If you're inside a building, being near a window may give you better reception.

Understanding the Power Save Feature

If your phone is unable to find a signal after 15 minutes of searching, a Power Save feature is automatically activated. If your phone is active, it periodically rechecks service availability or you can check it yourself by pressing any key. Anytime the Power Save feature is activated, a message displays on the screen. When a signal is found, your phone returns to standby mode.

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

Maintaining Your Phone's Peak Performance

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- ▶ Hold the phone with the antenna over your shoulder.
- ▶ Try not to hold, bend or twist the phone's antenna.
- ▶ Don't use the phone if the antenna is damaged.
- ▶ Speak directly into the mouthpiece.
- ▶ Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off. If it's inoperable, return it to a Sprint Store or call PCS Customer Solutions for service.

Note: For the best care of your phone, only Sprint Authorized Personnel should service your phone and accessories. Faulty service may void the warranty.

Maintaining Safe Use of and Access to Your Phone

FAILURE TO FOLLOW THE INSTRUCTIONS OUTLINED MAY LEAD TO SERIOUS PERSONAL INJURY AND POSSIBLE PROPERTY DAMAGE.

Using Your Phone While Driving

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

When using your phone in the car:

- ▶ Get to know your phone and its features, such as speed dial and redial.
- ▶ When available, use a hands-free device.
- ▶ Position your phone within easy reach.
- ▶ Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- ▶ Do not take notes or look up phone numbers while driving.
- ▶ Dial sensibly and assess the traffic; if possible, place calls when stationary or before pulling into traffic.
- ▶ Do not engage in stressful or emotional conversations that may divert your attention from the road.
- ▶ Dial 911 to report serious emergencies. It's free from your wireless phone.
- ▶ Use your phone to help others in emergencies.
- ▶ Call roadside assistance or a special non-emergency wireless number when necessary.

Tip: Purchase an optional Hands-Free Car Kit.

Following Safety Guidelines

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radiofrequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment.

RF signals may affect improperly installed or inadequately shielded electronic operating systems and/or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

Note: Always turn off the phone in health care facilities and request permission before using the phone near medical equipment.

Turning Off Your Phone Before Flying

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- ▶ Fueling areas such as gas stations.
- ▶ Below deck on boats.
- ▶ Fuel or chemical transfer or storage facilities.
- ▶ Areas where the air contains chemicals or particles such as grain, dust or metal powders.
- ▶ Any other area where you would normally be advised to turn off your vehicle's engine.

Note: Never transport or store flammable gas, liquid or explosives in the compartment of your vehicle that contains your phone or accessories.

Restricting Children's Access to Your Phone

Your phone is not a toy. Do not allow children to play with it as they could hurt themselves and others, damage the phone or make calls that increase your phone bill.

Caring for Your Phone Battery

Protecting Your Battery

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

- ▶ Use only Sprint-approved chargers. These chargers are designed to maximize battery life. Using other chargers voids your warranty and may cause damage.
- ▶ In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F. (0° C to 45° C).
- ▶ Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.

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- ▶ Never dispose of the phone by incineration.
 - ▶ Keep the metal contacts on the bottom of your phone clean.
 - ▶ Don't attempt to disassemble or short-circuit the battery.
 - ▶ The battery may need recharging if it has not been used for a long period of time.
 - ▶ Don't store the phone in extreme temperature areas for long periods of time. Store the phone in environments that range from 32° F to 113° F (0° C to 45° C).

Disposal of Phone

For safe disposal options of your phone, contact your nearest Sprint authorized service center.

Special Note: Be sure to dispose of your phone properly. In some areas disposal in household or business trash may be prohibited.

Note: For safety, do not handle a damaged or leaking battery.

Acknowledging Special Precautions and the FCC Notice 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.

This device 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 or circuit different from that to which the receiver is connected

Consult the dealer or an experienced radio/TV technician for help and for additional suggestions.

RF Safety Exposure To Radio Frequency Energy (SAR)

Radio transmitting devices radiate Radio Frequency (RF) energy during its operation. RF energy can be absorbed into the human body and potentially can cause adverse health effects if excessive levels are absorbed. The unit of measurement for human exposure to RF energy is "Specific Absorption Rate" (SAR).

The Federal Communications Commission (FCC), Industrie Canada (IC), and other agencies around the world have established limits that incorporate a substantial safety margin designed to assure the safety of all persons using this equipment.

In order to certify this unit for sale in the US, Canada and Europe this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy.

SAR was measured with the unit transmitting at its maximum certified RF power. Often, however, during normal operation the unit will transmit much less than maximum power. Transmit power is controlled automatically and, in general is reduced as you get closer to a cellular base station. This reduction in transmit power will result in a lower RF energy exposure and resulting SAR value.

FCC RF Safety Statement

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

1. A Handspring brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
2. An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e. on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits See www.fcc.gov/oet/rfsafety/ for more information on RF exposure safety.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Terms and Conditions & Warranty Information**Terms and Conditions of Services**

(Effective as of June 1, 2003 until replaced)

Thanks for choosing Sprint. These terms and conditions are part of your agreement with Sprint for PCS Services.

The terms and conditions included with your PCS Phone may not be the most current version. For the most current version of the terms and conditions, please visit our Web site at www.sprintpcs.com or call PCS Customer Solutions at 1-888-211-4PCS. If you activated PCS Services before the effective date of these terms and conditions, these terms and conditions replace and supersede any previous terms and conditions.

If you have questions about your PCS Services, please visit our Web site at www.sprintpcs.com or call PCS Customer Solutions at 1-888-211-4PCS (4727).

Para solicitar esta literatura en español, por favor contactar a 1-888-211-4PCS(4727).

Agreement. Your agreement ("Agreement") with Sprint Spectrum L.P. and any of its affiliates doing business as Sprint providing PCS Services ("Services") to you is made up of these Terms and Conditions of Service ("Terms") and the Service Plan that we agree to provide you. Your "Service Plan" is described in our marketing materials, and includes the terms, rates and features we set for that Service Plan. In the agreement, we use the words "we," "us," "our" or "Sprint" to refer to Sprint Spectrum L.P. and its affiliates doing business as Sprint. You accept the agreement when you activate PCS Services or make any attempt to use our PCS Services (for example, attempting to place any call while on or roaming off the Sprint Nationwide PCS Network, using data services, etc.). We may change the Agreement at any time by giving you prior notice. Any changes to the Agreement are effective when we publish them. If you use our Services or make any payment to us on or after the effective date of the changes, you accept the changes. If we change a material term of the Agreement and that change has a material adverse effect on you, you may terminate the Agreement without an early termination fee by calling 1-888-211-4727 within 30 days after the invoice date of the first invoice your receive after the changes go into effect. You understand and agree that taxes, Universal Service fees and other charges imposed by the government or based on government calculations may increase or decrease on a monthly basis, and that this paragraph does not apply to any increases in such taxes, Universal Service fees and other charges.

Provision of Service. Your purchase of a PCS Phone or other equipment does not mean that we must provide Services to you. We may decide not to provide Services to you for any lawful reason. We may request that you provide us with any information we reasonably require to determine whether you qualify for Services. Services in some areas are managed and provided under contract with Sprint by independent affiliates with access to the Sprint Nationwide PCS Network. Some Services may not be available or may operate differently in certain affiliate markets or other areas.

Credit Verification. You must have and maintain satisfactory credit to receive and continue to receive Services. We will verify your credit before agreeing to provide Services to you and we may verify your credit at any time while we provide Services to you. Credit verification may include a review of credit reports that we receive from credit bureaus. If at any time we determine, in our sole discretion, that payment for Services may not be made when due, we may suspend Services and require that you provide payment on account or a guarantee of payment before we resume Services.

Service Plan. You may be eligible for a fixed length PCS Service Plan ("Term Service Plan") or for a month-to-month Service Plan ("Non-Term Service Plan"). We determine the Service Plan for which you qualify. Except as permitted by the Agreement, you must maintain service with us on your Term Service Plan for the minimum term associated with that Term Service Plan. We may offer non-identical Service Plans to different individuals or entities. Services and coverage under some Service Plans may be more limited than available under other Service Plans. Your Service Plan sets out the charges for Services and is your Service Plan until that Service Plan is changed, you switch to a different Service Plan, or your Services terminate. Based on your credit rating or other factors, we may require that you make a deposit, prepayment, or a series of deposits or prepayments, or be subject to an account spending limit, before Services are activated or maintained.

Changing Service Plans. If you are on a Non-Term Service Plan, you may change to a different Service Plan for which you qualify. Any change is effective at the start of your next full invoicing cycle unless otherwise specified by us at the time that you place your change order. If you change or add a different Service Plan or service feature and the change is effective prior to the start of your next full invoicing cycle, you will be invoiced a prorated amount. We may require a service charge for implementing any change directed by you in addition to the charges associated with the Service Plan or optional service features you select. If you are on a Term Service Plan and you want to change your service plan, you may be required to accept a new Term Service Plan and we may require you to pay the early termination fee set out in your Service Plan or other fee.

Termination. Non-Term Service Plan. If you are on a Non-Term Service Plan, you may terminate Services at any time by giving us notice. Subject to the terms of this Agreement, we may terminate Services at any time, with or without notice. If your Service has been suspended due to non-payment, you may be charged a reactivation fee. We may deactivate any Number before you receive notice of termination without liability to you. Termination by either of us may be with or without cause.

Termination. Term Service Plan. EXCEPT AS PERMITTED BY THE AGREEMENT, IF YOU TERMINATE YOUR TERM SERVICE PLAN BEFORE THE END OF THE TERM, OR IF WE TERMINATE SERVICES FOR CAUSE BEFORE THE END OF THE TERM, YOU WILL BE REQUIRED TO PAY THE EARLY TERMINATION FEE ASSOCIATED WITH YOUR TERM SERVICE PLAN. No early termination fee is charged if you terminate a Term Service Plan in accordance with the return policy associated with your Term Service Plan. After the expiration of the term, the Terms relating to Non-Term Service Plans apply.

Termination. General. Regardless of whether you have a Non-Term or a Term Service Plan, we may terminate or suspend Services to you without liability if: (1) you breach any provision of this Agreement (including if you fail to pay any charges for Services); or (2) you fail to pay any charges due us for equipment or otherwise. If Services are terminated before the end of your current invoicing cycle, we will not prorate the monthly recurring charge to the date of termination, and you will not receive a credit or refund for any unused minutes in your Service Plan.

Use of Services and Equipment; Availability. You must be at least 18 years old to subscribe to our Services. We may require you to provide proof of your age and identity. If you are under 18 years old you may be eligible for certain Services that have Account Spending Limits if a person 18 years or older is also named as a subscriber on the Account. Your PCS Phone will not accept the services of any wireless provider other than Sprint (but see Roaming). Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. By requesting Services, you agree that you will not use Services and equipment in any unlawful, fraudulent or abusive manner. You may not resell or lease Services or equipment to anyone.

Coverage. Most services are only available within the operating range of the Sprint Nationwide PCS Network (also see Roaming). Coverage is not available everywhere. Coverage and quality of Services may be affected by conditions within or beyond our control, including network problems, signal strength, your equipment, and atmospheric, geographic, or topographic conditions. We do not guarantee service availability or that there will be no interruptions or delays in Services (e.g., dropped calls, blocked calls, etc.).

Number. We assign a phone number ("Number") to the phone or other equipment used by you on the Sprint Nationwide PCS Network. We may change the Number without compensation by giving you prior notice. You do not own the Number. You may not modify the Number we program into any phone or other equipment, transfer or duplicate the Number to any phone or other equipment other than that authorized by us, or transfer the Number to any other individual or entity.

Phone Activation Fee. You may be required to pay a non-refundable phone activation fee when you activate a new Number, have us switch a Number to a different phone, have your current Number changed, we activate a different phone on your existing account or your Service Plan says so.

Charges. For most forms of wireless Service, your usage will be charged from the time you first initiate contact between your phone or other wireless device and the network until the network connection is broken, whether or not you are successful in connecting with the service with which you seek to connect, even if the connection is later broken or dropped. An exception is that you are not charged for voice calls that are not completed. You are charged for completed calls to your Number from the time shortly before the phone starts ringing until the call is terminated. You will be charged peak rates for the entire duration of calls initiated during the peak time periods applicable to your Service. You will be charged off-peak rates for the entire duration of calls initiated during the off-peak time periods applicable to your Service. In addition to these usage charges, you may be charged for recurring monthly service charges, applicable local and long-distance toll charges, other usage charges, (including voicemail access, call waiting, call forwarding, etc.), connection fees, roaming charges, directory assistance, call completion charges, account review and management charges, optional features you select at an extra cost, surcharges related to government programs, and taxes. Charges for most Services are incurred in one-minute increments, with partial minutes of use rounded up to the next highest minute. You must pay, by each invoice due date, all charges for Services provided to the Number for each phone or other equipment that our records show you activated, no matter who actually uses or has possession of the phone or other equipment at the time Services are provided.

PCS Vision (Third Generation) Wireless Charges. For PCS Vision wireless services, you will be charged, on a per kilobyte basis, for data used, whether sent or received by your PCS Phone or other wireless device, rather than for airtime used, even for certain third generation voice services. As long as your PCS Phone or other wireless device is connected to the enhanced Third Generation Sprint Nationwide PCS Network ("PCS Vision network"), you will be incurring data usage charges. You cannot receive incoming calls while using third generation services. Data usage will be measured in kilobytes and will be rounded up to the next whole kilobyte. Kilobyte usage will be rounded up to the next full cent. Rounding up will occur at the end of each separate session or each clock hour (at the top of each hour), if the session spans more than 1 clock hour. When traveling on our PCS Vision network, a session may be ended and new session initiated, although no interruption to the actual data session will occur. The amount of data used and charged to you will vary widely, depending upon the specific PCS Vision wireless application or other service you use, the amount of data used in the specific application or service, and network congestion. You will be charged for data exchanges initiated by other Internet users as well as those you initiate. Estimates of data usage, for example, the size of downloadable files, will vary from what you actually use. You will be charged for additional data used in transporting and routing on the network. If you use a Premium Service (including services provided by third parties but for which you are billed on your PCS Invoice), you will be charged for data used in transport and routing in addition to the charge for the Premium Service. You will be charged for partial and interrupted data downloads or other use, including re-sent data, and for unsuccessful attempts to reach Web sites and use other applications and services,

including those resulting from dropped network connections. Your invoice will not separately identify the number of kilobytes attributable to your use of specific sites, sessions or services used.

PCS Vision Premium Services. Your PCS Vision wireless services may allow you to access or download premium content for an additional charge. Certain PCS Vision services (e.g., games, ringtones and screen savers) primarily contain premium services content. Access to and downloading of premium content is not included with PCS Vision services. The additional charges for this premium content will be billed to you on your PCS Invoice. You will be charged for this content (at rates and charges specified at the time of access or download) that will be in addition to data usage charges you will incur while connected to the enhanced PCS Vision network. We provide no warranties and make no representations or claims with regard to third-party Premium Services.

In certain instances, subject to the terms of the content purchased, we may delete premium and non-premium items downloaded to available storage areas (e.g., your vault), including any pictures, games and other content. We may limit the amount of Premium Services you may purchase in a specific timeframe (month, week, day, or other time period). We may suspend your use of Premium Services without prior consent or notice if we have reason to suspect fraudulent or unauthorized use of your Premium Services account, but we make no assurances that we will suspend your account.

Other Terms Applicable to PCS Vision Wireless Usage. Use of PCS Vision wireless services requires the purchase of a separate third generation wireless compatible phone or other device and is subject to any software, memory, storage or other limitation in the phone or other equipment. Not all applications and services work, or work the same, on all third generation wireless phones and devices. Check the materials accompanying your phone or device to determine which applications and services it will support. PCS Vision wireless services are not available while off the PCS Vision network.

Sprint is not responsible for any opinions, advice, statements, services applications or other information provided by third parties and accessible through PCS Vision wireless services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the PCS Vision wireless services. You are responsible for evaluating such content. Use of certain PCS Vision wireless services, including some messaging services, may result in the disclosure to others of your email address and other information about you in connection with your internet usage. Your accessing of, or use of, third party sites or services accessible PCS Vision wireless services may require the disclosure of information about you, subject to the policies of those sites and services. You consent to receiving advertising, warnings, alerts and other messages, including broadcast messages. Your access to PCS Vision wireless services is controlled by a password.

Voice Command. PCS Voice Command is an optional service that allows you to place calls by using speech recognition technology. Calls to 911 or similar emergency numbers cannot be placed through the Voice Command feature. Airtime and applicable long distance charges for a call completed from your Number using the Voice Command feature begin when you press or activate the TALK or similar key(s) and end when your call is terminated by hitting the END key or by returning to the Voice Command platform. If you initiate and complete another call without leaving the Voice Command platform, a separate charge for that call will begin from the time the previous call was terminated. Airtime and applicable long distance charges will be applied to the entire length of a completed call initiated from Voice Command. Using Directory Assistance to input names into your Voice Command address book will incur additional charges.

Invoicing. Invoicing cycles are approximately 30 days in length. Invoicing cycles and dates may change from time to time. Except as otherwise provided in your Service Plan, monthly recurring charges (MRCs) are invoiced one invoicing cycle in advance. Charges for Services are usually invoiced as soon as possible after the charges accrue. We may, however, invoice you for usage and charges occurring before the invoicing cycle being invoiced, if they were not previously invoiced. If you are invoiced for usage incurred during a prior invoicing cycle, those minutes will be applied to your Service Plan minutes for the current invoicing cycle. However, if you change your PCS Service Plan between the time the usage was incurred and the beginning of the current invoicing cycle, those minutes from the prior invoicing cycle will be charged at the rate per minute for usage over included minutes provided in the Service Plan in effect at the time the usage was incurred.

Payment. If you have authorized payment for Services or equipment by credit card or by debiting a bank account, no additional notice or consent is required before we invoice the credit card or debit the bank account for all amounts due to us or billed by us on behalf of a third party. You must promptly notify us of any change in your invoicing address or of the credit card or bank account used for payment. We reserve the right to require payment by money order, cashier's check or other secured form of payment. If we take action to receive payment beyond invoicing you for charges for Services or equipment, you must pay our costs and expenses of collection, including attorneys' fees and expenses, the fees of any collection agency and court costs. If we act as an invoicing agent for a third-party service provider, payments received are first applied to amounts due and owing to us and any remaining amounts are applied to sums due and owing to the third-party service provider. We may immediately charge an additional fee for any check or other negotiable instrument endorsed by you and returned unpaid by a financial institution for any reason. You may be charged fees for certain methods of payment.

Late Payment Charges. Payment is past due if we do not receive it by the due date shown on your invoice. Any payment for Services and equipment not made when due accrues late charges until paid at the rate of 5% per month or at the highest rate allowed by law. Acceptance of late or partial payments (even if marked "paid in full") does not waive our right to collect all amounts that you owe us. If your Service has been suspended due to non-payment, you may be charged a reactivation fee.

Disputed Charges. You must raise any dispute that you have about any charges invoiced to you within 15 days of the date of the invoice or you have accepted the invoice. You may notify us of any dispute by notifying PCS Customer Solutions. Calls to our sales or general business offices are not notice of a dispute. If disputed invoice procedures are described on the invoice, you must follow them.

Account Spending Limit. If we agree to provide Services to you on an Account Spending Limit basis, we will tell you your Account Spending Limit before we start Services to your Number, or as reasonably practicable after the limit is imposed. If we require a deposit for you to establish or keep Services on an Account Spending Limit basis, we will hold the deposit as partial guarantee of payment for Services (see Deposits). Charges for Services accrue against your Account Spending Limit as they are incurred. We may charge an initial ASL start up fee. We may charge a monthly ASL service fee, in addition to your recurring monthly service charge. We may suspend Services to your Number without prior notice to you when your account balance reaches your Account Spending Limit. Services are restored when you have paid any past due balance and pay a specified minimum amount to reduce your account balance below your Account Spending Limit. We may change this minimum amount at any time upon notice to you. You may pay any past due balance and the minimum amount by any method authorized by Sprint. Contact PCS Customer Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on an Account Spending Limit basis, Services and coverage may be limited in certain ways. You must pay all charges for Services even if they exceed the amount of your Account Spending Limit.

Clear Pay. If we agree to provide Services to you as a Clear Pay customer, we may suspend Services to your Number without prior notice to you immediately when your bill becomes past due. Even if your bill is not past due, we may suspend services if your unpaid usage exceeds \$125 or another amount to be determined by your past credit or usage history. If we require a deposit for you to establish or keep Services as a Clear Pay customer, we will hold the deposit as partial guarantee of payment for Services (see Deposits, below). Contact PCS Customer Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on as a Clear Pay basis, Services and coverage may be limited in certain ways. You must pay all charges for Services whether or not your Services are suspended or terminated.

Deposits. If we require a deposit for you to establish or keep Services, we will hold the deposit as partial guarantee of payment for Services. We may change the deposit amount at any time to reflect revised estimated monthly charges based upon your usage. A deposit may not be used to pay any invoice (unless it is used to pay a final invoice) or delay payment. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history. The rate of interest, if any, on the deposit is subject to change. We may mix deposits with our other funds. If Services are terminated for any reason, we may, without notice to you, apply your deposit toward payment of outstanding charges and return any excess to you at your last known address within 75 days after termination of Services. If the U.S. Postal Service cannot deliver the money to you and returns it to us, we will hold it for you for one year from the date of return and, during that period, we may charge a servicing fee against the deposit balance. Any money held during this one-year period will not accrue interest for your benefit. You forfeit any portion of the money left after the one-year period.

Wireless Web and Voice Portal Services. Wireless Web Services are part of the Services that can be obtained through Sprint. Wireless Web Services are not available in all markets or while roaming off the Sprint Nationwide PCS Network. Use of Wireless Web Services requires an Internet-ready PCS Phone or certain other equipment (or both) and is subject to any memory, storage or other limitation in the phone or other equipment. Wireless Web Services are not available on PCS Vision phones or devices. The Caller ID blocking feature is not available when using Wireless Web Services. Any use of Wireless Web Services deducts from your Service Plan minutes. For data calls (including Wireless Web and Voice Portal calls) that are attempted, but not completed, you are charged for the time during which the network attempts to connect the call. You are charged for time spent connected to the Wireless Web or Voice Portal, including time spent browsing on the Internet or Voice Portal and reviewing or scrolling through Internet information on-line while still connected to the Sprint Nationwide PCS Network. Not all Internet sites can be accessed and you may receive an error message if you attempt to access a site that cannot be accessed through Wireless Web Services. You are also charged for Wireless Web connections to review your PCS account information. Wireless Web Services are not available with all Service Plans. Sprint is not responsible for any opinions, advice, statements, services or other information provided by third-parties and accessible through Wireless Web Services or Voice Portal Services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the Wireless Web Services or Voice Portal Services. You are responsible for evaluating such content.

Taxes and Surcharges. We invoice you for taxes, fees and other charges levied by or remitted directly to federal, state or local authorities, or foreign government on Services including, without limitation, sales, gross receipts, use, and excise taxes. If you claim any tax exemption, you must provide us with a valid tax-exempt document. Any tax exemption applies only from the date we receive a valid tax-exempt document.

We also invoice you for fees that we collect and remit to the government such as Universal Service, and for surcharges that we collect and keep to pay for the costs of complying with government mandates such as number pooling and portability, and Enhanced 911 service. These charges are neither taxes nor government imposed assessments.

Roaming. Calls made while off the Sprint Nationwide PCS Network are "roaming" calls. Your PCS Phone is specifically designed and engineered to work only on the Sprint Nationwide PCS Network. It works on another CDMA PCS provider's system only when a roaming agreement is in place between Sprint and the other providers. If your PCS Phone is a dual-mode phone, it works on both a CDMA PCS provider's system (in addition to the Sprint Nationwide PCS Network) and a wireless analog telecommunications provider's system only when roaming agreements are in place between Sprint and the other providers. If we do not have a roaming agreement in place, you may be able to place roaming calls "manually" by using a valid credit card. If there is a gap or other interruption of coverage within a PCS coverage area that prevents connection with the Sprint Nationwide PCS Network and your dual-band phone is set to roam automatically when outside PCS coverage, you may incur roaming fees within a PCS coverage area. Certain features and services may not be available when roaming (including PCS Vision, voicemail, call waiting, call forwarding, etc.).

Phones and Other Equipment. Phones and other equipment may be purchased and returned as provided in the purchase documents. We are not the manufacturer of the phones or other equipment. The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers. We have no liability in connection with the phones and other equipment or for the manufacturers' acts or omissions.

Lost or Stolen Equipment. If your phone or other equipment is lost or stolen, you must notify us by calling PCS Customer Solutions. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment before you notify us of the loss or theft. We will deactivate Services to the Number upon notification to us of any loss or theft. You may be required to provide evidence of the loss or theft (for example, a police report or sworn statement). If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation fee. We will deactivate Services to any Number without prior notice to you if we suspect any unlawful or fraudulent use of the Number. You agree to cooperate reasonably with us in investigating suspected unlawful or fraudulent use.

Messages. You will incur airtime usage charges when accessing your voicemail from your PCS Phone. You may also incur charges in accessing text messages from your PCS Phone. You may access your voicemail without incurring airtime usage charges by checking your voicemail from a wireline phone. We may impose limits on the number of voicemail or text message that can be retained through your PCS account. Audible or visual indicators of text or voicemail messages, including mailbox icons on your PCS Phone, may not always provide an up to date indication of

new messages. In certain instances, you may be required to manually reset or clear your mailbox indicator.

Caller ID. If you do not want people you call to receive the Number assigned to your phone, you must call PCS Customer Solutions for information about automatic Caller ID blocking. The Number assigned to your phone can be blocked on a per-call basis by dialing *67 + Destination Number + TALK (or similar key), but Caller ID delivery resumes on the next call you make. Caller ID display on incoming calls to your Number depends on receiving the information from the calling party.

TTY Access. A TTY (also known as TDD or Text Telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. TTY doesn't work with all PCS Phones. If you have a PCS TTY-capable phone, it may not function effectively, or at all, when attempting 911 calls due to the equipment or software of the answering agency. Therefore, a TTY device should not be relied on for 911 calls.

Pay-Per-Call Service. We will not complete calls from your Number to 900, 976 and similar numbers for pay-per-call services.

International Calling. You may be limited in the international destinations that you can call with Services. You should contact PCS Customer Solutions for information about international destinations that you cannot call.

Limitation of Liability. Except as otherwise provided in this section, our sole liability to you for any loss or damage arising out of providing or failing to provide Services (including mistakes, omissions, interruptions, delays, errors, or defects) does not exceed (1) in cases related to a specific piece of equipment, the prorated MRC for Services to the piece of equipment during the affected period, or (2) in cases not related to a specific piece of equipment, the prorated MRCs for Services to you during the affected period. Neither we nor our vendors, suppliers or licensors are liable for any damage arising out of or in connection with:

- a) any act or omission of any telecommunications service or other service provider other than us;
- b) any directory listing;
- c) any dropped calls or inability to place or receive calls;
- d) any interruption of Services, including interruptions caused by equipment or facilities failure or shortages, transmission limitations or system capacity limitations;
- e) traffic or other accidents, or any health-related claims allegedly arising from the use of Services, phones, equipment or accessories used in connection with the Services;

f) the use of Wireless Web Services and PCS Vision applications and services, including the accuracy or reliability of any information obtained from the Internet using Wireless Web Services or from Voice Portal Services, PCS Vision wireless services or Internet services, content or applications not supported by Sprint PCS;

g) any late or failed message delivery;

h) any interruption or failure of 911 or E911 emergency services or identification of the Number, address or name associated with any person accessing or attempting to access emergency services from your phone;

i) the installation or repair of any products or equipment by parties who are not our authorized employees or agents;

j) events due to factors beyond our control, including acts of God (including, without limitation, weather-related phenomena, fire or earthquake), war, riot, strike, or orders of governmental authority;

k) any act or omission of any third party or independent contractor that offers products or services in conjunction with or through the Services; or

l) your negligent or intentional act or omission.

NO CONSEQUENTIAL OR OTHER DAMAGES. UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH PROVIDING OR FAILING TO PROVIDE SERVICES, PHONES OR OTHER EQUIPMENT USED IN CONNECTION WITH THE SERVICES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES. THIS SECTION SURVIVES TERMINATION OF THIS AGREEMENT.

Indemnification. You indemnify and defend us, our partners, directors, officers, employees and agents from and against any claim, action, damage, liability and expense arising out of or in connection with: (1) your acts or omissions that occur in connection with your use of the Services or equipment used in connection with the Services, and (2) any communications you make or receive using the Services. This indemnification extends to and includes any attorney's fees and costs incurred by us arising from any actions or claims to which this indemnification applies, or from the contesting of the applicability of this provision. This section survives termination of this Agreement.

MANDATORY ARBITRATION OF DISPUTES. ANY CLAIM, CONTROVERSY OR DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY AND/OR ANY OF ITS EMPLOYEES, AGENTS, AFFILIATES OR OTHER REPRESENTATIVES, WHETHER SOUNDING IN CONTRACT, STATUTE, OR TORT, INCLUDING FRAUD, MISREPRESENTATION, FRAUDULENT INDUCEMENT, OR ANY OTHER LEGAL OR EQUITABLE THEORY AND REGARDLESS OF THE DATE OF ACCRUAL OF SUCH CLAIM, CONTROVERSY OR DISPUTE SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE

LAW, GOVERNS THE QUESTION OF WHETHER A CLAIM IS SUBJECT TO ARBITRATION. HOWEVER, NOTHING CONTAINED IN THIS ARBITRATION PROVISION SHALL PRECLUDE THE CUSTOMER FROM RESOLVING ANY CLAIM, CONTROVERSY OR DISPUTE IN SMALL CLAIMS COURT HE OR SHE OTHERWISE WOULD HAVE THE RIGHT TO PURSUE.

A single arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of CPR or, alternatively, may be selected by agreement of the parties, who shall cooperate in good faith to select the arbitrator. The arbitration will be conducted by, and under the then-applicable rules of the CPR Institute for Dispute Resolution. All expedited procedures prescribed by the applicable rules will apply. Any required hearing fees and costs shall be paid by the parties as required by the applicable rules or as required by applicable law, but the arbitrator shall have the power to apportion such costs as the arbitrator deems appropriate.

The arbitrator's decision and award will be final and binding (subject to the appeal clause below), and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

An appeal may be taken under the CPR Arbitration Appeal Procedure from any final award of any arbitral panel in any arbitration arising out of or related to this agreement that is conducted in accordance with the requirements of such Appeal Procedure. Unless otherwise agreed by the parties and the appeal tribunal, the appeal shall be conducted at the place of the original arbitration.

If any party files a judicial or administrative action asserting a claim that is subject to arbitration and another party successfully stays such action or compels arbitration, the party filing that action must pay the other party's costs and expenses incurred in seeking such stay or compelling arbitration, including attorney's fees.

Notices. You may get our current address for written notice by calling PCS Customer Solutions. Written notice to you is sent to your last known address in our invoicing records. Written notice is effective three days after deposit in the U.S. mail, postage prepaid, and properly addressed. Unless required by this Agreement or Applicable Laws, (1) you may notify us by calling PCS Customer Solutions, and (2) we may notify you by leaving a message for you on your PCS Phone, answering machine or with your answering service. Notice addresses may be changed by giving notice as provided in this section.

Choice of Law; Jurisdiction. This Agreement is governed by and must be construed under federal law and the laws of the State of Kansas, without regard to choice of law principles.

General. If either of us does not enforce any right or remedy available under this Agreement, that failure is not a waiver of the right or remedy for any other breach or failure by the other party. Our waiver of any requirement in any one instance is not a general waiver of that requirement and does not amend this Agreement. This Agreement is subject to any applicable federal and state law (collectively, "Applicable Laws"). If any part of this Agreement is held invalid or unenforceable, that part is interpreted consistent with Applicable Laws as nearly as possible to reflect the original intentions of the parties and the rest of this Agreement remains in full force and effect. Section headings are for descriptive purposes only and are not used to interpret this Agreement. You may not assign this Agreement to any other person or entity without our prior written approval. This Agreement (including any referenced documents and attachments) makes up the entire agreement between you and us and replaces all prior written or spoken agreements, representations, promises or understandings between you and us. The provisions of this Agreement that are contemplated to be enforceable after the termination of this Agreement survive termination of this Agreement. If there is a conflict, the Service Plan (including any Term Service Plan) controls over the Terms.

The following provisions are not generally applicable and apply only to customers whose Service Plans include these terms:

Traveling. If you are making or receiving calls outside your Home Service Area but on the Sprint Nationwide PCS Network, you may be charged for Services at a "travel" rate for both outgoing and incoming traveling calls. Long distance charges may not be included in the travel rate. Traveling charges do not apply if you subscribe to a Home Rate USA plan or to both Toll-Free USA and Home Rate USA. (See Home Rate USA and Toll-Free USA for more information.) You do not have to register your Number when traveling outside your Home Service Area.

Home Rate USA. This service lets you make or receive calls from anywhere on the Sprint Nationwide PCS Network at your Home Service Area airtime rates.

Toll-Free USA. This service lets you call from anywhere on the Sprint Nationwide PCS Network to anywhere in the United States, Puerto Rico and the U.S. Virgin Islands and be charged at your Home Service Area airtime rates, with no additional long distance charges. If you have Home Rate USA but do not have Toll-Free USA, and if you make a long distance call outside of your defined local calling area, you are invoiced for the long distance charges.

Terms of PCS Picture Mail Service

The Pictures or Picture Mail service ("Service") – including access to and use of the services at www.picturemail.sprintpcs.com – is provided to you by Sprint under the following terms and conditions and incorporate the Terms and Conditions set forth at www.sprintpcs.com which include the Terms and Conditions of Service provided with your PCS Phone User Guide, terms regarding copyright and trademark matters, and other terms relating to the use of our services. Your use of the Service indicates your acceptance of all of these terms (collectively "Terms"). Sprint may change these Terms from time to time at our discretion with or without notice to you. Any changes will be posted on the Service.

1. Eligibility

The Service is provided to individuals who are at least 18 years old and to minors who have parental permission. We encourage parents and guardians to take an active role in protecting the privacy and security of their children. If you as a parent have any concerns regarding this issue, please feel free to contact us at picturemail@sprintpcs.com.

2. Membership Fees

PCS Picture Mail is available at an additional monthly charge (in addition to any charges you may pay for PCS Vision services) through Sprint and provides you basic services, such as the ability to store and share pictures taken on select Vision-enabled PCS Phones or devices. Additional features or services (beyond basic services) may also be available from time to time for an additional charge. If you have previously not signed up for the Service with activation of your PCS Service Plan, you may add this Service to your account for an additional monthly charge through select Vision-capable PCS Phones.

3. Picture Mail Password

We will have access to your Picture Mail password and User Name. We may remind you of your password, at your request, by sending an email to the address you used when creating your account. We will not disclose your Picture Mail password to third parties, but we may access your account if necessary to maintain the Service, to comply with lawful requests from governmental authorities, or in response to court orders, subpoenas, complaints.

4. Photo Loss

Sprint does not warrant that pictures or albums stored will not be deleted, modified or damaged. If pictures or images are particularly valuable, have sentimental or other intangible value or are otherwise unique or irreplaceable, reliable storage alternatives should be used, including hard copy duplication and electronic back up and storage.

5. Use of Related Software

Any software that is provided for download and installation on your personal computer or electronic device in connection with the Service is licensed under the terms and conditions of a separate software license agreement. These license agreements are available for your review upon download, installation and/or use of that software.

6. Use of Pictures

Solely for the purposes of displaying your pictures to selected persons and fulfilling your print orders, you grant us permission to use, download, upload, copy, print, display, reproduce, modify, publish, post, transmit and distribute any material included in your albums.

7. Member Conduct

(a) In consideration for use of the Service, you agree to provide true, accurate, current and complete information about you as prompted during the registration process, and to maintain and update this information to keep it true, accurate, current and complete.

(b) You are responsible for maintaining the confidentiality of your Picture Mail password and account, and you agree to be fully responsible for all activities which occur through anyone's use of your Picture Mail password or account, whether or not authorized by you. You agree to notify Sprint immediately of any unauthorized use of your password or account or any other breach of security.

(c) You must provide at your own expense all equipment and software required to use the Service, including computer and photography equipment, application software, modems, and access to the Internet. We are not responsible for delays resulting from incompatibility of such equipment and software, or from improper configuration or maintenance of such equipment and software.

(d) While we do not control the content of any member submissions to the Service and do not have any obligation to monitor such content, if we have any reason to believe that any language, content, graphics or other materials contained within your content is inappropriate, we may, in our sole discretion, refuse to process any print orders, remove your pictures from our servers, suspend your account, restrict access to it, remove content from it, or terminate it.

(e) You agree (1) not to use the Service for illegal purposes; (2) not to interfere with or disrupt the Service or servers or networks or software or data connected to the Service; (3) to comply with all requirements, procedures, policies and regulations of networks connected to the Service; and (4) to comply with all applicable laws regarding the transmission of technical data exported from the United States. You agree to abide by all applicable local, state, national, and international laws and regulations in your use of the Service and in your use of any software downloaded from the Service, including, without limitation, copyright, trademark, obscenity and defamation laws.

(f) You agree not to interfere with the use and enjoyment of the Service by other users of the Service. You agree not to attempt to gain unauthorized access to other computer systems or networks connected to the Service.

(g) You agree not to transmit through the Service, or upload to it (1) any pictures or other content in violation of the copyrights, privacy rights or other rights of any other person; (2) any unlawful, harassing, libelous, privacy invading, abusive, hateful, threatening, harmful, vulgar, defamatory, obscene or otherwise objectionable material of any kind; (3) any material that violates the rights of another, including, but not limited to, the intellectual property rights of another; (4) any material that harms minors; (5) any material that violates any applicable local, state, national, or

international law or regulation; or (6) "junk mail," "spam," "chain letters," or unsolicited mass distribution of email.

8. Privacy Statement

In order to register you as a member of the Service, we ask you to supply us with some basic information (email address, user selected Picture Mail password, name) during the registration process and, occasionally, at other times while using the Service. All uses of your information will be in accordance with our privacy policy, as set forth in the following Privacy Policy. As this policy may be updated from time to time, a current version can be found at www.sprintpcs.com.

PRIVACY POLICY

(a) Sprint respects the privacy of its customers, and other individuals and businesses using the Web sites owned and operated by Sprint and its Affiliates ("Sprint Web sites"). This updated Privacy Policy effective October 22, 2001, is to keep you informed about the types of information collected on Sprint Web sites and how the information is used and protected. The revised Privacy Policy includes information about advertisements on Sprint Web sites and access to your account information.

Sprint protects the privacy of its local, long distance and wireless customers consistent with the Federal Telecommunications Act and rules and regulations issued by the Federal Communications Commission.

Sprint's Privacy Policy for its high speed Internet services can be accessed at: www.sprint.com/privacypolicy/broadbandservices.

There are two types of information that may be exchanged between the Sprint site and the user during each visit to a Sprint site. They are:

1. General technical data transmitted between your computer and the Sprint site that does not identify you personally.
2. Personally identifiable information that you voluntarily share. The types of personally identifiable information that you might share include your name, address, phone number, email address and credit card number.

(b) Anonymous Information

In order to provide you with the information and services that you look for from the Sprint Web sites, Sprint gathers certain types of information from you that are not personally identifiable. This is called anonymous information and includes:

1. The type of Internet browser you use when you visit
2. The types of computer operating system you use
3. The search engine you use to access the Sprint Web sites (such as "AOL.com," "Yahoo.com" or "Go.com")
4. The specific Sprint Web site that you visit (sprint.com, sprintpcs.com, etc.).

The anonymous information collected is not associated with you personally or your business. Sprint uses this anonymous information in the aggregate to improve Sprint Web sites and the services we provide through those sites.

(c) Use Of Cookies

Sprint Web sites may use "cookies" to collect the anonymous information described in this Privacy Policy. Cookies are bits of encrypted data that are loaded by a Sprint server onto your computer or other device when you visit a Sprint Web site. The server can retrieve the cookies the next time you visit a site and use them to identify the computer as a return visitor. Sprint uses cookies to collect non-personally identifiable information and generically track usage patterns on the Sprint Web sites in order to monitor activity and administer the sites. Sprint also uses information obtained from cookies to improve Sprint Web sites, and make decisions concerning advertising, product offerings and services. Most users can disable cookies from their Internet browsers, receive a warning before a cookie is placed on their computer, and erase all cookies from their computer hard drives by following the instructions provided by the browser.

(d) Advertisements On Sprint Web Sites

Advertising companies deliver ads on some Sprint Web sites. You should be aware that when you click on these ads, the advertising companies may also deploy cookies to receive anonymous information about ad viewing by Internet users on Sprint Web sites and other Web sites. This information is associated with your Web browser, but cannot be associated with your name or email address without your permission. Therefore, advertising companies may know where your computer goes on the Web, but they do not know who you are unless you tell them. Sprint does not provide personally identifiable information about its customers or Sprint Web site visitors to these advertising companies.

(e) Personally Identifiable Information

Sprint may ask you to provide what is often referred to as "personally identifiable information" such as your name, address, telephone number and email address when you use Sprint Web sites to: purchase a service or product online, enter a contest or sweepstakes, ask to receive information, respond to a survey, register with a Sprint Web site, access your account, ask for a personalized service, request customer service online, or apply for a job. You always have the alternative of mailing or calling Sprint with the information requested if you do not wish to provide it online. Personally identifiable information provided at a Sprint Web site to order Sprint services other than Internet services will be protected in the same manner as when the information is provided by other means such as over the telephone or by mail. We protect customer information obtained from the local, long distance and wireless service customers of Sprint consistent with federal laws governing telecommunications services and with regulations issued by the Federal Communications Commission. Sprint's Privacy Policy for its Internet services can be accessed at: www.sprint.com/privacypolicy/broadbandservices.

We use personally identifiable information provided at a Sprint Web site in the following ways unless otherwise specified:

1. For its intended purpose (such as to complete an online order for service).
2. To provide you with information about new PCS Products and Services or products and services offered in conjunction with Sprint business partners.

(f) Disclosure To Third Parties

Sprint will not sell or disclose to outside parties any personally identifiable information obtained from a Sprint online service or the registration at a Sprint Web site without your consent except under the following circumstances:

1. When required by law,
2. When disclosure is necessary to protect the safety of a customer, third party or Sprint's property,
3. If it is required in connection with any sale or transfer of all or a portion of Sprint's assets.

When Sprint uses agents, contractors or other companies to perform services on its behalf, Sprint will require that they protect your personally identifiable information consistent with this Privacy Policy. Sprint may share the anonymous information described in this Privacy Policy with third parties from time-to-time.

(g) Email Communications

Email is an increasingly popular communication tool through which you and your business may communicate with Sprint. Likewise, Sprint may use email to communicate with you, respond to your email, and to tell you about new products and services. If you do not wish to receive email promotions and new products and service announcements from Sprint, please follow the instructions that appear at the end of the email communication that you receive from Sprint to have your name removed from the list.

(h) Security

Sprint utilizes several encryption methods to ensure that the data you submit on any of the Sprint Web sites is secure. Through this "secure session," information that you input into a Sprint online order form will be sent and will arrive privately and unaltered at a Sprint server. This security prohibits access to your information by other companies and Web users.

(i) Children

Sprint does not intend to collect personally identifiable information from individuals under 18 years of age. If Sprint becomes aware that a user who is under 18 is using a Sprint Web site, Sprint will specifically instruct that individual that they are not to submit information on Sprint Web sites without a parent or guardian's consent. If a child has provided Sprint with personally identifiable information without the knowledge of Sprint, a parent or guardian of the child may contact Sprint at privacy@mail.sprint.com and Sprint will delete the child's information from our existing files.

(j) Links

Some Sprint Web sites contain links to other Web sites that are owned and operated by parties other than Sprint. Please be aware that this Privacy Policy does not extend to any Web sites other than those owned and controlled by Sprint.

(k) Account Information

You may always contact us at privacy@mail.sprint.com or by telephone or mail to verify your name, address, email address, telephone number and/or billing information. Sprint will correct any information that is inaccurate.

(l) Questions

If you have questions or comments regarding this Privacy Policy, you may contact us at privacy@mail.sprint.com. If you have submitted personally identifiable information, and would like that information deleted from our records, please contact us at our email address, privacy@mail.sprint.com. We will use reasonable efforts to delete that information from our files.

(m) Updates

Sprint may amend this Privacy Policy from time-to-time. These changes will be posted online.

9. Usage and Storage

We and our suppliers assume no responsibility for: (1) any full or partial loss, deletion or failure to store your pictures or any other data; (2) any notice or lack of notice of such loss, deletion or failure to store your data; or (3) any correct or erroneous informing of or failure to inform user of such loss, deletion or failure to store your data. From time to time we may establish an upper limit on the size of data storage that you are permitted to use on the Service and/or an upper limit on the frequency or amount of usage that you are permitted on the Service or related software. We may establish a reasonable period of time (for example, three months) such that if you do not use the Service at least once during such period, we may terminate the Service to you for non-use, and delete pictures and other data that you may have stored through the Service.

10. No Resale of Service or Software

Your membership account is intended only for personal, noncommercial use. You agree not to reproduce, duplicate, copy, sell, resell or exploit for any commercial purposes, any portion of the Service, use of the Service, access to the Service, or related software.

11. Proprietary Rights

You agree that content, including but not limited to software, text, pictures, graphics, video, music, sound, or other materials or information, contained in the Service or contained in sponsor advertisements or presented to you through the Service or advertisers is protected by copyrights, trademarks, service marks, patents, or other proprietary rights, laws, and/or treaties. You agree that you are permitted to use such materials and information only as expressly authorized by us or the true owner of the right in question and you may not copy, reproduce, transmit, distribute, or create derivative works of such materials or information without proper express, written authorization from us or the true owner of the right in question.

12. Changes to the Service and Termination of the Service

- (a) We may change these Terms from time to time without notice to you. Should you object to any of these Terms or any changes to them, or should you become dissatisfied with the Service in any way, your only recourse is to immediately: (1) discontinue use of the Service; and (2) terminate the Service and notify us of the termination. Termination of the Service may, in some instances, require you to change your PCS Service Plan.
- (b) We may discontinue the Service or any feature or portion of the Service at any time, with or without notice. You agree that upon modification or discontinuance of the Service, we may delete the data you have stored on the Service.
- (c) You agree that we may terminate your membership in the Service and delete any and all information, posting, communications, albums and pictures at any time, without notice, if we believe: (1) that you have failed to use the Service at least once during a reasonable span of time as determined by us; (2) that you have violated or acted inconsistently with the letter or spirit of these Terms; (3) that you have violated our rights or the rights of other users or parties; or (4) that you have abused or misused the Service in any way, including but not limited to exceeding any limits that we may place on the amount of data that any individual may store on the Service.
- (d) We reserve the right at all times to disclose any information posted by you or any other user as necessary to satisfy any law, regulation or governmental request, or to edit, remove, or refuse to post any information or materials, in whole or in part, that in our sole discretion are objectionable or in violation of these terms and conditions.
- (e) Except as otherwise set forth in this provision, in the event your Service is terminated we will make reasonable efforts to provide 30 days prior notice before we may delete any data from the Service.

13. Disclaimers

- (a) We hereby disclaim any and all responsibility or liability for the accuracy, content, completeness, legality, reliability, operability or availability of information or material in this Service. We further disclaim any responsibility for the deletion, misdelivery, failure to store or untimely delivery of any information or material. We disclaim any responsibility for any harm resulting from downloading or accessing any information or material through the Service. You agree that you, the member, will bear all risk associated with any content that you access.
- (b) All processing of film, prints, slides, negatives or digital images is subject to our Terms. You agree that your sole remedy for any damage or loss of any materials that you submit to us for processing, printing, storage, transmission or other handling, even if caused by negligence or other fault, will only entitle you to replacement with a like amount of unexposed film and processing. EXCEPT FOR THE EXCLUSIVE REMEDY OF REPLACEMENT, THE HANDLING OF ANY FILM, PRINT, SLIDE, NEGATIVE OR DIGITAL IMAGE IS WITHOUT WARRANTY OR

LIABILITY AND RECOVERY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES IS EXCLUDED.

(c) THIS SITE AND ALL PRODUCTS, SERVICES AND CONTENT PROVIDED THROUGH IT ARE PROVIDED "AS IS" AND "AS AVAILABLE" AND WITH NO WARRANTIES WHATSOEVER TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW. WE EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. WE DISCLAIM ANY WARRANTIES FOR THE SECURITY, RELIABILITY, TIMELINESS, AND PERFORMANCE OF THIS SERVICE, OR THAT THIS SITE OR OUR SERVER IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. WE DISCLAIM, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY WARRANTIES FOR OTHER SERVICES OR GOODS RECEIVED THROUGH OR ADVERTISED ON THIS SERVICE OR RECEIVED THROUGH ANY LINKS PROVIDED IN THE SERVICE, AS WELL AS FOR ANY INFORMATION OR ADVICE RECEIVED THROUGH THE SERVICE OR THROUGH ANY LINKS PROVIDED IN THE SERVICE.

(d) YOU EXPRESSLY AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL SPRINT BE LIABLE TO ANY USER ON ACCOUNT OF THAT USER'S USE OR MISUSE OF AND RELIANCE ON THE SITE OR ITS ASSOCIATED PRODUCTS AND SERVICES. SUCH LIMITATION OF LIABILITY SHALL APPLY TO PREVENT RECOVERY OF DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, AND PUNITIVE DAMAGES (EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES). SUCH LIMITATION OF LIABILITY SHALL APPLY WHETHER THE DAMAGES ARISE FROM USE OR MISUSE OF AND RELIANCE ON THE SITE, PRODUCTS OR SERVICES, FROM INABILITY TO USE THE SITE OR FROM THE INTERRUPTION, SUSPENSION, OR TERMINATION OF THE SITE OR DAMAGES INCURRED BY REASON OF OTHER SERVICES OR GOODS RECEIVED THROUGH OR ADVERTISED ON THIS SERVICE OR RECEIVED THROUGH ANY LINKS PROVIDED ON THIS SITE, AS WELL AS BY REASON OF ANY INFORMATION OR ADVICE RECEIVED THROUGH OR ADVERTISED ON THE SERVICES OR RECEIVED THROUGH ANY LINKS PROVIDED IN THE PRODUCTS AND SERVICES.

(e) BECAUSE SOME JURISDICTIONS PROHIBIT THE EXCLUSION OF CERTAIN WARRANTIES OR THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. OUR OWN AND OUR SUPPLIERS' TOTAL LIABILITY FOR DAMAGES, LOSSES, AND CAUSES OF ACTION, REGARDLESS OF LEGAL THEORY, WILL IN NO EVENT EXCEED THE AGGREGATE DOLLAR AMOUNT YOU HAVE PAID TO US UNDER THESE TERMS, OR US \$25.00, WHICHEVER IS GREATER.

14. Indemnity

You agree to indemnify and hold Sprint and its parents, suppliers, licensors, subsidiaries, affiliates, officers, and employees harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of: (1) use of the Service by you or by anyone using your account; (2) violation of these Terms by you or by anyone using your account; or (3) violation or infringement by you, or by anyone using your account, of intellectual property rights or any other rights of any other person.

15. General Provisions

We may assign our rights and duties under these Terms to any third party at any time without notice to you. These Terms and the relationship between you and Sprint shall be governed by the laws of the State of California without regard to its conflict of law provisions. You and Sprint agree to submit to the personal and exclusive jurisdiction of the courts located within the State of California. You agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Service must be filed within one (1) year after such claim or cause of action arose or be forever barred. The failure of Sprint to exercise or enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and that the other provisions of the Terms shall be valid and remain in full force and effect.

Handspring Product Warranty

Warranty. Handspring warrants to you that at the date of purchase, the product is free of defects in workmanship and materials, and the software included in the product will perform in substantial compliance to its program specifications.

Exclusions from Warranty. This warranty does not cover physical damage to the surface of the product, including, without limitation, breakage, cracks, dents, scratches or adhesive marks on the LCD touchscreen or outside casing of the product caused by you or a third party. In addition, this warranty shall not apply (i) if the casing for the product is opened by someone other than an authorized Handspring representative; (ii) if the defect or malfunction is caused by your or a third party's misuse, accident, modification of the product's components, or operation of the product in an unsuitable environment or in a manner for which it is not intended; (iii) if Handspring's testing and examination discloses that the alleged defect or malfunction in the product does not exist; (iv) if the defect or malfunction results from the use of the product in conjunction with accessories, other products, or ancillary or peripheral equipment and Handspring determines that there is no fault with the product itself; or (v) if the defect or malfunction is due to any communication service you may subscribe to or use with the product. Handspring shall not be responsible for software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Handspring for repair,

whether under warranty or not. Handspring makes no warranty or representation that its software products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Remedies. Handspring shall, at its discretion, either replace the product with a comparable product, repair the product, or refund the purchase price paid for the product. Replacement products may be new or reconditioned.

Warranty Period. The warranty period is one (1) year from your date of purchase. Handspring warrants any replaced or repaired product for a period of ninety (90) days from the date of shipment back to you, or through the end of the original warranty period, whichever is longer.

Obtaining Warranty Service. In order to obtain warranty service, you must receive warranty service authorization by contacting Handspring within the warranty period and provide dated proof of original purchase. For further information about the warranty service procedure, please visit our Web site at <http://www.handspring.com>.

Warranty Exclusive. This warranty is exclusive and Handspring will not assume and hereby expressly disclaims any further warranties, including, but not limited to, any warranty of merchantability, fitness for a particular purpose and non-infringement.

Limitation of Liability. To the full extent allowed by law, Handspring's liability is limited to repair or replacement of the product, or refund of the purchase price paid. Handspring shall not be liable for any incidental, consequential, indirect, special or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use, performance, failure, or interruption of this product.

Governing Law. This warranty will be governed by the laws of California, and excluding the United Nations Convention on Contracts for the International Sale of Goods. The courts of California shall have exclusive personal jurisdiction in case of any disputes arising out of or in connection with this warranty.

Specifications

Radio	▶ CDMA 1900/800 dual-band digital	▶ 1XRTT also supports CSD
Phone features	▶ Personal speakerphone ▶ Hands-free headset jack (2.5 mm, 3-barrel connector)	▶ Microphone mute option ▶ TTY compatible ▶ 3-way calling
Processor technology	▶ 144MHz/Texas Instruments OMAP (ARM) processor	
Expansion	▶ SD/MMC slot (SD I/O compatible)	
Battery	▶ Rechargeable Lithium Ion ▶ 3 hours full charge time	▶ 4 hours talk time ▶ 10 days standby time
Palm OS version	▶ Palm OS 5.2.1	
Camera	▶ VGA resolution (640x480), 0.3 megapixel ▶ Automatic light balance	
Size/ weight	▶ 4.41" x 2.36" x 0.87" without antenna (11.2 cm x 6 cm x 2.2 cm) ▶ 6.2 ounces (175 g)	
IR	▶ Yes	
Display	▶ LCD CSTN touchscreen (includes stylus) ▶ 3375 colors (11.5-bit color, compatible with 16-bit applications) ▶ User-adjustable brightness and contrast	
Keyboard	▶ Built-in QWERTY keyboard plus 5-way navigation control ▶ Backlight for low lighting conditions	
Included software	▶ Phone (including Palm OS Contacts, Favorites, Dial Pad) ▶ Picture Mail (camera/messages) ▶ Blazer Web Browser (Internet) ▶ PCS Business Connect SM ▶ Calendar (Palm OS Date Book+) ▶ Palm Desktop/HotSync Manager	▶ SMS (text messaging) ▶ To Do List ▶ Calculator (basic/advanced) ▶ Memo Pad ▶ CityTime world clock ▶ PocketMirror Standard (for synchronizing with Microsoft Outlook for Windows)
System requirements	▶ Windows 98SE, Me, 2000 or XP with USB port ▶ Windows NT4 requires serial cable, sold separately ▶ Mac OS 10.1-10.2.x with USB port ▶ Later versions may also be supported	
Temperature ranges	▶ 0C-40C	▶ 5% to 90% RH

Index

Numerics

1XRTT 166
24-hour clock 135
3-way calling. See conference calls
5-way navigation control 25, 30

A

AC charger 3, 145
accented characters 35
Accept cookies preference 83
accessing
 alternative features 167
 Contacts list 38
 Dial Pad 41
 email 61, 84
 Inbox 67
 voicemail 55
accessories 145
accounts 9, 15
activating PCS Service 8
active calls 46, 47, 56
adapters 145
Add Bookmark command 76
Add Call button 46
adding
 contacts 49, 52
 events 86, 88
 To Do items 93
add-on applications 30
Address Book 58
 See also Phone Book
addresses
 creating links for 71, 81
 entering 69

 highlighting 31
 tips for SMS 70
Addressing new messages preference 74
adjusting volume 25, 125, 136
Advanced Calculator mode 100
Advantage Agreement 13
alarms 26, 87, 122, 136
 See also alerts
 turning off 24
Album List option 67
Alert screen 87
alerts
 adding 87
 adjusting volume 136
 responding to message 65, 71
 selecting tones for 122
 setting duration 124
 silencing 127
Alt key 166
alternate characters 35, 36
anniversaries. See repeating events
anonymous information 190
Answer button 43
answering calls 43, 54, 56
antenna 24, 174
application buttons 28, 53, 132
applications
 accessing Palm OS 29
 associating with buttons 132
 beaming 105, 166
 copying 117
 displaying information about 114
 displaying list of 131
 displaying menus for 32
 displaying private records in 142
 downloading 79, 109

expansion cards and 115, 117
 installing 84, 109–111, 164
 navigational control and third-party 30
 opening 28, 71, 117
 phone conversations and running 47
 power consumption for 5
 removing 112
 setting default 133
 setting preferences for 130
 troubleshooting problems with 162
 uninstalling 152
 upgrades and 149

Applications Launcher
 customizing 130
 defined 166
 running 29, 117

Applications Launcher button 29

appointments. *See* calendar

Archive folder 112

area conversions 101

arrow icons (documentation) 30

assigning passwords 139

attaching charger cable 3

attachments 164

audio files 43

Auto Lock Handheld box 139

Auto-Keyguard preference 137

automatic resets 163

Auto-off setting 136, 166
 decreasing 5

B

Back option 67

backing up
 data 18
 image databases 68

backlight. *See* keyboard backlight

Backspace key 38

Backup folder 113

battery
 caring for 172
 charging 3–4
 checking status 4, 44
 conserving power for 4–5, 136
 disposing of 173
 extended 145
 not charging 4
 resets and 152

battery gauge 4, 44

battery icons 4

battery-ready indicator 3, 4

beam (defined) 166

Beam Business Card command 50

Beam Category command 104

Beam command 104, 105

Beam Receive option 136

Beam Status dialog 104, 106

beaming information 104–106

beeps 27
See also alerts

belt clip 146

birthdays. *See* repeating events

Biz Conn icon 84

blank screens 154

Blazer
 customizing 82–83
 dialing from 80
 downloading files from 79
 emailing from 81
 installing applications from 109
 opening 28, 75
 overview 75
 setting as default browser 133

setting bookmarks for 76–79
 troubleshooting problems with 160
 viewing Web pages from 75–76, 78

Bookmark view 77, 78

bookmarks 76–79

books ii

brightness slider 128

browsers. *See* Web browsers

built-in applications 109, 112

built-in camera 5, 26, 61, 63

business cards 50

Business Connection application 84

business directories 61, 84

Button Views preference 90

buttons
 5-way navigation control 30
 accessing 32
 accidentally pressing 46
 creating Favorites 51–53
 dialing with 40
 highlighting 31
 launching applications from 28, 132

Buttons Preferences screen 132

C

cache 83, 164

Calculator 100–101

calendar
 accessing from PCS Business Connection 61, 84
 adding alerts to 87
 displaying 28, 86
 setting alarms for 124
 setting preferences for 90–92, 135

Calendar application 86–92
 customizing 90

Calendar button 25, 28, 86

Call Forwarding feature 56

Call Log command 42

Call Waiting dialog 56

Caller ID blocking 184

Caller ID pictures 52, 63, 125

camera 5, 26, 61, 63

Canned msgs option 65

Caps Lock 34

Card Info application 119

Category command 130

cautions 174

Center button 31, 32

Change Location command 99

Change Lock Code option 138

changing
 contact information 50
 passwords 143
 QuickText phrases 70
 screen fonts 128
 text entry fields 31

characters
 accessing international 166
 displaying hexadecimal 100
 entering from keyboard 34, 35
 searching on 102, 103
 SMS 69
 typing accented 35

charger cable 3

chargers (optional) 145

charging battery 3–4

Chat preferences 74

chat sessions 61, 71, 72

Chat view 71

checking battery status 4, 44

CityTime application 28, 98–99

CityTime icon 98

Clear Pay Program 10–11, 181

- clock 98, 134
 - coordinating with local time 99
- color preferences 74, 129, 136
- Colors pick list 129
- command buttons 32
- compressed formats 109
- computers
 - connecting to 20
 - interactions with 18
- conference calls 47, 57
- Confirm deletions from history preference 73
- Connect to the Internet dialog 60
- connections
 - PCS Network 27
 - PCS Phone 20
 - PCS Vision services 62
 - troubleshooting 155–156
 - TTY devices and 58
- contacts
 - adding 49, 52
 - deleting 50
 - dialing by 38
 - masking 141
 - synchronizing 108
 - viewing numbers for 52, 102
- Contacts view 49
- contrast slider 128
- conversion functions 101
- cookies 83, 191
- copying
 - applications 117
 - text 80
- coverage area 38
- coverage maps 9
- cradle 145
- creating
 - events 86, 88
 - memos 97
 - messages 69
 - Web links 81
- Current Privacy pick list 142
- Customer service ii
- customizing
 - Applications Launcher 130
 - calendar 90–92
 - PCS Phone 122, 128, 136
 - Picture Mail 68
 - SMS 73
 - To Do List 91, 96
- D**
- data
 - backing up 18
 - locking 137, 139
 - losing 153
 - resets and 152
 - storing 4, 164
 - synchronizing 18, 21, 108
 - transferring 18, 104, 166
- databases 68, 109
- Date & Time Preferences screen 134
- date formats 135
- dates. *See* calendar
- Day view 86
- Daylight Savings Time 99, 134
- decimal values 101
- decompression utilities 109
- Default Apps Preferences page 133
- default password 9
- defaults, restoring 132
- Delete Contact command 50
- Delete Item command 97
- deleting
 - applications 112
 - bookmarks 78
 - contacts 50
 - events 89
 - Favorites buttons 53
 - memos 97
 - messages 73
 - pictures 66, 68
 - To Do List items 95
- desktop charger 145
- Details button 32
- Dial Extra Digits Automatically option 52
- Dial Pad 40, 46
- dialing 38–42, 47, 80
- dialog boxes 32
- digital images 61, 63
- Disable touchscreen preference 137
- disabling Wireless Mode 5
- disclaimers 194
- disclosure information 192
- discussion groups ii
- disk space 114, 164
- Display Options (calendar) 90
- display. *See* screen
- displaying
 - applications 131
 - calendar 28, 86
 - contact numbers 52
 - decimal values 101
 - menus 32
 - messages 55
 - pictures 64, 65, 67, 68
 - power status 4
 - private entries 141, 142
 - recent calls 42
 - special characters 35
 - Web pages 75, 76, 77, 81
- disposal options 173
- docking cradle 145
- documentation i, ii, 2, 148
 - arrow icons in 30
- Don't Show Images preference 75
- downloading
 - applications 109
 - files 79
 - images 61, 67, 79
 - messages 65
 - ring tones 61
- Downsize command 64
- due dates 92, 93
 - setting preferences for 96
- E**
- earpiece 25
- eBooks 5
- Edit Bookmarks command 78
- Edit Categories option 130
- Edit Cities command 99
- Edit Favorites Button command 53
- Edit Favorites Pages command 53
- editing. *See* changing
- electronic equipment 171
- Electronic Serial Number 10, 26
- email
 - accessing 61, 84
 - adding links to 71, 81
 - highlighting addresses 31
 - large attachments and 164
 - managing 61
 - power consumption for 5
 - sending pictures with 64, 68

troubleshooting problems with 160
 unwanted 192

emergency calls 59, 137
 adding phone numbers for 138

Emoticons 70

emotive symbols 70

Empty battery icon 4

Enable Digital Roaming preference 48

Enable Local Network Time box 134

encryption 192

engineering notation 101

entering phone numbers 49

errors 163

ESN (Electronic Serial Number) 10, 26

Event Duration preference 90

events
 adding alarms for 87
 changing 89
 creating 86, 88
 deleting 89
 scheduling repeating 88
 setting default duration 90

Expansion Card Slot 24, 115

expansion cards 115–120
 beaming to 106
 formatting 120
 inserting 115
 moving pictures to 66
 removing applications from 112

extended battery 145

extending battery life 5

Extra Digits option 46, 52

F

Favorites buttons 40, 46, 51–53
 assigning images to 61, 125

Favorites pages 53

FCC Notice 173

filenames 109

filing pictures 66

financial calculator 100

Find dialog 103

Find Text on Page command 81

finding
 text 81, 103
 user names 62

floating events 91

fonts 128

forgetting passwords 139

Formats Preferences screen 135

forums ii

Forward all calls preference 57

Free & Clear Plans 12, 13

freeing memory 83, 95, 112, 164

Full battery icon 4

functions 100

G

games 5, 61
 adjusting volume 136

General Preferences screen 136

Go to Day command 86

Good Bye message 27

graphics. See images

Green lightning bolt 4

greetings 55

Guest Books 65

H

hands-free devices 26, 54, 171

Handspring Treo™ 600. See PCS Phone

Hang Up All button 46, 57

hard resets 139, 153

hardware 2

headsets 26, 54

hearing-impaired services 58, 184

help ii, 111, 148

hexadecimal characters 100

hidden entries 141, 142

Hide Records option 142

highlighting screen items 31

hints 139

History command 81

History lists 81

Hold button 46

home city 98

home page 82

home pages 77

HotSync button 108, 132

HotSync cable 20, 145

HotSync connector 25

HotSync cradle 145

HotSync Manager 108, 166

HotSync operations 149, 153, 166
 troubleshooting 157–159

hyperlinks. See Web links

I

icons 131

Ignore button 43, 56

image database 68

Image option 52

images
 disabling 75, 82
 downloading 61, 67, 79
 managing online 67
 moving 66, 67
 reducing size of 64
 setting preferences for 68
 taking digital 61, 63
 troubleshooting 160, 161

Inbox 67, 72

incoming calls 43, 52, 56, 123

incoming messages 44, 55, 72

Info screen 114

Information icon ii

infrared (defined) 166

Infrared port. See IR port

Initial View preference 77, 90

Install tool 110, 166

installing
 applications 84, 109–111, 164
 Palm Desktop 151
 synchronization software 18, 21

international calling 184

international characters 166

international clock 98, 135

Internet connections
 installing from 109
 launching PCS Vision from 60
 setting up proxy server for 83
 troubleshooting problems with 156

invalid warranty 3

invoices 15, 180

IR devices 166

IR port 24, 104, 166

J

Java applets 75

JPEG formats 68

K

keyboard 34–35
 dialing with 38
 locking 137
 setting up Quick Keys for 51

keyboard backlight
 power consumption and 5
 turning on 34, 128

Keyboard Help command 35

keyboard shortcuts 33
Keyguard application 28, 137

L

launching applications 28, 117
LED display 4, 25
liability 184
Light. See LED display
lightning bolts 4
Li-Ion battery. See battery
Li-Ion technology 167
links. See Web links
Lithium Ion. See Li-Ion technology
locating
 text 81, 103
 user names 62
location-based services 144
Lock icon 75, 105, 112
Lock Wireless Mode options 138
locked messages 72
locking PCS Phone 138, 139
logic functions 100
looking up contacts 102
Lookup button 103
Lost Password box 143
Lotus Notes 61, 84
low lighting conditions 34, 128
lowercase letters 34

M

Macintosh operating systems 19, 111
managing accounts 15
maps 9, 76, 99
masking private records 141, 142
mathematical functions 100
maximizing battery life 5
media players 5

Memo Pad 97
memory 83, 95, 112, 164
Memory Management preference 83
Menu button 32
menus 32
messages
 See also SMS
 creating 69
 deleting 73
 displaying 55
 downloading 65
 managing 72
 receiving 70
 recording greeting 55
 retrieving 44, 55
 sending 55, 69, 71
 sending pictures with 64, 68
 setting alerts for 124
 setting preferences for 73
Messaging applications 28
Messaging button 25, 28
metric conversions 101
microphone 26, 54
Microsoft Outlook. See Outlook
military time 135
mobile networks 168
mobile phone. See PCS Phone
monthly events 89
mouthpiece 26
Move All Pictures To option 67
Move command 66
moving pictures 66, 67
MultiMedia Cards 24, 115
multiple recipients 70
Mute button 46

N

Name Lookup command 39, 102
navigation control 25, 30
network name 44
New button 32
New Message Alert dialog 71
night mode 128
No Service message 38, 44
Non-Term Service Plan 176
notes 49, 94
 storing 97
notifications 70
NT systems 19
numbers
 displaying as decimals 101
 entering 35, 100
 formatting 135
 storing in calculator 101
numeric calculator 100, 101

O

offline viewing 77
OK button 32
online forums ii
opening applications 28, 117
operating systems 19, 167
Optimized mode 76, 160
Option key 35, 132, 167
Option Lock 35
options 25, 33
outbound messages 72
Outbox 70, 72
outgoing messages 55, 70, 71
Outlook
 accessing 61, 84
 multiple appointments and 86
 multiple contacts and 49

 synchronizing data with 108
 transferring data from 18
Owner Preferences screen 140

P

Page View icon 75
Palm Desktop
 defined 167
 displaying data in 143
 installing 21, 151
 multiple appointments and 86
 multiple contacts and 49
 securing files for 143
 setting up synchronization for 18–19
 synchronizing data with 108
Palm OS (defined) 167
Palm OS applications
 enabling Wireless Mode for 27
 installing 109
 launching 29
 power consumption for 5
Palm OS database 109
Palm Powered devices ii, 24, 104
 upgrading from 20, 149
Partial battery icon 4
pass codes 55
password hints 139
passwords 9, 139, 140, 141
 changing 143
Paste command 80
pasting phone numbers 41
PCs 18, 20
PCS Accessory Hotline 145
PCS Advantage Agreement 13
PCS Business Connection 61
PCS Business Connection application 29
PCS Customer Solutions 9, 15, 58, 175

PCS Network 27, 48
 PCS Phone
 accessories for 145
 caution for unauthorized accessories and 3
 charging battery for 3–4
 components shipped 2
 connecting to 20
 customizing 122, 128, 136
 dialing 38–42, 47, 80
 downloading ring tones for 61
 extending battery life for 5
 features described 24–26, 102, 144
 hanging up 46, 47
 locking 138, 139
 managing active calls 46–47
 monitoring status 44
 not turning on 4
 performance and safety information for 170–174
 receiving calls 43
 resetting 152
 restarting 26
 servicing 123, 170, 175
 setting roaming preferences for 48
 setting up service from 10
 turning on and off 27
 PCS Service
 activating 8
 advantages of i
 features described 56
 managing accounts for 15
 performance information for 170
 setting up 8–16
 terms and conditions 175
 TTY devices and 58
 PCS Service Areas 9

PCS Service Plan 12
 PCS user name 62
 PCS Vision 44, 60–62, 178, 179
 defined 167
 onscreen symbols for 62
 PCS Voice Command 58, 180
 PCS Wireless Web 182
 pending alerts 87
 performance 170
 Personal Address Book 58
 personal contacts 61, 84
 personal information 137, 139, 140
 Personal Information Manager 151, 167
 personally identifiable information 191
 Phone application 46, 167
 launching 28
 Phone Book 49–50
 Phone button 25, 28, 38
 Phone Info command 45, 62
 Phone Info screen 62
 Phone Lock command 138
 phone numbers
 adding emergency 138
 adding links for 71
 assigning images to 61
 dialing 38–42, 47, 80
 entering 49
 getting 45
 highlighting 31, 41, 42
 pasting 41
 redialing 42
 saving 50
 Phone Preferences command 48, 56
 phone. See PCS Phone
 photo albums 67
 pick lists 31
 selecting items 33

Picture Mail 63–68, 167
 customizing 68
 defined 167
 downloading to 61
 launching 61
 setting up Web site account for 64
 terms and conditions 188
 troubleshooting problems with 156
 Picture Mail application 63, 67
 troubleshooting problems with 161
 picture preferences 68
 Picture size option 68
 Pictures folder 68
 Pictures view icon 64
 pictures. See images
 PIM (defined) 167
 PIM applications 151, 167
 placing calls on hold 56
 plug-ins 75
 PocketMirror 168
 port 24
 power adapter 25, 145
 power consumption 5, 136
 Power Save feature 170
 power status 4
 precautions 173
 Preferences command
 Calendar 90
 Picture Mail 68
 SMS 73
 Web pages 82
 Premium Services 179
 preset alarms 124
 preset delays 140
 prioritizing To Do List items 92, 93, 96
 privacy flag 94
 Privacy Statement 190

private contacts 49
 private records 141–143
 programmable buttons 151
 Proprietary Rights 193
 proxy servers 83
 punctuation 35
 Purge command 73, 95

Q

quarantined files 149
 Quick Keys 51
 quick tour ii
 QuickText phrases 70

R

radio frequency 170
 random number generator 101
 receiving beamed information 106
 receiving calls 43
 receiving messages 55
 recharging battery 4
 recording greeting messages 55
 records
 beaming 104, 166
 marking as private 141–143
 restoring 139
 storing 164
 Records option 114
 recurring events. See repeating events
 Red lightning bolt 4
 redialing 42
 references ii
 refreshing Web pages 75
 reminders 93
 setting alarms for 124
 remote cities 99
 removing. See deleting
 renaming expansion cards 119

repeating alarms 124
 repeating events 88
 rescheduling events 89
 Reset button 26
 resets 26, 152, 163
 restoring defaults 132
 Return to list view preference 73
 reverse type 31
 RF exposure 174
 RF signals 171
 ringer

- adjusting volume 125
- selecting tones for 52, 79, 122
- silencing 43, 127

 Ringer switch 24
 Ringers icon 61
 Ringtone option 52
 roaming 4, 44, 48, 123, 183
 rounding 101

S

safety 174
 safety information 170–174
 Save Inbox As option 67
 Save Page command 77
 saving

- phone numbers 50
- pictures 63, 68
- Web pages 77, 78

 schedules. See calendar
 scientific calculator 101
 screen

- adjusting resolution 128
- choosing items on 32
- decreasing Auto-off setting for 5
- disabling 43, 137
- highlighting items on 31
- realigning 129
- scrolling through 30, 31
- troubleshooting problems with 154
- turning on and off 25, 27, 136

 Screen button 25, 27, 28
 screen fonts 128
 Screen Savers icon 61
 scrolling 30, 31
 search features 102, 141
 Searching for Service message 27
 searching for signal 5
 Secure Digital cards 24, 115
 security 141, 192
 security software 137, 143
 Select Business Card command 50
 Select Home City command 98
 sending messages 55, 69, 71
 sending pictures 64, 68
 Sent folder 72
 serial numbers 10, 26
 service areas 9
 Service Plan 12, 176, 177
 servicing PCS Phone 123, 170, 175
 Set Date box 134
 Set Proxy preference 83
 Set Time box 134
 Set Time Zone box 134
 Set Wallpaper command 66
 setting alarms 122
 Share Inbox option 67
 sharing pictures 63, 64
 Show Options dialog 96
 Show Records option 142
 Show Wallpaper option 126
 signal 5, 171

- monitoring strength 44, 155, 170
- silencing ringer 43, 127

silent alarms 127
 Size option 114
 SMS 61, 69–74

- adding contacts for 49
- customizing 73
- defined 168
- dialing with 41, 42
- power consumption for 5
- setting alerts for 124
- setting notification options 71
- tips 70
- troubleshooting problems with 156

 SMS (defined) 168
 SMS application 25, 55
 SMS applications 168
 SMS Favorites Button 53
 SMS icon (PCS Vision) 61
 Snooze button 65
 soft resets 152
 software 2, 198
 Sort by Date command 73
 Sort by Name command 73
 Sort command 73
 sorting To Do items 96
 Sound Mode icons 127
 sound preferences 61, 122, 127
 speaker 25, 46, 54
 speakerphone 46

- adjusting volume 125

 special characters 35, 36
 specifications 198
 speed dial 51
 Spkr-phone button 46
 Sprint PCS Service. See PCS Service
 standby time 4, 145, 198
 Start Time and End Time preference 90

statistical functions 101
 status icons 72
 stereo adapters 54
 stolen equipment 183
 stopping audio player 43
 storing

- beamed information 106
- data 4, 164
- pictures 63, 67

 stylus 24, 30, 31, 145
 Swap button 56
 switching between calls 56
 symbols 35, 70

- accessing international 166

 synchronization (defined) 18
 synchronization software 18, 21
 synchronizing personal data 18, 21, 108

- See also HotSync operations

 system clock 99, 134
 system errors 163
 system profiles 19
 system requirements 19, 198
 system resets 152

T

taking pictures 61, 63, 68
 talk time 4
 tasks. See To Do List
 technical support ii
 telephone. See PCS Phone
 temperature 101, 198
 terms and conditions 175, 188
 text

- changing screen font for 128
- copying 80
- entering 34, 35, 97
- highlighting 31

- in reverse type 31
- searching for 81, 103
- text fields 31
- text messaging
 - See SMS
- Text Telephone 58
- third-party applications
 - getting help with 111
 - installing 109, 164
 - navigation control and 30
 - troubleshooting problems with 162
 - uninstalling 152
- Three-Way Calling feature 57
- time formats 135
- time stamps 74
- time zone 134
- time. See clock
- tips ii
- To Do List 93–96
 - checking off items 95, 96
 - customizing 91, 96
- To Do List icon 93
- To Do Preferences command 91
- Toggle Mode command 100
- Tones box 123
- touchscreen. See screen
- transferring data 18, 104, 166
- travel adapters 145
- Treo™ 600. See PCS Phone
- trigonometric functions 100
- troubleshooting 148
- TTY devices 58
- TTY mode 58
- turning off beeps and alarms 24
- turning on phone 27
- tutorial ii, 148
- Tutorial icon 148

- Typing Starts Contacts Search preference 39

U

- unauthorized accessories 3
- unauthorized calls 138
- uninstalling applications 152
- unlocking Wireless Mode 138
- untimed events 88
- upgrades 20, 149
- Upload command 67
- uploading pictures 64, 67
- uppercase letters 34
- URLs 71
- USB HotSync cable 20
- user names 14, 62, 168

V

- vehicle power adapter 145
- Version option 114
- VGA resolution 198
- vibrating alarm 26, 127
- views (calendar) 90
- Voice Portal Services 182
- voicemail
 - placing calls from 58
 - retrieving messages from 44
 - roaming and 48
 - sending calls to 43
 - setting alerts for 123
 - setting up 55
- voicemail access numbers 55
- voicemail button 53, 55
- voicemail pages 72
- volume 25, 125, 136
- Volume box 122
- volume buttons 25
- volume conversions 101

W

- wallpaper 61, 63, 66, 126
- warranty 175
 - invalidating 3
- Web browsers 28, 60, 75, 76
 - setting default 133
- Web icon 67
- Web Link Favorites Button 53
- Web links 31, 71, 76
 - creating 81
- Web pages
 - accessing 61, 75, 76
 - caching 83
 - copying 80
 - deleting 78
 - dialing from 41, 42
 - displaying from History list 81
 - downloading files from 79
 - downloading pictures from 67, 79
 - frames 80
 - locating text in 81
 - moving through 76
 - saving 77, 78
 - setting home page for 82
 - setting initial view for 77, 82
 - setting preferences for 82
 - troubleshooting problems with 160
 - turning off images in 75, 82
 - uploading pictures to 64, 67

- Week Start preference 90
- weekly events 89
- weights 101
- Welcome message 27
- Wide Page mode 76, 160
- Windows operating systems 19, 110
- wireless features 5
 - See also specific
- Wireless Mode
 - battery life and 4
 - defined 168
 - enabling 27
 - lock options for 138
 - temporarily disabling 5
 - turning off 27
- Wireless Mode button 24, 27
- wireless service 13, 48
 - running 27
- world clock 98, 135
- Wrap Search box 82
- Y**
 - yearly events 89