

using your Treo™ 650 smartphone

by palmOne

Includes setup information and instructions for most tasks

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PN: 406-10151-01

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Welcome



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

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

* Requires service contract with AT&T Wireless.
** Requires service contract and GPRS/EDGE high-speed data service from AT&T Wireless.
***There are two models of Treo 650: One model has a built-in camera and the other model does not have a camera. The packaging for your Treo 650 identifies if a camera is included.

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



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

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If you read nothing else...

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

Read this Now: Getting Started

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

First Day: Learning the Basics

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

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

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

First Two Weeks: Using Organizer Features

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

First Month: Managing Applications

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

When You're Ready: Customizing your Treo

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

If Something Happens: Help

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

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read this now:
getting started

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What you'll need

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

- A subscriber identity module (SIM) card for which you have an activated mobile account with data services*
- A location with wireless coverage for your phone
- An electrical outlet
- The computer with which you will synchronize your personal information
- The "palmOne Software Installation CD" included in the box

* We recommend selecting either the GPRS or EDGE data service option. You cannot use email, web browsing, or photo messaging without data services of some type.

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Treo smartphone overview



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

Hardware

- Treo handset
- AT&T Wireless SIM card
- AC charger
- USB sync cable
- Headset
- Electric socket adapter(s) (if required in region)

Documentation and software

- Start Here booklet
- Using Your Treo 650 Smartphone (this guide)
- Software Installation CD (includes desktop synchronization software and bonus software)
- palmOne warranty
- AT&T Wireless service agreement

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

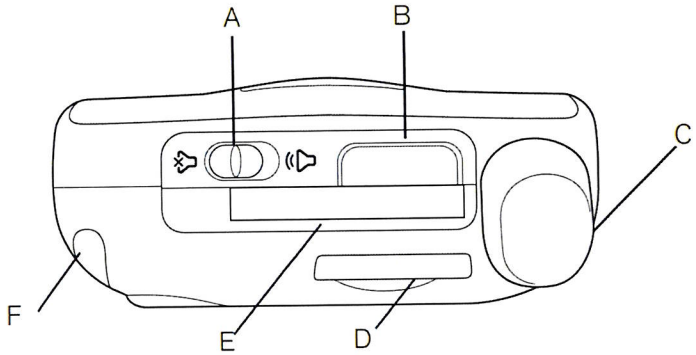
The Software Installation CD includes free bonus software for your phone and synchronization software for your computer.

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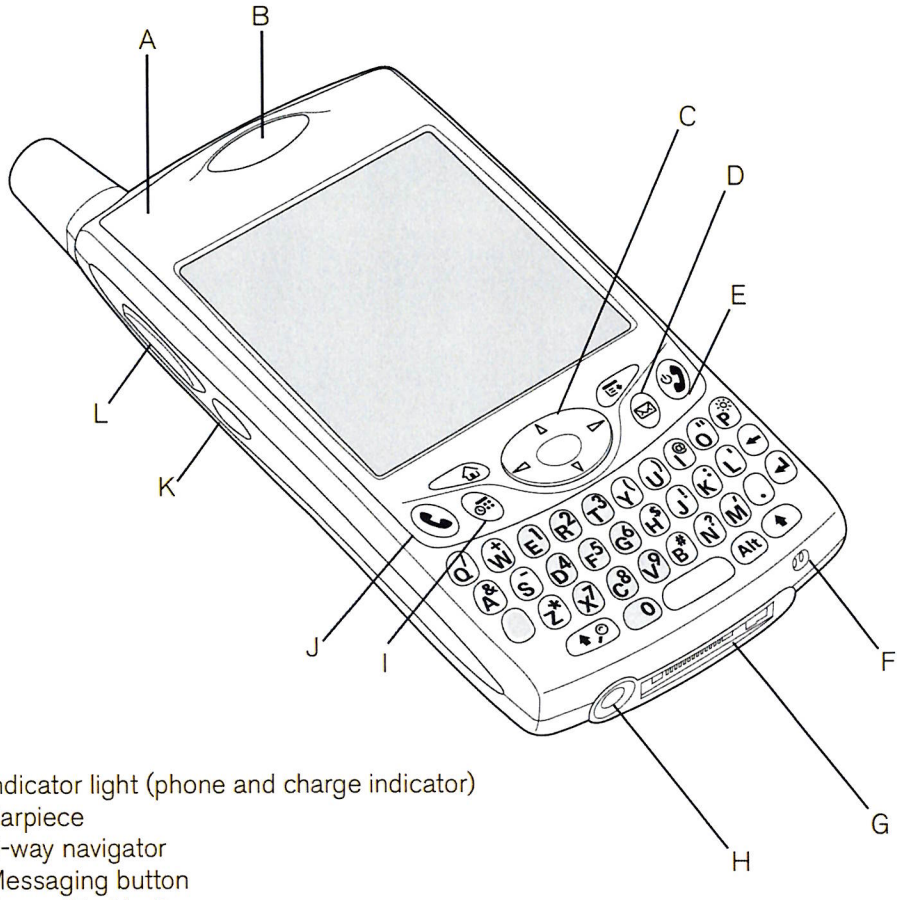
Treo 650 handset features

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



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

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

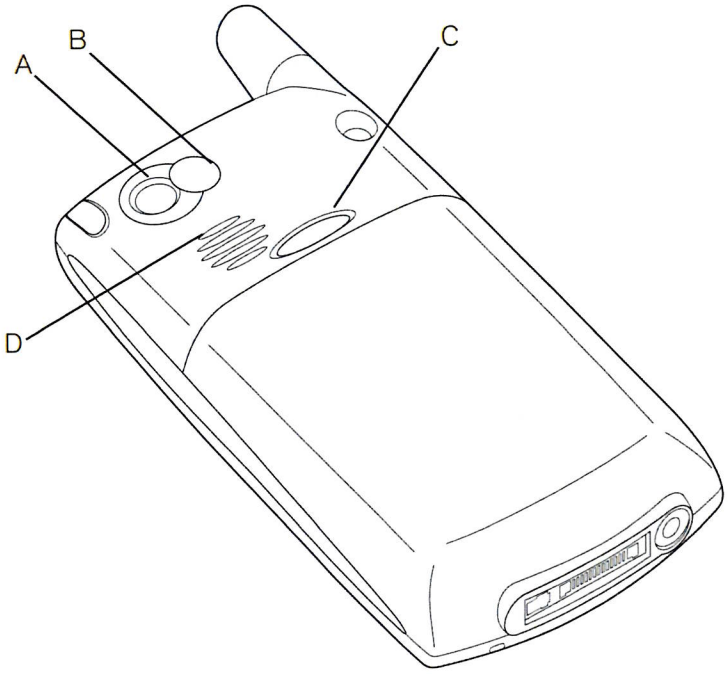


Be careful not to scratch or crush your Treo screen. Do not store it in a place where other items might damage it. Visit to find carrying cases that protect the screen and other useful accessories.

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



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

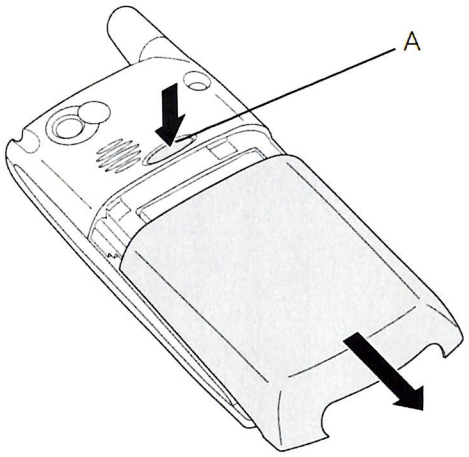
* There are two models of Treo 650: One model has a built-in camera and the other model does not have a camera. The packaging for your Treo 650 identifies if a camera is included.

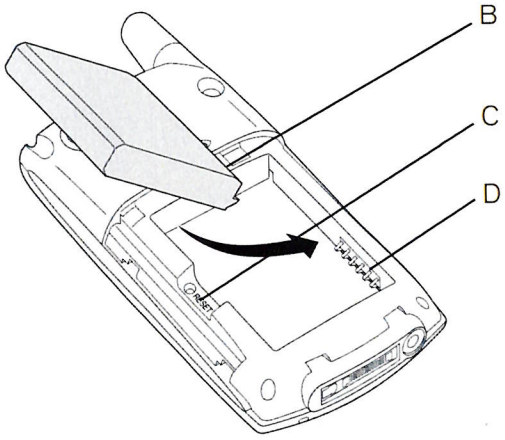
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Installing the battery

1. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
2. Align the metal contacts on the battery with the contacts inside the battery compartment.
3. Insert the battery into the compartment at a 45 degree angle and then press it into place.
4. Slide the battery door onto the back of the phone until it clicks into place.

5. When the Welcome screen appears, follow the onscreen instructions to set up your Treo 650.





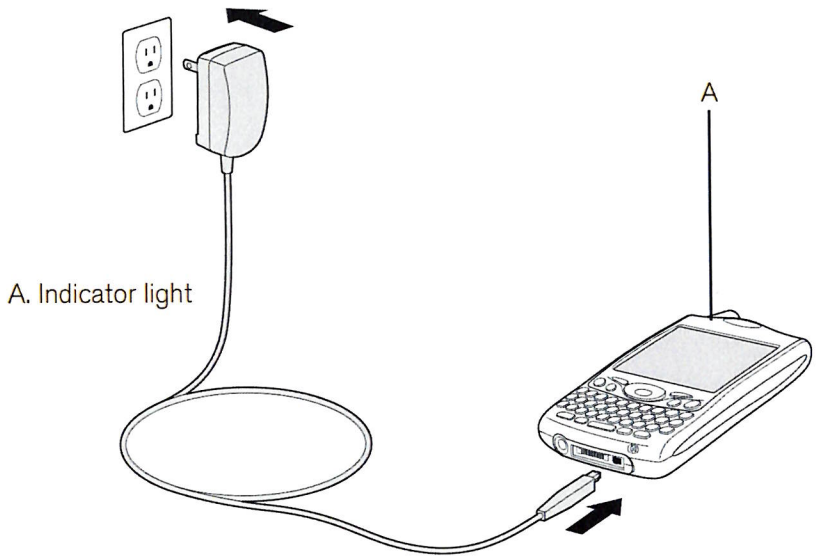
A. Battery Door Release button
B. Battery contacts
C. Notch
D. Phone contacts

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Charging the battery

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

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



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

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

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

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

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



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

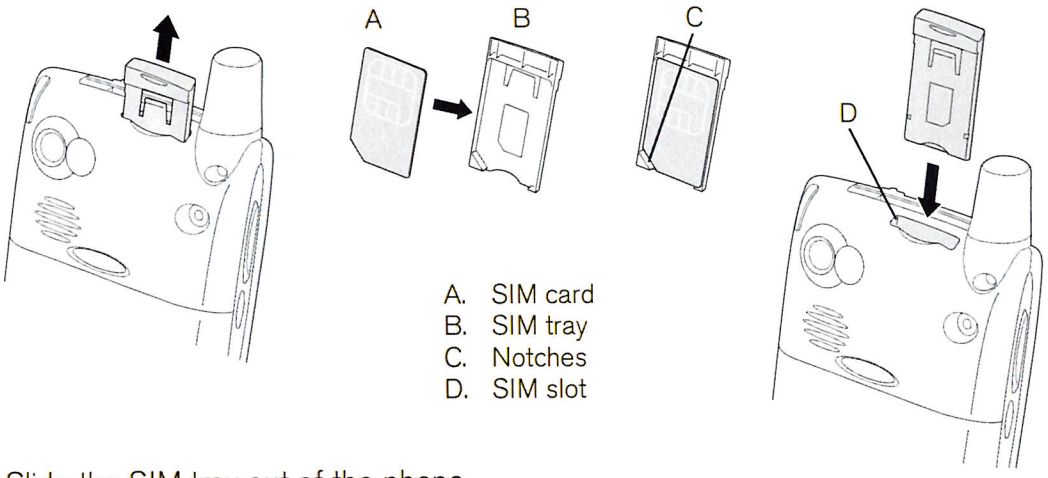
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Inserting the SIM card

AT&T Wireless may already have inserted the SIM card into your Treo. In that case, skip to "Turning Treo on and off" on page 15.

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

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



A. SIM card
B. SIM tray
C. Notches
D. SIM slot

1. Slide the SIM tray out of the phone.
2. Insert the SIM card into the SIM tray by aligning the notches until you feel it lock into place.
3. Slide the SIM tray back into the phone.
4. If your SIM card is not already activated, follow the activation steps provided by AT&T Wireless or contact AT&T Wireless Customer Care toll free at (866) 293-4634 for assistance. If you want to use email, web browsing, and multimedia messaging, be sure to confirm that your SIM card is activated for data services.

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Turning Treo on and off



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

Turning your phone on and off

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

1. Press and hold Power/End to turn on your phone. If Sound Mode is on you'll hear a series of ascending tones. (See "Setting the ringer switch" on page 144 for more on Sound Mode.) After your phone locates a signal, you can use the phone and Internet features (if supported by the local network).
2. Press and hold Power/End again to turn off your phone. If Sound Mode is on you'll hear a series of descending tones. When your phone is off, your Treo is not connected to any mobile network. You can still use the organizer and other Palm OS features. This is ideal for airplane flights and for maximizing battery life.

Waking up the screen

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

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

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

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

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

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Making your first call

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

1. Press and hold Power/End. You will hear a series of ascending tones.
2. Allow the Treo to complete a network search. The search may take several seconds. When it is complete, the Network Status icon appears in the upper-right.
3. Press Phone/Send.
4. Using the number pad on the Treo keyboard, enter the desired phone number.
5. Press Phone/Send to dial.
6. When your call is complete, press Power/End or use the 5-way navigator to select Hang Up.



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 AT&T Wireless Customer Care toll free at (866) 293-4634 for assistance.

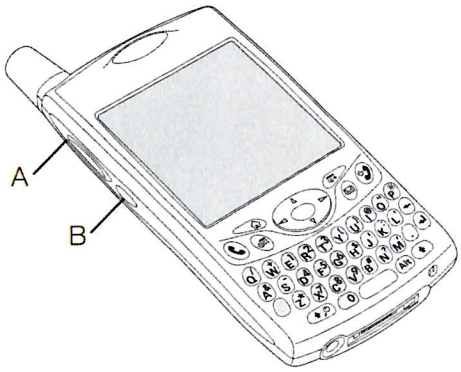
If you are inside a coverage and cannot complete a call, your SIM card may not be activated. Please contact AT&T Wireless Customer Care toll free at (866) 293-4634 for assistance.

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

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Adjusting call volume

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



A. Volume button
B. Side button

What's my number?

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



A. Look here for your phone number

If your phone number is not displayed, exit Phone Info, and make sure your SIM card is properly inserted in the SIM slot. If your phone number still does not appear in Phone Info, look on the plastic holder to which the SIM card was attached. If you still need assistance, please consult AT&T Wireless Customer Care toll free at (866) 293-4634.

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first day:
learning the basics

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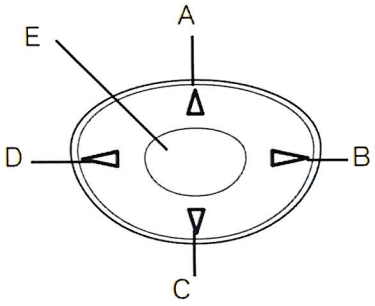


Moving around the Treo screen

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

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





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

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

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

5-way buttons:

Onscreen arrows:



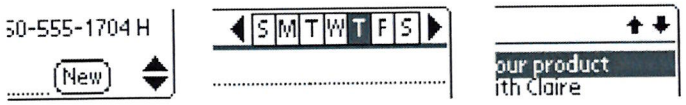
Scrolling through screens

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

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

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- Tap an onscreen scroll arrow.



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

Highlighting items

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

- When an onscreen button (OK, Cancel, etc.) or pick list is highlighted, the button acquires a glow around its border.



- When a phone number, email address, or web link is highlighted on a web page or in a message, the text appears in reverse type (light text on a dark background).



- When an entire text entry field is highlighted, you can press Center to edit the text. After you edit the text, press Center again to highlight the entire field.



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

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

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

Accessing command buttons

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

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

Selecting or activating items

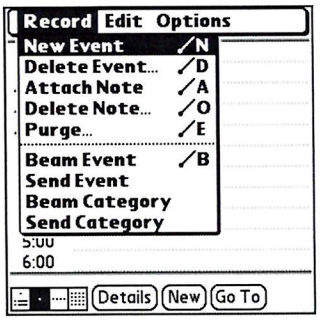
After highlighting an item with the 5-way, you can select or activate it by pressing Center. You can also select an item by tapping it with the stylus.

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Selecting menu items

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

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



Selecting options in a pick list

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

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

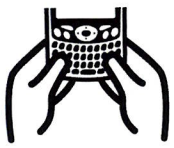






Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press Menu plus the shortcut letter. You don't have to see the menu item to use the menu shortcut.

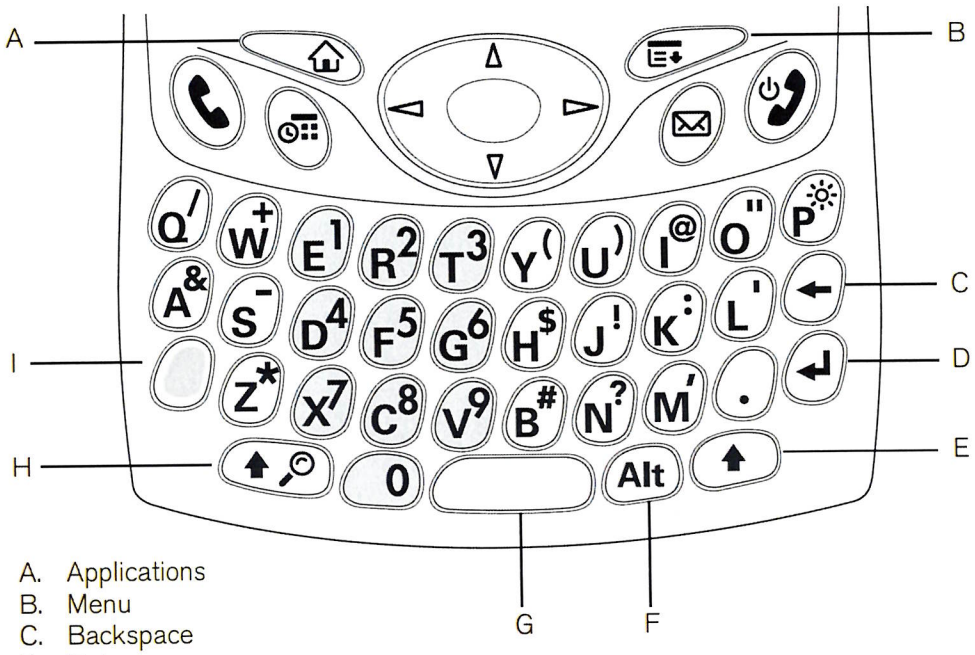
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Using the keyboard

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, as shown above.

The keyboard backlight may not be visible in bright sunlight.



A. Applications
B. Menu
C. Backspace
D. Return
E. Right Shift
F. Alt
G. Space
H. Shift/Find
I. Option

Using the keyboard backlight

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

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Entering lowercase and uppercase letters

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

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

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

Entering other symbols and accented characters

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



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

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

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

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Symbols and accented characters

Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...
a	á à ä â ã å æ	o	ó ò ö ô œ õ ø	0	% ‰ °
A	Á À Ä Â Ã Å Æ	O	Ó Ò Ö Ô Œ Õ Ø	1	¹ ¼ ½
b or B	ß	p or P	%	2	²
c	ç ¢ © ^ ˆ	r or R	®	3	³ ¾
C	Ç ¢ © ^ ˆ	s	ß Šs §	.	? ! …
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Symbols and accented characters

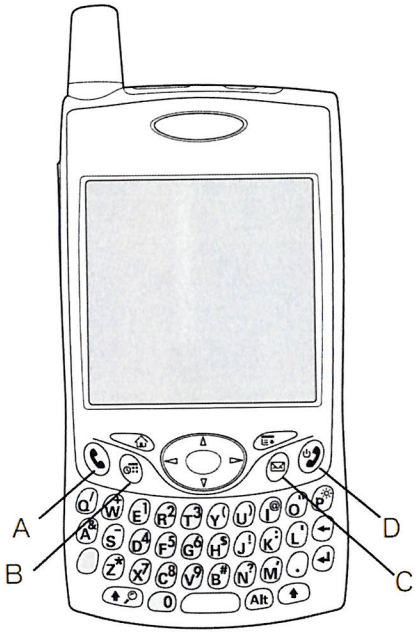
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Opening applications

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

You can also customize the buttons yourself; see "Setting Buttons Preferences" on page 148 for details.



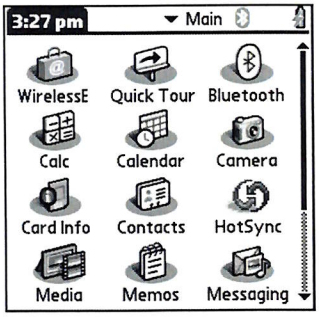
A Phone/Send
B. Calendar
C. Messaging
D. Power/End

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

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

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



Press Applications repeatedly to cycle through different categories of applications.

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

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Setting up your computer



IMPORTANT: If you're upgrading from another Palm Powered device, follow the steps in "Upgrading from another Palm Powered® device" on page 160 before you set up your computer for your new Treo.

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

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

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

System requirements

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

Windows 2000 or XP (or later)

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

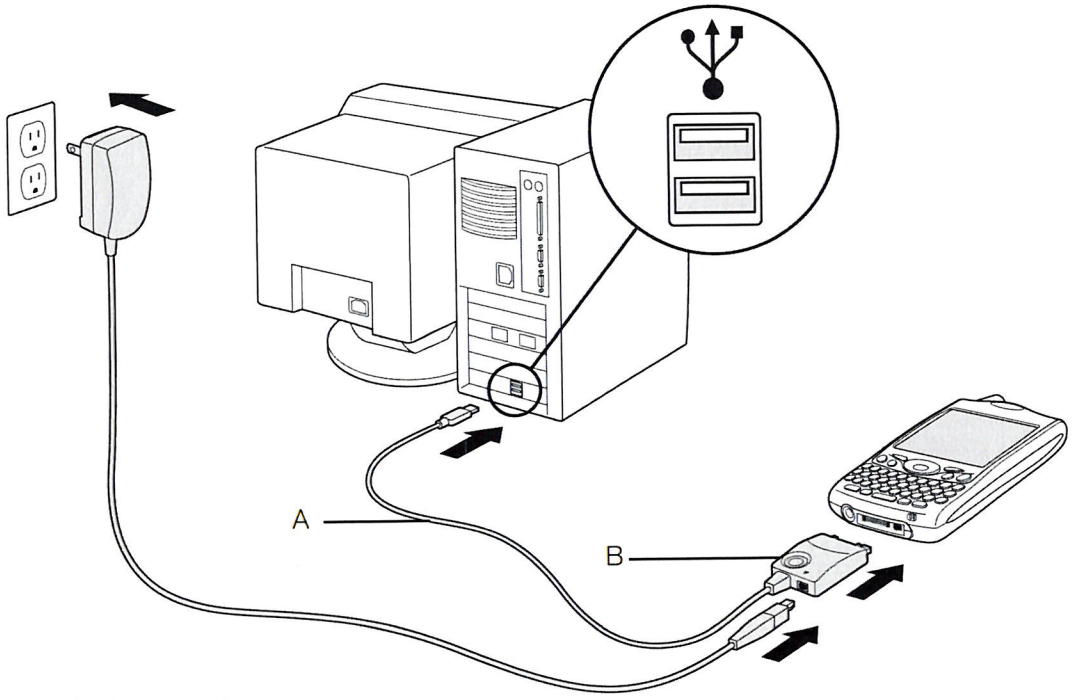
Mac OS 10.2 or later

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

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Connecting your Treo to your computer

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



A. USB sync cable
B. HotSync button

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

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

Installing the desktop synchronization software on your computer

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

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

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Synchronizing contacts and other information

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

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

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


Calendar


Contacts


Memos


Media


Tasks


VersaMail

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

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

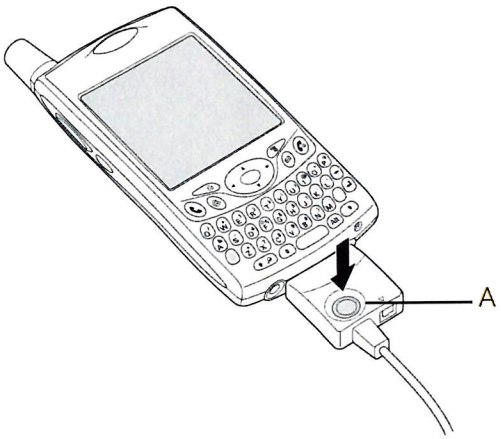




We strongly recommend that you install the synchronization software soon after you start using your Treo, and that you synchronize your Treo and computer frequently to keep your information up-to-date (and backed up) in both locations.

If you installed Palm Desktop software, the HotSync Manager icon  should appear in the lower-right corner of your computer screen.

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A. HotSync button

3. Wait for your Treo to display a message indicating that the process is complete.
   - If nothing happens, make sure that you installed the desktop synchronization software from the Software Installation CD that came with your Treo, and that it is running on your computer.
   - If you want to synchronize information with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party conduit software.
   - If you have any problems synchronizing, see "Synchronization (HotSync)" on page 172 for troubleshooting suggestions.

If you use Microsoft Exchange ActiveSync®, your email and calendar information synchronize directly with your company's Exchange server. You must retrieve email and calendar updates from the VersaMail application, they do not update when you synchronize with your computer. See "Working with Microsoft Exchange ActiveSync" on page 73 for more information. Your contacts, tasks, and memos sync with Palm Desktop software or Microsoft Outlook, depending on which desktop application you use.

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Battery life



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

Maximizing battery life

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

- Charge your Treo whenever you're at your desk, or charge it overnight each day. The Li-Ion battery in your Treo has a much longer useful life when it is topped off frequently, versus charging it after it is fully drained.
- The wireless features (phone, email, messaging, and web) of your Treo generally consume more power than its organizer features. However, if you spend a lot of time using the camera (if included), games, media players, eBooks, or other Palm OS applications, keep an eye on the battery icon and charge when necessary.
- If you don't plan to use the wireless features on your Treo for a while, you may want to turn off your phone (see "Turning your phone on and off" on page 15). You can forward calls to a different number or let all calls be picked up by voicemail (see "Forwarding calls under certain conditions" on page 51).
- As with any mobile phone, if you are in an area with no wireless coverage, your Treo searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone.
- Turn down the screen brightness (see "Adjusting the brightness" on page 145).
- Decrease the Auto-off setting in Power Preferences (see "Power Preferences" on page 151). This turns off your screen automatically after a shorter period of inactivity.



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

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

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

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Where to learn more



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

For a quick introduction

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

While using your Treo

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

If you need more information

- **Books:** Many books on Palm Powered devices, such as "Now You Know Treo", are available in local or online book retailers (look in the computers section), or visit www.palmOne.com.
- **Online forums:** Consult online Treo user discussion groups to swap information and learn about topics you may find nowhere else. Visit www.palmOne.com www.palmOne.com. for details.
- **AT&T Wireless Customer Care:** For questions about your mobile account or features available on the network, contact AT&T Wireless Customer Care toll free at (866) 293-4634 or check the AT&T support website at www.attwireless.com/support for the latest information and help.

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first week:
using phone, web, and messaging

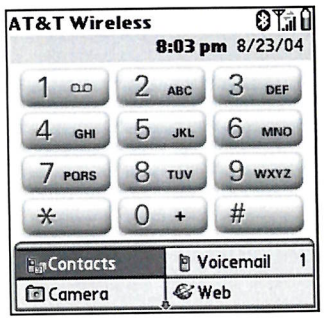
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Phone overview

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

Accessing the Phone application

- Press the Phone/Send button.



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

Network name	Displays AT&T Wireless (or a roaming partner's name) when your phone is on and you are in a coverage area. If you are outside a coverage area, No service or SOS Only appears instead. When you turn off your phone, Phone Off appears.
	Appears when call forwarding is active.
	Appears when you have voicemail. Some networks use a full-screen alert instead. Call AT&T Wireless Customer Care toll free at (866) 293-4634 for more information.
	Appears in gray when Bluetooth® wireless technology is off. Appears in blue when Bluetooth wireless technology is on. Appears in reverse blue when and your phone is communicating with other devices using Bluetooth wireless technology.
	Replaces the Bluetooth icon when your phone is connected to a headset that is enabled with Bluetooth wireless technology.
	Appears when your phone is on. The bars display the signal strength. The stronger the signal, the more bars appear. If you are outside a coverage area, no bars appear.
	The triangle appears when your phone is on and a GPRS or EDGE network is within range. Some service providers do not show the triangle.
	Appears when you are connected to a GPRS or EDGE network. You can still receive calls.





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

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

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

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

	Displays the battery charge status. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the phone beeps and the icon changes from red to clear.
	Appears when your Treo battery is charging. The lightening bolt turns from red to green when the battery is fully charged and your phone remains connected to the AC charger.
	Appears when your Treo battery is fully charged.
	Indicates the number of unread text and multimedia messages.
	Indicates the number of unread email messages. You can select this icon to retrieve your messages.
	Displays the current (or next) event from the Calendar application. If you have an event conflict during the current time period, a red bar appears next to the event description.

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Dialing calls

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

Dialing using the onscreen Dial Pad



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

Dialing with the keyboard

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

Dialing by contact name

Before you can dial a call by contact name, you must create some contacts (see "Adding a contact" on page 98), import them by synchronizing (see "Synchronizing contacts and other information" on page 33), or import them from your SIM card (see tip on "Viewing your SIM Phonebook" on page 100).

If you changed the wallpaper in the Main View of the Phone application (see "Selecting wallpaper for the Phone application" on page 143), you can still access the Dial Pad. From the Main View of the Phone application, press Phone/Send, and then select Dial Pad.

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

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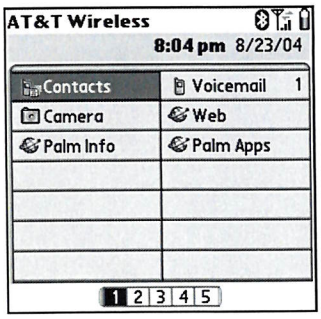
1. Press Phone/Send .
2. Select the Contacts favorite button.
3. Using the keyboard, begin entering one of the following for the contact you want to call:
   - First initial and last name
   - First name
   - Last name
4. Select the number you want to dial.
5. Press Phone/Send to dial.



Dialing with a favorite button

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

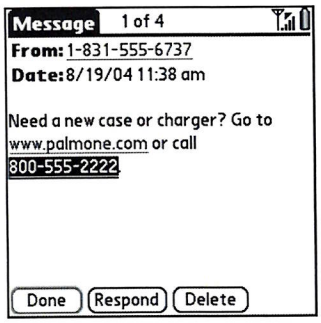
1. Press Phone/Send .
2. Use the 5-way to access Favorites.
3. Highlight the desired button.
4. Press Center to dial the selected button.



Dialing from a web page or message

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

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



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

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

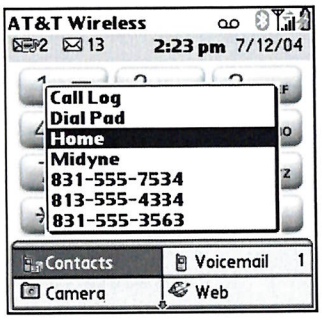
To start another search, press Backspace to delete letters you've entered. Or select Cancel to return to the Main View.

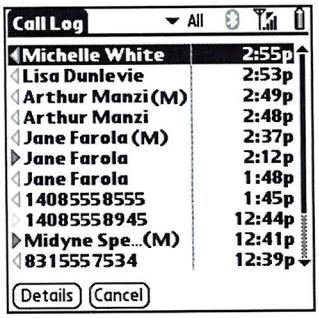
To view more favorite buttons, highlight the bottom row of favorites, and then press Down.

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Redialing a recently called number

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









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

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Receiving calls





See a photo of the person calling you! Learn how to assign a caller ID photo on "Assigning a caller ID photo" on page 142.

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

To answer a call, do one of the following:

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

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

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

To silence the ringer while your phone is ringing:

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

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

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

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

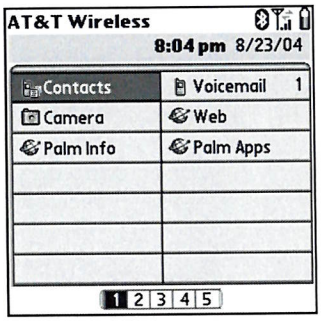
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Using voicemail

Setting up voicemail

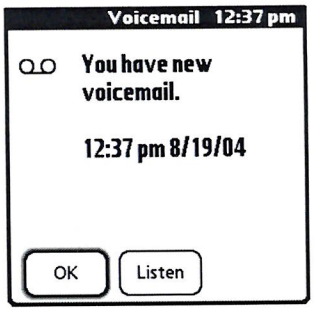
1. Make sure your phone is turned on (see "Turning your phone on and off" on page 15).
2. Press Phone/Send .
3. Use the 5-way navigator to access Favorites.
4. Select the Voicemail favorite button.

Your Treo connects to AT&T Wireless's automated voicemail system. If Treo is unable to connect, contact AT&T Wireless Customer Care toll free at (866) 293-4634 for assistance.



Voicemail notification

When you have a new voicemail message, you are notified with an Alert screen. The Alert screen reappears every five minutes until you respond to it.



Retrieving voicemail messages

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

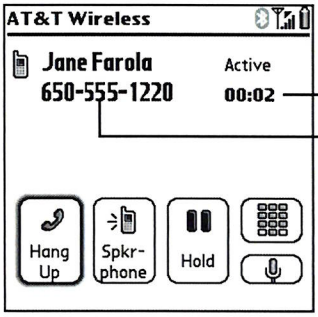
If a Voicemail icon appears in the title bar at the top of the screen, you can tap this icon to retrieve your voicemail.

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

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Managing active calls

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



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

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

To avoid accidentally pressing onscreen buttons while you're holding the phone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls (see "Using Auto-Keyguard and touchscreen lockout" on page 153).

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

Hang Up	Ends the call immediately. You can also press the headset button (if the headset is attached).
Spkr-phone	Switches to the personal speakerphone so you can use other features, such as checking your calendar, during a call.
Cancel Spkr.	Returns to Handset Mode when the speakerphone feature is active.

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	Switches from a headset with Bluetooth wireless technology to the built-in earpiece. This button replaces the Spkr-phone button when a headset with Bluetooth wireless technology is attached.
Hold	Places the current call on hold.
Add Call	Lets you place another call while the first call is on hold. This button replaces the Hold button when a call is on hold.
	Opens the Dial Pad so you can manually dial additional numbers.
Extra Digits	Dials any extra digits (such as a password or extension) that you assigned to a Speed Dial favorite button. This button replaces the Dial Pad button during outbound calls to numbers that include predefined extra digits. See "Defining favorite buttons" on page 53 for information on creating a Speed Dial favorite button.
	Mutes the Treo microphone so that you cannot be heard.

Ending a call

Do one of the following:

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

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

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Returning to an active call from another application

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

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

Saving phone numbers

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

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

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

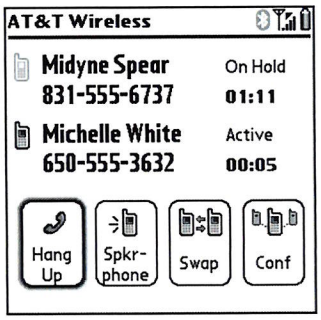
1. In the Call Log (see "Redialing a recently called number" on page 43), highlight the number you want to save.
2. Select Add Contact.
3. Enter the information for the entry.
4. Select Done.

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More ways to manage calls

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

Making a second call



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

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

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

Answering a second call (call waiting)

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

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





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

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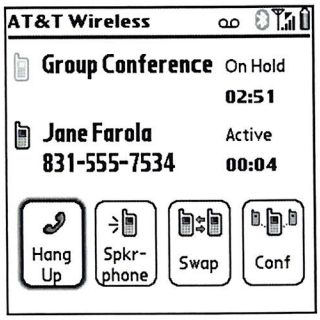




After you set your call forwarding options, call your Treo to confirm that call forwarding is active.

Making a conference call

You can join a total of five other calls in a conference session, provided that your network and service plan include 6-way conferencing. Please contact AT&T Wireless Customer Care toll free at (866) 293-4634 for more information. Additional charges may apply and minutes in your mobile account may be deducted for each active call you place.



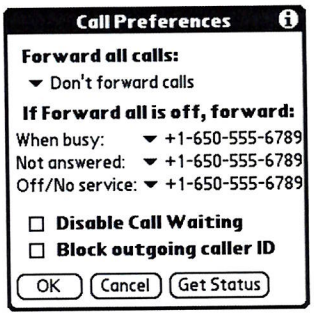
1. While the first call is active, place or answer a second call.
2. Use the 5-way to select Conf. This joins the two active calls in a conference session.
3. Repeat this process to add other calls to the conference call.
4. To end the conference, use the 5-way to select Hang Up and end all the calls.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

Forwarding all calls

You can forward all your calls to another telephone number. You can also selectively forward certain calls (see "Forwarding calls under certain conditions" on page 51). Please check with AT&T Wireless about availability and pricing of forwarded calls, as additional charges may apply.

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1. Press Phone/Send .
2. Open the menus .
3. Select Options, and then select Call Preferences.
4. Select the Forward all calls pick list.
   - If the forwarding number appears in the pick list, select the number.
   - If the forwarding number does not appear in the pick list, select Edit Numbers, and then select New. Enter a forwarding number, including the area code or country code if it is different from your mobile phone number. Select OK.
5. Select OK.



Forwarding calls under certain conditions

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

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

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

Barring calls

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

You must enter your Call Barring password every time you change your Call Barring preferences. Contact AT&T Wireless Customer Care toll free at (866) 293-4634, if you do not know this password or if you need more information.

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

Viewing minutes usage

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

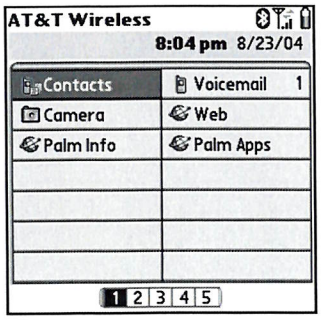
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Defining favorite buttons

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

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

AT&T Wireless may include special favorite buttons on your Treo that are customized for their services



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

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

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

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Creating a speed dial favorite button

1. Press Phone/Send .
2. Use the 5-way navigator to access Favorites
3. Select a blank button.
4. Select the Types pick list and select Speed Dial.
5. Enter a label for the favorite:
   - If the entry is for an existing contact, select Lookup. Start entering the last name of the contact and select the contact when it appears in the lookup list.
   - If the entry is for a new contact, enter the Label, press Down ▼, and enter the Number.



6. (Optional) Enter a Quick Key. When you are in the Phone application, you can press and hold the Quick Key to instantly open the favorite.
7. **(Optional) Select the Ringtone pick list and select** a special ringtone for incoming calls from that contact.
8. (Optional) Select More, and select advanced options:
   - **Extra Digits:** Lets you define additional digits to dial, such as a password or extension.
   - **Dial Extra Digits Automatically:** Dials predefined Extra Digits immediately after dialing the phone number, when checked.
9. Select OK.

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

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

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

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Creating other types of favorite buttons

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

Editing or deleting an existing favorite button

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





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

You can edit but not delete the voicemail entry.

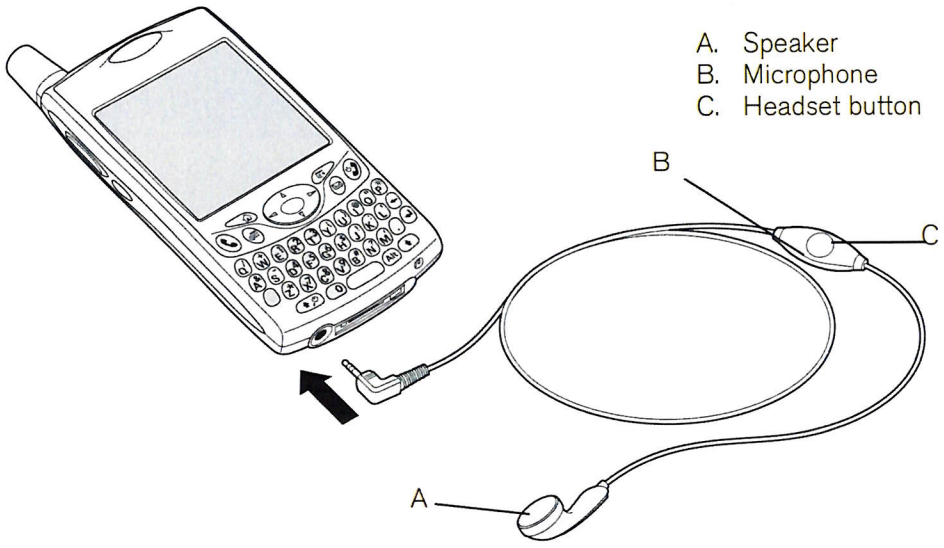
When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.

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Using a phone headset

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

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



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

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Headset specifications

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

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





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

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

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

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Connecting to devices with Bluetooth wireless technology

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

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

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

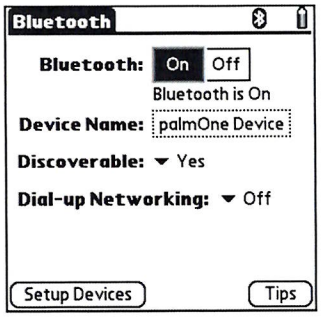
Once you set up a connection with a device with Bluetooth wireless technology, you can communicate with that device whenever it is within range (about 30 feet).

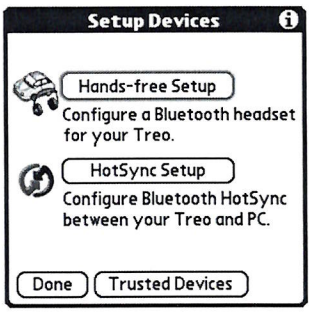
Connecting to a headset with Bluetooth wireless technology

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

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5. Select the Dialup Networking pick list and select one of the following:
   - **On:** Lets you use your Treo as a wireless modem for your laptop, so that you can connect your computer to the Internet and use email applications.
   - **Off:** Prevents you from using your Treo as a wireless modem for your laptop. If a Dialup Networking session is in progress when you select this option, it ends the session.
6. Select Setup Devices.
7. Select Hands-free Setup.
8. Follow the onscreen instructions to create a trusted pair with the specific device. In some cases you may need to perform setup steps on the other device before you can complete this step.
9. After you finish setting up the device, close the Bluetooth application.





When Dialup Networking is on, you cannot use browser, email, or messaging applications on your phone. You can use these applications only on the computer to which your phone is connected. So, be sure to turn off this option when you're not using your Treo as a wireless modem.

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

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

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

Creating trusted pairs

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

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

Sending information over a Bluetooth wireless connection

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

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

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Sending an application over a Bluetooth wireless connection

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

Receiving information over a Bluetooth wireless connection

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



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

1. Go to Applications and select Bluetooth.

2. Select Bluetooth On.

3. Open the Options menu and select Do not allow wakeup. This toggles the setting to Allow wakeup.

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

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Sending and receiving email





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

If you've activated data services on your Treo, you're ready to set up the VersaMail® application on your phone. You can use the VersaMail account with your AT&T Wireless email account, as well as with other email accounts such as Earthlink or BellSouth. You may also be able use VersaMail with a corporate account.

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

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

If you are setting up a Microsoft Exchange ActiveSync® account, see "Working with Microsoft Exchange ActiveSync" on page 73 for more information, and see the VersaMail User Guide on the CD for setup instructions.

Transferring settings from an existing account (Windows only)

1. Select the option to set up your email software when prompted on the final screen of the software CD installation. Or select Start > Programs > palmOne > VersaMail Setup.
2. Select your username from the first drop-down list, and then select the option to create a new VersaMail email account. Click Next.

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3. Select the option to synchronize with an email account detected on your PC, and then select the account from the list. Click Next.
4. Enter a descriptive account name or use the one shown. Enter your email account password. Click Next.



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

Setting up an account on your computer (Windows only)

If you set up an account on your computer and your email provider is not listed in the Mail Service list, select Other and see the VersaMail User Guide on the CD for account setup instructions.

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

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

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