User Guide

palm prē plus

verizon wireless

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Patent pending. This product also is licensed under United States patent 6,058,304.

Use of this device requires providing a valid email address, mobile phone number, and related information for account setup and activation. A data plan is also required. An unlimited usage data plan is strongly recommended or additional data charges may apply.

Open Source License information

You can view the Open Source License terms on your phone. Tap the center of the gesture area and then tap the Launcher icon. Swipe left until the **PDF View** icon appears. Tap **PDF View** and then tap **Open Source Information.pdf**.

You can also view the file on your computer. Connect your phone to your computer with the **USB cable**. On your phone, tap **USB Drive**. On your computer, locate and double-click the removable drive named for your phone. To locate the drive, do the following for your operating system:

- Windows Vista/Windows 7: Open **Computer**.
- Windows XP: Open **My Computer**.
- Mac: Open **Finder**.
- Linux (Ubuntu): The drive is displayed on the desktop.
- Other Linux distribution: The location of the drive may vary by system.

After you open the drive, double-click the file **Open Source Information.pdf**.

Recycling and disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Palm products should be sent to a facility that properly recycles electrical and electronic equipment. For information on environmental programs visit palm.com/environment or recyclewirelessphones.com/.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling.

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Welcome

Congratulations on the purchase of your Palm® Pre™ Plus phone.

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7 What's in the box?
7 Where can I learn more?

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Your Palm® Pre™ Plus phone

In one compact and indispensable device, you now have all of the following:

- An advanced wireless phone running the Palm® webOS™ platform
- A full suite of organizer applications: Contacts, Calendar, Memos, and Tasks
- High-speed data transfer with EvDO and 1x support
- Wi-Fi capability
- A 3-megapixel digital camera
- GPS functionality
- Integrated text, multimedia, and instant messaging (IM)
- Applications to view and manage Microsoft Office and Adobe PDF files
- App Catalog, where you can download applications designed for your phone; select from an ever-expanding list of applications

Your Palm® Pre™ Plus phone puts Palm's new multitasking, gesture-based operating system, the Palm® webOS™ platform, inside a small, beautiful device with a keyboard that you can slide out whenever you need it. Here are a few highlights of your new phone.

Gestures: On your Pre Plus phone, you make calls, move around, and manage your applications and info by making simple gestures either on the touchscreen or in the gesture area directly beneath the screen. For more information, see Use gestures: tap, swipe, drag, flick, pinch, and go to palm.com/support to see animations that demonstrate these gestures. Carry the Gesture Guide (included in the box with your Pre Plus phone) around with you and you'll soon know all the gestures by heart.

Multitasking: You can have many applications open at once and easily move among them. Go to the Launcher to open apps. See the lineup of your open apps in Card view. Tap an app to bring it into the foreground and work with it. For more information, see Open applications.

The Palm® Synergy™ feature: The Synergy™ feature on your Pre Plus phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it.

For example, suppose you have a Google account for personal email, contacts, and calendar events, and an Exchange account for your corporate email, contacts, and events. The Email, Contacts, and Calendar applications on your Pre Plus phone all provide a kind of view in which you can see information from both of those accounts in one place—but even though the information is brought into one view, the sources of that information are kept separate. For more information, read about linked contacts, layered calendars, and the single inbox for your email in Contacts, Calendar, and Email.

NOTE See Online accounts available for webOS phones for the current list of online accounts that you can set up on your phone and for information about the behavior of these accounts.

Thanks also to the Synergy feature, in the Messaging application, all your conversations with the same person are grouped together in one chat-style view. If you start an IM chat with Ed, for example, you can continue the same conversation when Ed signs out of IM by sending him a text message—and you can see it all in the same view. For more information, see Messaging.

Universal search: Need to call Ed? Just slide out the keyboard and type **ed**. If he's listed in your Contacts, you can get his numbers from the search results. Tap a number and you've made the call. Search works just as fast when you need to search the web. For more information, see Search to find info and make calls.

Sync: Your Pre Plus phone gives you synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the web because a copy of your data is stored on the device.

Your Palm profile: When you set up your phone, you create a Palm profile. Your profile gives you access to services like automatic updates and automatic, frequent backups of any of your info that is stored only on your phone and isn't synchronized with an online account. (See What is a Palm profile?)

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WARNING Please refer to Regulatory and Safety Information for information that helps you safely use your phone. Failure to read and follow the important safety information in this guide may result in property damage, serious bodily injury, or death.

What's in the box?

All of the following items are included in the phone box:

Hardware

- Palm Pre Plus phone and pouch
- USB cable
- AC charger
- Standard lithium-ion battery (installed)
- 3.5mm stereo headset

Print material

- Getting Started guide
- Consumer Information About Radio Frequency Emissions and Responsbile Driving
- Gesture Guide
- Limited Warranty
- General User Guide: Important Safety and Legal Information

Where can I learn more?

- On-device Help: Read short how-tos and watch animations on your new phone.
    - To view all Help: Open **Help** .
    - To view Help topics for a single application: Open the application, open the application menu, and tap **Help**.
- Online support from Palm: Visit palm.com/support to edit your Palm profile, watch how-to animations, learn about transferring data, and read comprehensive information about your phone.
- Customer service from Verizon Wireless: For questions about your mobile account or features, contact Verizon Wireless customer care.

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Basics

You're about to discover the many things about your Palm® Pre™ Plus phone that will help you better manage your life and have fun, too. As you become more familiar with your phone, you'll want to personalize the settings and add applications to make it uniquely yours.

But first, take the few easy steps in this chapter to set up your phone and get it running. Then learn about the key features that make moving around on your phone and accessing your information easy: gestures, menus, search, notifications, and more.

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10 Get to know your phone
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Get to know your phone

Slide out the keyboard

- Hold the phone as shown below and gently push up.

Front view

1 **Earpiece**
2 **Touchscreen:** Tap and make other gestures directly on the screen. See Touchscreen.
3 **Volume**
4 **Gesture area:** Make the back gesture and begin other gestures here. See Use gestures: tap, swipe, drag, flick, pinch.
5 **Microphone**
6 **Keyboard:** See Keyboard.
7 **Charger/microUSB connector**

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TIP Be careful not to scratch, crush, or apply too much pressure on the touchscreen. Do not store your phone in a place where other items might damage it. When you pack your phone away, use the pouch to protect it.

Keyboard

1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see Enter alternate keyboard characters), or to move the cursor (see Text selection gestures).
2 **Shift:** See Enter uppercase letters and Text selection gestures.
3 **Space**
4 **Backspace**
5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field. See Enter information in a field.
6 **Sym:** Press to enter symbols and accented characters that don't appear on the keys. See Enter characters from the symbols table.

Touchscreen

1 **Application name:** Displays the name of the currently open application. Drag down over the app name to open the application menu.
2 **Launcher:** See Open an application in the Launcher.
3 **Scroll arrow:** Swipe up or down to see icons that are on the page but hidden.
4 **Quick Launch:** See Open an application in Quick Launch.
5 **Connection icons:** Show the status of wireless service connections and battery strength (see Icons in the title bar). Drag down over the icons to open the connection menu.
6 **Page indicators:** Show how many Launcher pages are to the right or the left of the currently displayed page. Swipe left or right on the screen to see other pages.
7 **Notification icons:** Show missed calls, new voicemail and email messages, and more. Tap the bottom of the screen to view notification details. See View all your notifications.

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Icons in the title bar

You can monitor the status of several items using icons at the top of the phone screen.

Table 1. Title bar icons and descriptions

Item	Description
	The battery is being charged.
	The battery is fully charged.
	The battery is low. See Charge the battery.
	Airplane mode is turned on. This means that the phone, Bluetooth® wireless technology feature, and Wi-Fi feature are off (incoming calls go to voicemail). See Turn wireless services off (airplane mode).
	Wi-Fi is turned on. The number of filled-in bars denotes signal strength. See Wi-Fi.
	The phone is searching for a Wi-Fi network.
	The phone is on. The number of filled-in bars denotes signal strength. See Turn wireless services on.
1x	Your phone is connected to a 1x data network. Data is not currently being transmitted over the network. See I can't tell if data services are available.
1x	Your phone is connected to a 1x data network and data is being transmitted over the network.
Ev	Your phone is connected to an EvDO data network. Data is not currently being transmitted over the network. See I can't tell if data services are available.
Ev	Your phone is connected to an EvDO data network and data is being transmitted over the network.
Verizon Wireless	Your phone is on and connected to the Verizon Wireless network.
Searching.	The phone is searching for a wireless service provider network.

Table 1. Title bar icons and descriptions

Item	Description
No Service	No wireless service provider network is available.
	Bluetooth® wireless technology is turned on. See Bluetooth® wireless technology.
	A Bluetooth connection is in progress.
	A Bluetooth connection has been made.
	Your phone is performing a search on the characters you entered. If you are in Card view or the Launcher, your phone conducts a universal search (see Search to find info and make calls). If you are in an application such as Contacts or Memos, your phone searches for items within the app that match the search term you entered.
	Your phone is in roaming coverage. See Set roaming and data usage preferences.
	TTY is turned on. See Enable TTY/TDD.

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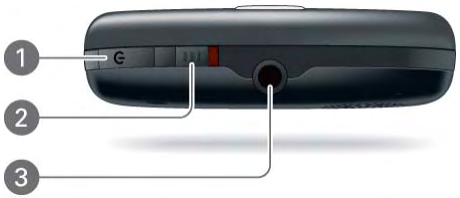
Back view

The back cover of your Pre Plus phone is compatible with the Touchstone™ charging dock (sold separately).

1 **Camera flash**
2 **Camera lens**
3 **Speaker**

Top view



1 **Power:** Press to wake up or turn off the screen. Press and hold to turn wireless services on and off, replace the battery, or shut down your device (deep sleep) and then turn it back on after being shut down. Shut down your device before you remove the battery.
2 **Ringer switch:** Slide to turn the ringer and notification sounds on or off. (Red means off.) The ringer switch does not affect music or video playback sounds.
3 **3.5mm headset jack**.

Bottom view

* Back cover release

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Set up your phone

Complete setup

1 Press and hold the **power** button on the upper-right corner of your phone until you see the Palm® logo on the screen (approximately five seconds).

2 Follow the onscreen instructions to complete setup.

3 To create a Palm profile, enter a working email address and select and answer a security question (see What is a Palm profile?).

NOTE If you have a Palm profile from an old webOS phone that you no longer use, you can enter that profile email address and username to download that profile information to your new phone. But if you are still using the other phone, you must create a new Palm profile for your Pre Plus phone—you can't use the same profile on two phones.

4 Your phone is ready to use. To learn how to make your first call, see Make calls.

Verify your profile

After you finish setup, look for an email on your computer at the address you used for your Palm profile. Click the link in the email to do the following:

- Verify your Palm profile.
- Follow a link to learn about getting data like contacts and appointments onto your phone from your desktop organizer software (see Data transfer).

TIP If you don't see the confirmation email in your Inbox, check your spam mail folder in your desktop email program.

What is a Palm profile?

Your Palm profile gives you the following benefits:

- Automatic system and software updates are sent to your phone.
- A Palm profile account is automatically created for you on your phone. In this account you can store Contacts and Calendar info that you don't store in online accounts like Google or Exchange.

NOTE You cannot access Palm profile data on the profile website. You can access the data on your phone only.

- Info stored in your Palm profile account, as well as info you have in applications on your phone (like Memos and Tasks), is automatically backed up to servers administered by Palm.
- If your phone is lost or stolen, you can do a remote erase of the info on the phone.

NOTE If you want to erase data on your phone while you are still in possession of the phone—for example, before you give it to someone else—don't do a remote erase. Instead, do a partial or full erase of the phone itself (see Erase data and reset your phone).

For detailed information about your Palm profile, see Backup.

Although you create a Palm profile by entering a valid email address, setting up a Palm profile is different from setting up email on your phone. To set up email, see Set up email. To change your Palm profile information after you have set it up, see Update your Palm profile settings.

Charge the battery

When the battery is very low, the **battery** icon in the upper-right corner of the screen changes to red. When the battery is fully charged, the icon appears full and changes to green .

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WARNING Use only batteries and chargers that are approved by Palm with your phone. Failure to use a battery or charger approved by Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in property damage, serious bodily injury, or death. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your phone until the battery icon in the upper-right corner of the screen is full to ensure that the battery is fully charged.

See Maximize the life of the battery for tips on making your battery's power last longer.

1 On the right side of your phone, open the **charger/microUSB connector**. This is easier to do if you slide the keyboard out first.

2 Connect the small end of the **USB cable** to the **charger/microUSB connector**.

3 Connect the other end of the **USB cable** to the **AC charger**.

4 Plug the **AC charger** into a working outlet.

TIP You can also charge your phone battery by connecting your phone to your computer using the USB cable. Charging this way takes much longer than using the AC charger. Do not, however, connect the Palm® Touchstone™ charging dock to your computer.

NOTE The back cover of your Pre Plus phone is compatible with the Touchstone™ charging dock (sold separately).

Maximize the life of the battery

Battery life depends on how you use your phone. You can maximize the life of your battery by following a few easy guidelines:

- Set your screen to turn off automatically after a shorter period of inactivity (see Set the interval for turning the screen off automatically).

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- Keep your battery away from direct sunlight and other sources of heat. Temperatures over 45 degrees Celsius (113 degrees Fahrenheit) can permanently reduce the capacity and life span of any lithium-ion battery.
- As with any mobile phone, if you are in an area with no wireless coverage, your phone continues to search for a signal, which consumes power. Turn off your phone if you are outside a coverage area (see Turn wireless services off (airplane mode)).
- The fewer wireless connections you have, the less power is required of the battery. Turn on airplane mode when you don't need to be wirelessly connected. Airplane mode turns off your connection to the Verizon Wireless network, and it also turns off Wi-Fi and Bluetooth. You can turn on Wi-Fi (see Wi-Fi) and Bluetooth (see Bluetooth® wireless technology) separately when airplane mode is on. You can also turn off GPS (see Location Services).
- If you set up an email account in the Email application, set the interval to automatically download email to every two hours or less frequently (see Enter advanced account settings).
- Lower the screen brightness (see Change screen brightness).
- Keep in mind that frequent use of instant messaging (IM) can reduce battery life.
- Charge your phone whenever you can. Charge it overnight. The battery has a much longer useful life when it is topped off frequently than when it is charged after it is fully drained.
- Buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your phone, go to palm.com/store and click **Accessories** for your phone.

Turn the phone on/off

Your Pre Plus phone's screen can be turned on and off separately from its wireless services (which are the Phone, Wi-Fi, and Bluetooth® applications). This means you can wake up the screen to use just the organizer features of your device (Calendar, Contacts, Tasks, Memos, and so on) without turning on the phone and other wireless features. Also, when the screen is turned off, the phone can be on and ready for you to receive phone calls or messages.

Turn the screen on/off

Turn the screen on and leave the wireless services turned off when you want to use only the organizer features, for example, when you're on a plane and you must turn off all wireless services, but you want to look at your calendar.

To turn the screen on, do one of the following:

- Press **power**. Drag up to unlock the screen.

* Power

- Slide out the keyboard.

To turn the screen off, press **power**.

To save power, the screen dims automatically after a period of inactivity, then turns off. If you're on a call when the screen dims and turns off, the call is not affected. To brighten the screen if it has dimmed, tap the screen.

TIP You can set how long the screen stays on during a period of inactivity (see Set the interval for turning the screen off automatically).

Turn wireless services off (airplane mode)

Airplane mode turns off your phone as well as the Bluetooth® wireless technology and Wi-Fi features. Use airplane mode when you are on a plane

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or anywhere else you need to turn off all wireless services. You can still use apps like Calendar, Contacts, Photos, Music, Doc View, and PDF View.

Do one of the following:

- Tap the upper-right corner of any screen to open the connection menu. Tap **Turn on Airplane Mode.**
- Press and hold **power** and tap **Airplane Mode**.

When your phone is in airplane mode, the airplane mode icon appears at the top of every screen, and Airplane Mode appears in the upper-left corner of the screen in the Launcher, Card view, and Phone. Your phone is not connected to any mobile network.

TIP When your phone is in airplane mode, you can turn the other wireless features on individually. For Wi-Fi, see Turn Wi-Fi on and off. For Bluetooth, see Turn the Bluetooth feature on/off. To turn your phone back on, you must turn airplane mode off.

Turn wireless services on

When you turn on your phone, it automatically connects to your mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network).

If airplane mode is turned on, you need to turn it off before you can connect to your mobile network. Tap the upper-right corner of any screen to open the connection menu. Tap **Turn off Airplane Mode**.

When your phone locates a signal, Verizon Wireless appears in the upper-left of the screen in the Launcher, Card view, and Phone, and the signal-strength icon appears at the top of the screen.

When you are inside a coverage area, the bars of the signal-strength icon are filled in according to the strength of the signal. If you're outside a coverage area, the bars in the signal-strength icon appear dimmed with an X.

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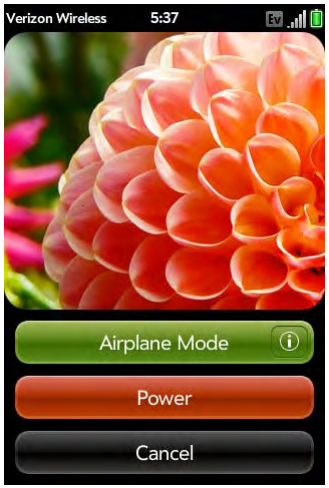
Turn everything (the screen and wireless services) on/off

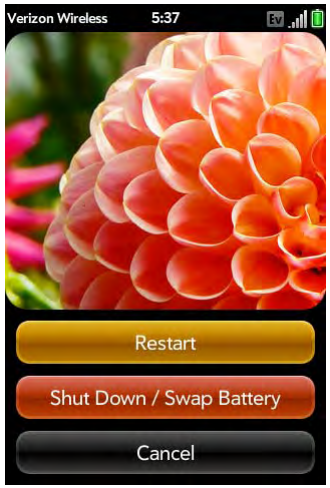
Usually, turning your phone off and/or putting it in airplane mode is sufficient for normal periods when you have the phone with you but you're not using it.

NOTE When you turn everything off, the phone's alarms, ringer, and notifications are also turned off.

On rare occasions, however, you may want to put your phone into deep sleep because you are not going to use it for an extended period. At those times, do one of the following:

- Open **Device Info** and tap **Reset Options**. Tap **Shut Down**, and tap **Shut Down** again.
- Press and hold **power**, and tap **Power**. Tap **Shut Down/Swap Battery**, and tap **Shut Down**.





NOTE When you turn everything off, the phone's alarms, ringer, and notifications are also turned off.

To turn both the screen and wireless services back on, press and hold **power** until a logo appears onscreen.

Use gestures: tap, swipe, drag, flick, pinch

Gestures are an important, basic part of your phone. They're easy to learn, and they make working with the phone fast. You make most gestures with one finger. For a few, you need two. Make gestures with the tip of your finger. Do not use your fingernail. Don't bear down.

To see short animations illustrating how to make gestures, go to palm.com/support or tap **Clips** in Help on your phone (see Open applications for information on how to open Help).

You make gestures in two areas on your phone: the touchscreen and the gesture area. The gesture area is the black area extending along the bottom of the screen.

* Gesture area

When you're working in an application, the gesture area displays a lighted bar in the center. Tap the bar to minimize the app and display Card view (see Display all open applications (Card view)). The lighted bar also appears when you tap the center of the gesture area to maximize a card in Card view.

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Basic gestures

Tap: Tap with the tip of the finger—not the fingernail. Tap fast and firmly, and then immediately lift your fingertip off the screen. Don't bear down on what you're tapping. Don't wait for a response; the response comes after you lift your finger. Don't linger on the gesture; a tap takes a split second to do.

Tap the center of the gesture area to do the following:

- When you're working in an application, tap the lighted bar in the center of the gesture area to see Card view. Card view shows you all the applications that are currently open, displayed as a series of cards (small active windows).

List of Active Applications ("cards")

- When you're in Card view, tap the center of the gesture area to maximize the app in the center of the view.

Swipe: A swipe is most often a horizontal gesture, from right to left or left to right. Do it fast, do it lightly. In a swipe, your fingertip just skims the surface of the touchscreen or gesture area.

One kind of swipe you'll use a lot: **Back**. Make the back gesture from right to left anywhere in the gesture area. Back takes you up one level from a detailed view to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.

In Web, the back gesture performs the same function as the back button on the browser, allowing you to move back through previously viewed pages.

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The **forward** gesture, available in Web only, is a swipe from left to right anywhere in the gesture area. The forward gesture allows you to move forward through previously viewed web pages.

Drag: Drag is the gesture you make for a slow scroll up and down a list. Slide your fingertip slowly along the surface—no need to bear down.

One kind of drag that you'll use a lot brings up **Quick Launch** when you're in an application. This drag gesture begins in the gesture area and ends on the touchscreen. As your fingertip slowly crosses the border between the gesture area and the touchscreen, it seems to drag Quick Launch into view. To open one of the apps in Quick Launch, move your finger to its icon. When you see the app name appear, lift your finger. The application opens.

You also make the drag gesture as part of a drag and drop.

Flick: As its name tells you, this is a quick gesture, great for scrolling long lists. Do it fast, do it lightly; as with a swipe, your fingertip just skims the surface. The faster you flick, the faster and farther you scroll up or down a list.

Swipe up to close

To **close an application** in Card view, flick the card up toward the top of the touchscreen. This is called **throwing** the card off the top of the screen.

In some applications, such as Email and Messaging, you can throw a list item off the side of the screen to delete the item.

If an application is maximized, you can flick up from the gesture area to the screen to minimize the app and display Card view. This is the **up** gesture. If you make the up gesture when Card view is displayed, you open the Launcher.

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Scroll gestures

Scroll slow: Drag the screen in the desired direction.

Scroll fast: Flick the screen in the desired direction.

Stop scrolling: Tap or drag the screen while scrolling.

Zoom gestures

Zoom in/pinch out to increase the size of items on the screen in Email, Web, Photos, Doc View, PDF View, and Google Maps: Place two fingers on the screen and spread them slowly apart.

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Zoom out/pinch in to decrease the size of items on the screen in Email, Web, Photos, Doc View, PDF View, and Google Maps: Place two fingers on the screen and bring them slowly together.

Zoom in or out a fixed amount (in Web or Photos): Double-tap the screen.

Text selection gestures

TIP See Cut, copy, and paste information and Use the Copy All or Select All feature for information on working with text you've selected.

Insert the cursor in a text field: Tap the location. See Cut, copy, and paste information.

Move the cursor: Tap the location to insert the cursor. Press and hold **Option**. Place your finger anywhere onscreen and drag your finger in the direction you want to move the cursor.

Select text when you can see a cursor: Tap the location to insert the cursor. Press and hold **Shift**. Place your finger anywhere onscreen and

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drag your finger in the direction you want to select text. Tap the highlighted text to deselect it.

Select a paragraph of text: When you cannot insert a cursor in the text—for example, on a web page or in an email you received—the smallest amount of text you can select is a whole paragraph. Press and hold **Shift**, and then tap a paragraph. Tap an adjacent paragraph to add it to your selection (you can't skip around). If you need to scroll down to select the next paragraph, release **Shift**, scroll, press **Shift**, and tap the paragraph. Tapping any part of the highlighted selection deselects it.

Drag and drop

Tap and hold the item, drag it, and then lift your finger to drop it. You get a visual cue that the item is ready to be dragged. For example, an icon in the Launcher is ready to be dragged when you see a halo around the icon. A card in Card view is ready to be dragged when it changes size and becomes transparent.

Particular Gesture, press-and-hold

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Delete a list item

Throw the item off the side of the screen. If prompted, tap **Delete** to confirm the deletion.

The delete gesture is available in applications such as Email, Messaging, Tasks, Music, and Bluetooth. If you can't delete a list item by throwing it, open the item and look in the application menu for a delete command.

TIP To delete multiple list items, throw each one off the screen. If you get the **Delete** confirmation prompt after throwing the first item, you don't need to tap it—just throw the second item, and the first deletion is confirmed automatically.

Open applications

You can have as many applications open at one time as you like, limited only by the amount of memory available on your phone at the time.

Open an application in Quick Launch

Quick Launch is the bar of five icons that is always available at the bottom of Card view and the Launcher. To open an application from Quick Launch, just tap the icon.

* Quick Launch

Quick Launch can display no more than five icons. By default it displays, from left to right, Phone, Contacts, Email, Calendar, and the Launcher. You can change the order of icons (except the Launcher icon) in Quick Launch (see Reorder Quick Launch icons), or swap in whatever applications you like (see Change the applications that appear in Quick Launch).

NOTE If you have a notification or the dashboard is open (see View and respond to notifications), you need to dismiss them to access Quick Launch.

When an application fills the whole screen, make the following gesture to display Quick Launch and open one of its applications.

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1 Drag up slowly from the gesture area to the screen.

NOTE Don't confuse this "drag up" with the up gesture, which is a flick up from the gesture area to the screen that displays Card view.

2 Move your finger to the application icon. When you see the app name appear, lift your finger. The application opens.

Open an application in the Launcher

The Launcher displays all your applications that are not on Quick Launch. The Launcher includes multiple pages, which you can organize to group apps the way you want (see Reorder Launcher icons).

1 Tap the center of the gesture area to open Card View, and tap .

TIP You can also open the Launcher by flicking up twice from the gesture area to the screen. If you are in Card view, just flick up once to open the Launcher

2 To find the app you want, swipe up or down to see all the icons on a page. Swipe left or right to see other pages.

1 Arrow indicates that you can swipe up to see partially or fully hidden icons.
2 Page indicators show that there are two Launcher pages to the right—swipe right to left on the screen to see them.

3 Tap the application icon.

To close the Launcher, do one of the following:

- Tap the center of the gesture area.
- Tap .
- Make the up gesture: Flick up from the gesture area to the screen.

Open an application using search

1 Tap the center of the gesture area to open Card view.

2 Enter the name of the application.

3 When the application icon appears in the search results, tap it.

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Work with applications

Go up one level in an app (back gesture)

The back gesture takes you up one level from a detailed level to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.

To make the back gesture, swipe right to left anywhere in the gesture area.

Display all open applications (Card view)

Card view displays open applications as small cards, so that you can easily scroll through them and drag them to change their order.

Hot Key

When an application fills the screen and you want to go to Card view, do one of the following:

- Tap the lighted bar in the center of the gesture area.

- Make the up gesture: Flick up from the gesture area to the screen.

Move among open applications

1 In Card view (see Display all open applications (Card view)), swipe left or right on the screen to see other open apps.

Horizontal gestures

2 Tap a card to maximize the application.

Swipe down to open

TIP You can also maximize the center card in Card view by flicking down from the screen to the gesture area.

TIP You can set a preference to move among open apps without first going to Card view (see Turn advanced gestures on/off).

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Particular Gesture, press-and-hold

Reorder open cards

1 In Card view (see Display all open applications (Card view)), tap and hold a card to further reduce the size of the cards.

TIP You can also tap anywhere on the screen around the cards to reduce the size of the cards.

2 Tap and hold a card, and after the card becomes transparent, drag it to another position.

Swipe up to close

Close an application

- In Card view (see Display all open applications (Card view)), throw the **card** off the top of the screen.

Change the applications that appear in Quick Launch

If Quick Launch contains five icons, you must remove an application from Quick Launch before you can add another one. You can remove any application except the Launcher.

1 Open the Launcher. Quick Launch appears at the bottom.

2 Tap and hold a **Quick Launch icon**, and after the halo appears around the icon, drag it onto the Launcher.

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'931: the destination homescreen is the "menu" / "additional GUI". It is not visible. It is customized through a drag gesture on an icon in an adjacent homescreen. The icon is added to the destination homescreen, thereby customizing an aspect of gestures that will occur when the destination homescreen becomes visible.

3 Tap an **icon** in the Launcher, and after the halo appears around the icon, drag the icon onto the Quick Launch bar.

Reorder Quick Launch icons

You can change the position of any Quick Launch icon except the Launcher icon.

1 In Card view, tap and hold a **Quick Launch icon**.

2 After a halo appears around the icon, drag it to another location.

Reorder Launcher icons

1 In the Launcher, tap and hold an **icon**.

2 After the halo appears around the icon, drag it to another location.

3 To move the icon to another page, drag it to the left or right edge of the screen. Don't release the icon until the new page appears.

Delete an application

You can delete applications that you installed on your phone.

1 While pressing and holding **Option**, tap the app icon.

2 Tap **Delete**.

TIP You can also delete an application you installed by opening the Launcher, opening the application menu, and tapping **List Apps**. On the list of applications, tap and hold an app name or throw the app off the side of the screen, and then tap **Delete**.

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Enter and save information

Use the keyboard

1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see Enter alternate keyboard characters), or to move the cursor (see Text selection gestures).
2 **Shift:** See Enter uppercase letters and Text selection gestures.
3 **Space**
4 **Backspace**
5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field (see Enter information in a field).
6 **Sym:** See Enter characters from the symbols table.

Enter uppercase letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:

- Press **Shift** and press the letter key. The Shift symbol appears. You don't need to hold down Shift while you press the letter key.
- Turn on Caps Lock: Press **Shift** twice. The Caps Lock symbol appears.
- Turn off Caps Lock: Press .

Enter alternate keyboard characters

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press **Option** and press the key for the character. The alternate character symbol appears. You don't need to hold down Option while pressing the second key.
- Enter a series of alternate characters: Press **Option** twice to turn on Option Lock. The Option Lock symbol appears.
- Turn off Option Lock: Press .

Enter passwords

You can see each character of a password only as you enter it, so be careful. Be sure Caps Lock and alternate character lock are off unless you need them. For information on how to enter characters, see Enter uppercase letters and Enter alternate keyboard characters.

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Enter characters from the symbols table

You can enter symbols and accented characters that don't appear on the keys by using the symbols table. See Symbols and accented characters for a list of the available symbols and accented characters.

1 Press **Sym** to display the symbols table.

2 Narrow the list by pressing the key that corresponds to the character you want. For example, to enter an **é**, press **e**. See the table below for a list of corresponding characters.

TIP The symbols and accented characters are grouped according to their similarity to the corresponding key. In some cases, the symbol is related to the alternate character on the key, not the letter. For example, to type a € or other currency symbol, press **Sym** + **h**. Why? Because the alternate character on the H key is $.

TIP If you press the wrong key, press **Backspace** to return to the full list of symbols and accented characters. You can then press another key.

3 Scroll to find the character you want.

4 Tap the character to insert it.

Symbols and accented characters

Table 2. Symbols and accented characters

Press Sym and press...	to select...
a or A	á à ä â ã å æ Á À Ä Â Ã Å Æ ª ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
b or B	~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
c or C	© ç Ç ¢
d or D	† ‡

Table 2. Symbols and accented characters

Press Sym and press...	to select...
e or E	é è ë ê ē É È Ë Ê € ¹ ¼ ½
h or H	¢ € £ ¥ ƒ
i or I	í ì ï î Í Ì Ï Î ÷ ‰
j or J	¡
k or K	:-) :-(;-)
l or L	` ‘ ’ , ‚ "
m or M	µ :-) :-(;-)
n or N	ñ Ñ ¿
o or O	ó ò ö ô œ õ ø Ó Ò Ö Ô Œ Õ Ø º “ ” „ < > « »
p or P	¶ ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
q or Q	\ ~ |
r or R	® ²
s or S	ß š Š ~ \ ` • ÷ ^ [ ] { } < > « » Ø |
t or T	™ ³ ¾
u or U	ú ù ü û Ú Ù Ü Û [ ] { } < > « »
v or V	^
w or W	÷ ^ ±
x or X	x ¤
y or Y	ÿ ý Ÿ Ý ¥ [ ] { } < > « »
z	ž Ž •
, or _	~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
.	… ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
@	° • Ø

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Enter information in a field

You can enter information in a field by typing or by pasting previously copied information (see Cut, copy, and paste information).

Applications with text fields support the auto-correct feature. If the app recognizes a common misspelling, it auto-corrects the word. To cancel the auto-correction, press **Backspace**.

To accept the information you entered, do one of the following:

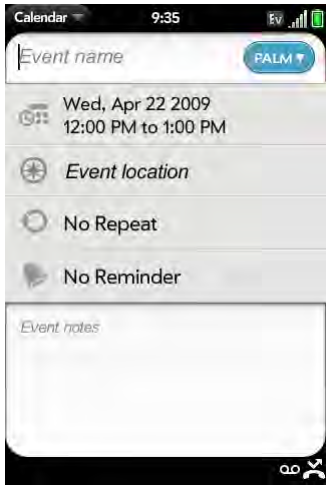
- Tap outside the field.
- Press **Enter**. If a screen contains multiple fields, pressing Enter accepts the information you just entered and jumps the cursor to the next field.
- When you are done entering information on the screen containing the field, make the back gesture to accept the information and back out of the screen (see Go up one level in an app (back gesture)).

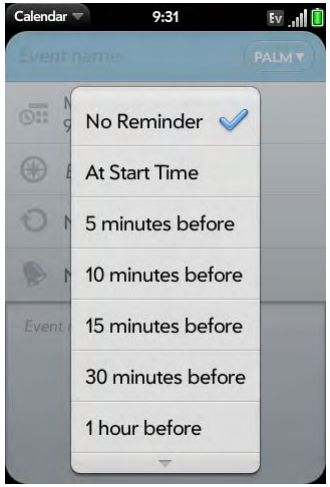
Select items in a list

Lists enable you to select from a range of options. Lists are different from menus (see Use the menus), which give you access to additional features.

Lists are hidden until you tap the currently displayed option for that list.

1 Tap the currently displayed option to open the list. For example, when creating a new event in Calendar, tap **No Reminder** to display the list of reminder options.





2 Tap the list item you want.

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Cut, copy, and paste information

You can copy any selectable text, and you can cut any selectable text that you yourself entered, for example, in a memo or an email. This includes text you can select by dragging the cursor and paragraphs you can select by tapping them (see Text selection gestures).

1 Select the text you want to cut or copy (see Text selection gestures).

2 Open the application menu and tap **Edit** > **Cut** or **Copy**.

3 Open the app and insert the cursor where you want to paste the text (see Text selection gestures).

4 Open the application menu and tap **Edit** > **Paste**.

TIP You can also use keyboard shortcuts to cut, copy, and paste. After selecting the text or inserting the cursor, press and hold the gesture area until a light appears under the surface of the gesture area, and press **X** (cut), **C** (copy), **V** (paste), or **A** (copy/select all, in the apps that support this feature).

Use the Copy All or Select All feature

Some applications offer a Copy All menu option. For example, in Messaging, you can start or open a conversation, open the application menu, and tap **Edit** > **Copy All**. This saves the entire conversation as plain text, which you can paste in a memo, email message, and so on.

Other apps offer a Select All menu option. For example, in Memos, you can open a memo, open the application menu, and tap **Edit** > **Select All**. This highlights the full memo text, which you can cut or copy.

Some apps offer both the Copy All and Select All features to perform different text selection tasks:

Email: In an open email message in Email, use Copy All to copy the entire message (including header info such as sender, recipient, and subject), or use Select All to select just the message body text (see Copy messages).

Contacts: On the contact details screen, use Copy All to copy the contents of the contact entry as plain text; or, on the contact edit screen, insert the cursor in a field and use Select All to highlight the contents of that field.

Save information

On most screens, your information is saved automatically. Just make the back gesture to close the screen (see Go up one level in an app (back gesture)), and your info is saved at the same time.

Your info is also saved if you minimize an app screen to a card and throw the card off the top of the screen to close the app.

On screens with a Done button, tap **Done** to save your information.

Use the menus

Most applications have an application menu hidden in the upper-left corner, which provides access to additional features. There is also a connection menu hidden in the upper-right corner, which provides access to wireless services.

Some applications have additional menus. For example, in Photos, tap an open picture and tap to display a menu of tasks you can do with the picture (see Photos).

To get the most out of your phone, it's a good idea to familiarize yourself with the additional features available through the menus in various applications.

Open the application menu

The application menu contains items for the application you are working in, such as Cut and Copy, Preferences, Help, and other application-specific commands.

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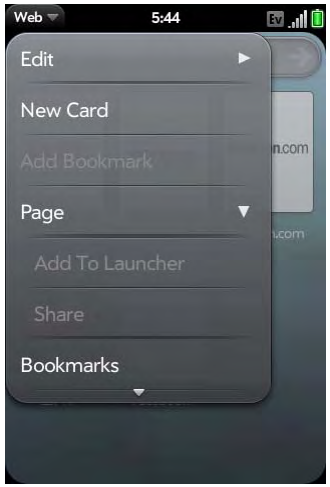
1 Do one of the following:

- Drag down from the upper-left corner of the phone (above the screen) onto the screen.

- Tap the application name in the upper-left corner of the screen.

2 Tap a menu item to open it. If a menu item displays a right-pointing arrow ▶, tap the item to display the submenu for that item—for example, tap the **Edit** menu item to display the submenu containing Cut, Copy, and Paste items. If you see a downward-pointing arrow ▼ at the bottom of the menu, scroll down to see additional menu items.



Open the connection menu

The connection menu lets you manage wireless services—the phone, Bluetooth® wireless technology, and Wi-Fi.

DID YOU KNOW? The connection menu also displays the current day and date and the battery charge level.

1 Do one of the following:

- Drag down from the upper-right corner of the phone (above the screen) onto the screen.

- Tap the upper-right corner of the screen.

2 Tap a menu item to turn that wireless feature on or to display a list of menu items for that feature (see Turn wireless services off (airplane mode) for more information). If you see a downward-pointing arrow ▼ at the bottom of the menu, scroll down to see additional menu items.

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Search to find info and make calls

Use universal search

You can search for contacts and applications on your phone, or search the web.

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the search term or keyword (see Universal search application keywords). As you type, search displays any contact names and application names that match the character, or application names that are associated with the keyword (see Universal search application keywords). As you continue typing, the search results narrow.

TIP You can also start a search by copying text in another application, opening the Launcher, and pasting the text. The text appears at the top of the screen as the search term. Note that you can't paste text in Card view.

3 Do one of the following:

- To look up or get in touch with someone: Tap a contact name to open the person's contact information. Tap a phone number to dial it, an email address to send a message, and so on. If only the contact name is displayed, tap the name to display ways to get in touch. You can also tap Add Reminder to add a reminder message to the contact (see Assign a reminder message to a contact).
- To perform a web search: Tap the search term you entered to open a list of web search options, and tap the option. If your search returns no contacts or applications, the web search options are displayed automatically.

- To open an application: Tap the application.

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Universal search application keywords

If you don't know the name of the app you are searching for, you can enter a keyword associated with the app. This table shows the keywords you can use to find an app on your phone.

Table 3.

Application Name	Keywords
App Catalog	Store
Backup	Settings, Preferences
Bluetooth	Settings, Preferences, Wireless
Calendar	Datebook, Meetings, Events
Clock	Alarm, Time, Watch
Contacts	Addresses, People
Date & Time	Clock, Settings, Preferences
Device Info	Settings, Preferences, Reset
Doc View	Word, Excel, PowerPoint
Email	Mail
Google Maps	Maps
Location Services	Settings, Preferences
Memos	Notes, Stickies, Notepad
Messaging	Text, SMS, MMS, IM, Instant Chat
Music	Songs, Tunes, Audio
PDF View	Acrobat
Phone	Dial
Photos	Pictures
Regional Settings	Settings, Preferences

Table 3.

Application Name	Keywords
Screen & Lock	Wallpaper, Security, Desktop, Brightness, Unlock, Gestures, Settings, Preferences
Sounds & Ringtones	Audio, Music, Volume, Vibrate, Silent, Settings, Preferences
Tasks	To Do, Todos, Checklist
Updates	Settings, Preferences
Videos	Movies
Web	Browser, Blazer, Internet
YouTube	Videos, Movies

Search within an application

In applications such as Contacts, Email, Memos, Doc View, and PDF View, you can search for entries or files. From the list view, enter the file name; a few words from a memo; or a contact name, initials, address, or number. See the individual application sections for details.

You can also enter a search term in the Help application to search for help content related to the term.

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View and respond to notifications

Respond to a notification

Notifications show up at the bottom of the screen to notify you of new voicemail and messages, upcoming appointments, missed calls, and more.

Do one of the following:

- Tap the notification to act on it.
- For some types of notifications, throw the notification off the side of the screen to dismiss it.

View all your notifications

For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen.

1 Tap anywhere on the bottom of the screen to display your notifications.

* Dashboard

2 Tap a notification to act on it.

Reorder dashboard items

The area that displays all of your notifications (see View all your notifications) is called the dashboard.

- Tap and hold a dashboard item, and then drag it to a different location.
- Throw a dashboard item off the side of the screen to dismiss it.

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Update the software on your phone

Palm continually provides updates to your phone's operating system. Update notifications are sent to your phone automatically when a system update is available (see Respond to a system software notification). When you update your phone's operating system, your personal information and files are not affected. In addition to receiving update notifications, you can manually check for operating system updates at any time (see Manually check for system updates).

What's more, both Palm and many application developers make updates available for applications you have installed on your phone. You can check in App Catalog at any time for application updates (see Update downloaded applications).

Respond to a system software notification

When you get a notification that a system update is available, do one of the following:

- Tap **Install Now** twice. When installation is complete and the phone resets, tap **Done**.
- Tap **Install Later**. The next time you charge your phone, you receive another update notification. You can again choose whether to install the update now or later. You have ten minutes to decide; otherwise, the update installs automatically.

NOTE You can use your phone while updates are being downloaded, but you cannot use your phone to make calls (including emergency calls) while updates are being installed.

IMPORTANT Do not remove the battery while updates are being installed.

Here is some additional information about system updates:

- If you have Wi-Fi turned on and the battery has at least a 30% charge, your phone automatically downloads a system update if one is available—you don't have to do anything. If Wi-Fi is not turned on when the update becomes available, the Palm servers continue to check your device for Wi-Fi availability for two days.
- If you do not have Wi-Fi turned on anytime within two days of an update's becoming available, your phone automatically downloads the update over the Verizon Wireless network the next time the battery has a 30% charge and you have a data connection, as indicated by an Ev or 1x icon at the top of the screen.
- If the battery has less than a 30% charge, you must charge the battery before you can download or install an update.
- To avoid roaming charges, updates are not downloaded if your phone is in roaming coverage.
- If you do not install an update immediately after downloading it, you are prompted to install the update the next time you charge your phone. You can choose whether to install the update now or later. You have ten minutes to decide; otherwise, the update installs automatically.

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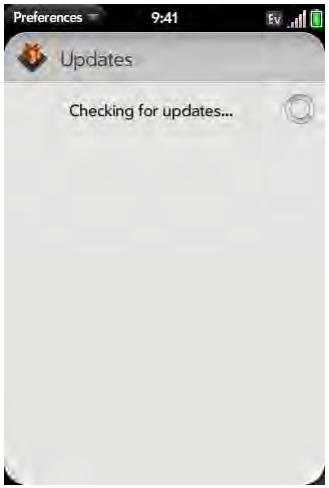
Manually check for system updates

1 Open **Updates** .



2 If a message appears stating that a system update is available, do the following:

- Tap **Download Now.**
- When prompted, tap **Install Now**.
- After installation has finished and the phone resets, tap **Done**.

IMPORTANT Do not remove the battery while updates are being installed.

Use App catalog to shop for new applications

Browse applications in App Catalog

Use App Catalog to browse and download any of the many applications available for your phone. App Catalog contains both free apps and apps you can buy.

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NOTE Applications you installed on your old Palm OS® by ACCESS or Windows Mobile smartphone do not work on your Pre Plus phone because it uses the new Palm® webOS™ platform. Check App Catalog for a new version of your old favorites. Or purchase the Classic app from App Catalog. Classic enables you to run Palm OS applications on your Pre Plus phone.

1 Open **App Catalog** .

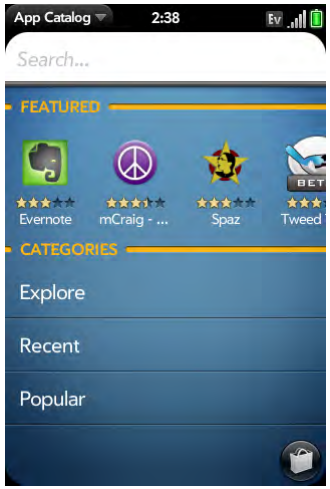
2 Review the terms of use and tap **Accept**.

3 Swipe right or left on the thumbnails to see featured and popular applications, or do one of the following:

- To search by name: Tap **Search**, enter the search term, and press **Enter** .
- To search apps by category: Tap **Explore** and then tap a category. Tap to see a list of categories. Tap to see a tag cloud.

DID YOU KNOW? In a tag cloud, categories that have more items or more popular items appear in a larger font size, giving you a visual clue as to which categories you might want to explore.

- To view the most recently added apps: Tap **Recent**.
- To view the most popular apps: Tap **Popular**.



4 (Optional) To sort the list of applications or to browse results by date, alphabetical order, rating, or price, tap a sort icon at the bottom of the screen.

5 When the app you want appears onscreen, tap the name to display app details.

NOTE New apps that are in beta (test) mode are shown on a green background. Apps that are delivered from the web and have not been tested by Palm are shown on a gray background.

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6 On the app details screen, do any of the following:

- Tap a screenshot to see a larger view.
- Tap **Reviews** to read all reviews.
- Tap **Share** and then tap **Email** or **Text Message** to share info about an app with a friend.
- Tap **Developer Home** to go to the app developer's home page.
- If available, tap **Support** to go to the developer's product support page.

Download a free application

BEFORE YOU BEGIN Before you download an app, make sure you have enough storage space on your phone to fit the app. Open **Device Info** and look at the **Available** field under **Phone**. If you need to free up memory for a new app, you can delete an app (see Manage applications) or you can delete some files from your phone (see Delete files from your phone).

1 Open **App Catalog** .

2 Find a free app you want (see Browse applications in App Catalog).

3 Tap the app name, and then tap **Download for free**.

4 If the application uses Location Services a notification appears (see Location Services). Tap **Continue**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

5 To cancel a download, tap ✕ on the **Downloading** progress bar.

6 To open a downloaded app, tap **Tap to Launch**. The app also now appears as an icon on the first page of the Launcher, so you can open it from the Launcher as well.

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Buy an application

BEFORE YOU BEGIN Before you download an app, make sure you have enough storage space on your phone to fit the app. Open **Device Info** and look at the **Available** field under **Phone**. If you need to free up memory for a new app, you can delete an app (see Manage applications) or you can delete some files from your phone (see Delete files from your phone).

1 Open **App Catalog** .

2 Browse to the app you want (see Browse applications in App Catalog).

3 Tap the app name, and then tap **Download for [price]**.

4 If the application uses Location Services, a notification appears (see Location Services). Tap **Continue**.

5 Do one of the following:

- To buy the app: If required, enter your Palm profile password to authorize the purchase and tap **Continue**.

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- To set up a billing account: Tap **Continue**, enter your Palm profile password, and tap **Continue**. See Set up a billing account.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Customer Support for help.

6 Tap **OK**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

---

7 To cancel a download, tap ✕ on the **Downloading** progress bar.

8 To open a downloaded app, tap **Tap to Launch**. The app also now appears as an icon on the first page of the Launcher, so you can open it from the **Launcher** as well.

TIP If you delete a purchased application you can reinstall it without paying for it again (see Manage applications).

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Manage applications

1 Open **App Catalog** .

2 Tap and tap **Applications**.

3 Tap an application.

4 Do one of the following:

- To report a problem with an application: Open the application menu and tap **Report A Problem**.
- To read reviews: Tap **Reviews** on the app details screen.
- To add a review: Tap **Reviews** on the app details screen and then tap **Review**.
- To share info about an app: Tap **Share** on the app details screen and then tap **Email** or **Text Message**.
- To delete an application: Open the application menu, tap **Delete Application**, and then tap **Delete**.
- To reinstall a deleted application: Search for the application (see Browse applications in App Catalog). Tap the app name and tap **Download again for free**. You do not need to buy the app again.

Update downloaded applications

1 Open **App Catalog** .

2 Tap .

3 Tap **Updates**. The list shows apps that have an available update.

4 Tap an app name and then tap **Update Available**.

5 To launch the updated app, tap **Tap to Launch**.

Set up a billing account

1 Open **App Catalog** .

2 Do one of the following:

- Tap an app you want to buy, and tap **Continue**.
- Open the application menu, tap **Preferences & Accounts**, and tap **Add Account**.

3 Enter your Palm profile password and tap **Continue**.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Customer Support for help.

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4 Select a credit card, enter details of your credit card and billing address, and tap **Submit**.

IMPORTANT Your credit card details are not stored on your phone. They are encrypted and stored in your Palm profile.

5 Tap **OK** to verify your email address. Purchase receipts are sent to this address. Tap **Change This Address** if you want to change the email address.

6 In **Password is Required**, select one of the following:

Once every 4 hours: You must enter your password the first time you make a purchase. If you make any other purchases within four hours, you don't need to enter your password again. After four hours, you enter your password again for the first purchase, which starts a new four-hour clock.

Every Purchase: You must enter your password for each purchase, regardless of the time interval.

Update or delete a billing account

1 Open **App Catalog** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap your account name.

4 Enter your Palm profile password and tap **Continue**.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Customer Support for help.

5 Do one of the following:

- Edit the account information: Change the information as needed and tap **Submit**.
- Delete the account information from your phone: Tap **Remove Account**.

Copy files between your phone and your computer

You can copy any type of file from a computer to your phone, and from your phone to your computer, by putting your phone in USB Drive mode.

After you copy a file to your phone, you can open the file if your phone has an application that supports the file type. You can open many file formats for photos, videos, and music; Microsoft Office files; and PDF files. You can also copy ringtones that you download from your computer's web browser.

IMPORTANT All files that you store on the USB drive of your phone are not backed up to your Palm profile, and they cannot sync to any of your online accounts. So be sure to keep a copy of all such files somewhere besides your phone just in case you lose your phone or you must do a full erase of the info on your phone.

BEFORE YOU BEGIN Before you copy files from your computer, make sure you have enough storage space on your phone to fit the files. Open **Device Info** and look at the **Available** field under **Phone**.

When your phone is in USB Drive mode, incoming calls go to voicemail; you can't make calls or use any other application until you complete step 5 below.

1 Connect your phone to your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. On your computer, your phone appears as a removable drive.

3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

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4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), double-click the drive representing your phone, and drag and drop files to your phone. The drive displays folders that you can use to organize the files you copy. You can also create your own folders.

NOTE If you copy ringtones to your phone, be sure to place them in the **ringtones** folder on your phone's USB drive.

5 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer when the USB drive screen is no longer displayed on your phone.

Copy music, photos, and videos using third-party software

Besides using USB Drive mode to copy your photos, videos, and DRM-free music from your computer to your phone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your phone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

KEY TERM **DRM-free:** Describes a file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your Pre Plus phone.

Sync personal data using third-party software

You can set up online accounts like Google and Exchange to sync your contacts (see How do I add names and other info into Contacts?) and calendar events (see How do I get events into Calendar?).

If, however, you prefer to leave your personal data on your computer and sync it directly with the data on your phone, there are third-party solutions (sold separately) available to enable you to do that. For more information, go to palm.com/sync-solutions.

Delete files from your phone

Use USB Drive mode to delete files from your phone. You can delete any file you added to your phone, whether you copied it from a computer, downloaded it from an email message, and so on.

1 Connect your phone to your computer using the USB cable. Windows: If Found New Hardware messages appear on your computer, cancel them.

2 On your phone, tap **USB Drive**.

3 On your computer, open the drive representing your phone.

4 Use your computer's controls to navigate to and delete the files.

5 Windows: When you're ready to disconnect, right-click the drive representing your phone and click **Eject**.

Mac: From your desktop, drag the drive representing your phone to the **Trash**. Trash changes to Eject.

6 Disconnect the **USB cable** from the computer when the USB Drive screen is no longer displayed on your phone.

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Data transfer

If you have data such as contacts or calendar events in desktop organizer software, you can export that data to your Palm® Pre™ Plus Phone. From a Windows computer, you can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 6.2 and Microsoft Outlook 2003 or later. From a Mac computer, you can transfer contacts, calendar events, and tasks from Address Book and iCal.

In this chapter

46 Data transfer overview
46 How do I get data from my old phone?
47 How do I get data off my computer?
48 I'm already using Google, Facebook, and/or Microsoft Exchange
49 I want to keep using my current desktop app and sync with an online account on my phone
49 I don't need to sync, but I do want a copy of my data backed up somewhere besides my phone
50 I'd rather sync directly with my computer

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Data transfer overview

While you have many options for transferring data, Palm recommends that you take advantage of the Synergy™ feature by putting your data in an online account—for example, if you don't have a Google account, we recommend that you create one and store your data there (see How do I add names and other info into Contacts?, How do I get events into Calendar?, and How do I send and receive email on my phone?). For more information on the kinds of online accounts that take advantage of the Synergy feature, see Online accounts available for webOS phones.

If you don't want to sync with an online account, there are ways to sync the data on your phone and the data in selected desktop organizers on your computer. See I'd rather sync directly with my computer.

Consider carefully whether you'll want to be able to access and change your data somewhere besides your phone. If you do, do you prefer the other means of access to be a website (for example, Google), or to be software that is installed on your computer? In either case, you can set things up so that you can synchronize new or changed data between your phone and the other data location.

You could also decide not to have a sync setup for your data, in which case you can use your Palm profile to back up your data (see What is a Palm profile?). You can't access this data anywhere but on your phone. However, your data is backed up, and in an emergency (such as a lost or stolen device), the data you stored in your Palm profile account can be erased remotely by going to your Palm profile on a web browser on a computer. The data of your Palm profile account can later be restored to a new Pre Plus phone.

How do I get data from my old phone?

Do you want to sync your personal information between your Pre Plus phone and Google or Exchange, but first need to get your data out of an old phone that you want to stop using? You can do a one-time, one-way export of data to your Pre Plus phone, and then if you choose to, use the Synergy feature to sync the data to Google or Exchange.

1 On your computer, set up an account on the Google website (go to gmail.com) or with Microsoft Exchange (speak to an IT person at your company).

2 Open **Contacts** on your Pre Plus phone.

3 Enter your username and password for the Google or Exchange account. See Use Contacts for the first time.

NOTE You don't have to go to Calendar to set up your account there—that's done automatically using the username and password you enter in Contacts.

4 Go to a Verizon Wireless store and ask a support agent for help in transferring data from your old phone. When you're ready to transfer data from your old phone, be sure to tell the agent which account to transfer the data to.

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How do I get data off my computer?

Do you want to sync your personal information between your Pre Plus phone and Google or Exchange, but first need to get the data out of a desktop app that you want to stop using? You can do a one-time, one-way export of data to your phone, and then if you choose to, sync the data to Google or Exchange.

1 On your computer, set up an account on the Google website (go to gmail.com) or with Microsoft Exchange (speak to an IT person at your company).

2 Open **Contacts** on your Pre Plus phone.

3 Enter your username and password for the Google or Exchange account. See Use Contacts for the first time.

NOTE You don't have to go to Calendar to set up your account there—that's done automatically using the username and password you enter in Contacts.

4 To transfer data from a desktop app that you want to stop using, go to palm.com/migrate-pre for more information about the Data Transfer Assistant (DTA)—it's a free download from Palm.

About the Data Transfer Assistant

The DTA enables you to do a one-time, one-way export of data from selected desktop apps to your Pre Plus phone through the USB cable included with your phone. After the data is on your phone, you can select the account you want to import the data to.

IMPORTANT The DTA is not synchronization software. It is meant to be used once per desktop app, to export your info from the desktop app to an account on your phone.

These are the desktop apps that the DTA works with, and what data the DTA transfers to your phone:

Table 1. DTA: application data transferred

	Desktop application	Contacts	Calendar	Tasks	Memos/ Notes
Windows XP or Vista® 32bit or 64bit	Outlook 2003 or later	Yes	Yes	Yes	Yes
	Palm Desktop v6.2.2	Yes	Yes	Yes	Yes
Mac OS 10.5	Address Book	Yes			
	iCal		Yes	Yes	

Note the following:

- Depending on the amount of data you are transferring, it can take up to an hour to transfer data with the DTA.
- You cannot use the DTA to transfer data from a copy of Outlook that is associated with Microsoft Exchange ActiveSync, which wirelessly syncs data between your phone and an Exchange server. See Set up email: Microsoft Exchange ActiveSync (EAS).
- On Windows Vista and Windows 7, only Outlook 2007 is supported.

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- If you have an earlier version of Palm Desktop, you can download version 6.2.2 for free from palm.com/desktop. Install it, sync with your old Palm device, and then use the DTA to transfer your data.
- Do you use Palm Desktop on the Mac? Don't worry, you can export your contacts, calendar events, and tasks into Address Book and iCal. Then use the DTA to transfer your data. For more information, go to palm.com/migrate-pre.
- To transfer Calendar and Contacts to Yahoo!, you must use the upload tool provided by Yahoo!. For more information, go to palm.com/migrate-pre.

I'm already using Google, Facebook, and/or Microsoft Exchange

If you are already using Google, Facebook, Yahoo!, and/or Exchange to manage your calendar and contacts, then all you need to do is set up one or more of these accounts on your phone.

Table 2. Online account sync table

Set up your Pre Plus phone to sync with...	To sync this data...
Google	Contacts and calendar events
Exchange ActiveSync	Contacts, calendar events, and tasks
Yahoo!	Contacts and calendar events
Facebook	Contacts and calendar events

NOTE Changes you make in your Yahoo! or Facebook account on the web show up on your phone. Contacts and calendar events you add or change on your phone, however, do not automatically update your Yahoo! or Facebook account on the web.

1 Open **Contacts** .

2 Enter your account credentials for your Google, Facebook, Yahoo!, or Exchange account. See Use Contacts for the first time.

NOTE You don't have to go to Calendar to set up your account there—that's done automatically using the credentials you entered in Contacts.

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I want to keep using my current desktop app and sync with an online account on my phone

If you want to continue using a desktop app to store your contacts, calendar events, and tasks—iCal and Address Book on the Mac, or desktop Outlook® or Palm® Desktop by ACCESS on Windows—consider adopting this solution.

Download and install a third-party application (sold separately) that can sync your desktop app to Google. Your desktop app syncs with your Google account, and then the Synergy feature takes over to sync your Google account with your phone. Your desktop app syncs with your Google account, and your phone also syncs with Google.

1 On your computer, set up an account on the Google website (go to gmail.com).

2 Open **Contacts** on your Pre Plus phone.

3 Enter the account credentials for your Google account. See Use Contacts for the first time.

NOTE You don't have to go to Calendar to set up your account there—that's done automatically using the username and password you enter in Contacts.

4 Install a third-party application on your computer that enables you to sync with Google. Go to palm.com/migrate-pre to learn about available third-party sync solutions.

5 Follow the instructions of the third-party app to sync the data in your desktop app with Google. The next time Google syncs with your phone, your data appears on your phone.

I don't need to sync, but I do want a copy of my data backed up somewhere besides my phone

Use the Data Transfer Assistant to move your data into your Palm profile account. For information on your Palm profile account, see Backup.

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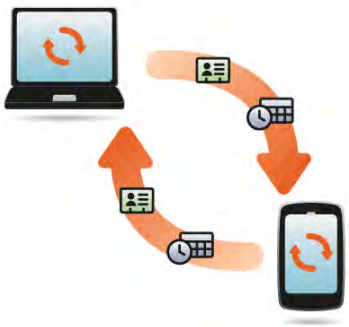
I'd rather sync directly with my computer



Would you rather sync your Pre Plus phone directly to your computer without going through the web? Download a third-party application (sold separately) that enables synchronization of your phone and your desktop app.

1 Go to palm.com/migrate-pre to learn about third-party applications that enable you to sync your phone with your computer using Wi-Fi.

2 Follow the instructions given by the third-party vendor to install the app on your computer.

NOTE You may also have to install another part of the application on your phone. Follow the instructions of the third-party vendor.

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Phone

Your Palm® Pre™ Plus phone enables you to effectively manage multiple calls. You can answer a second call, swap between calls, and set up a three-way conference call. You can also work with other applications while on a call. Your Palm® Pre™ Plus phone helps you to do all these tasks with ease.

In this chapter

52 Make calls
54 Receive calls
55 Use voicemail
55 What can I do during a call?
58 What's my number?
58 View your call history
59 Save a phone number to Contacts
59 Use a phone headset
61 Customize phone settings

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Make calls

For information on turning the phone off and back on, see Turn the phone on/off.

Dial using the onscreen dial pad

The onscreen dial pad is useful when you need to dial numbers that are expressed as letters and when you need large, brightly lit numbers that you can tap.

1 Open **Phone** .

2 Tap the dial pad numbers to enter the number.

3 Tap to dial.

TIP Press **Backspace** or tap the onscreen backspace icon (to the right of the number you enter) to delete numbers you've entered one at a time. Tap and hold the icon to delete all the numbers.

TIP You can paste numbers copied from other applications—for example, from an email message or a memo—into the dial pad.

TIP To enter +, tap and hold **0** onscreen.

Dial by contact name using universal search

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the contact first or last name, or initials.

3 Tap one of the contact's phone numbers to dial it. If only the contact name is displayed, tap the name to display the phone numbers for that contact, and tap the number.

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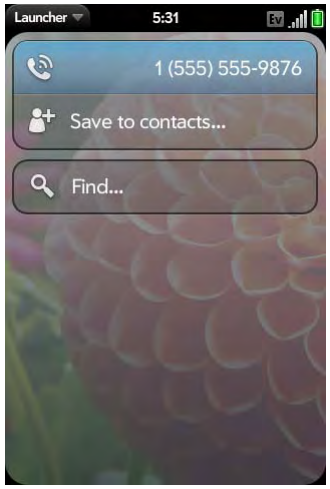
Dial using the keyboard

1 In the Launcher, Card view, or Phone, use the keyboard to enter the number. You do not need to press **Option** to enter numbers, *, or #.



2 When you finish entering the number, tap it to dial.

TIP If you turn off the preference to show contact matches in the dial pad (see Show contact matches), this changes how you dial using the keyboard in the Phone application. In Phone, after you enter the number with the keyboard, tap the onscreen dial icon to dial.

Dial using a speed dial

See Assign a speed dial to a contact for instructions on creating a speed dial.

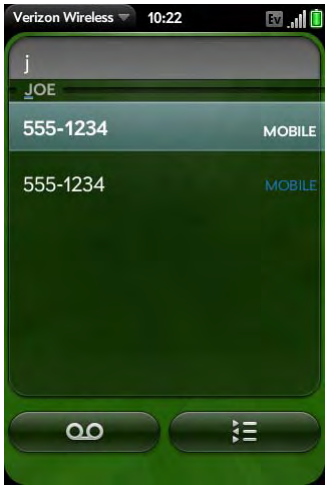
- In the Launcher, Card view, or Phone, press and hold the speed-dial key you assigned to the number.

Dial by contact name in the Phone application

See How do I add names and other info into Contacts? for instructions on adding contacts to your phone. You can also look up and dial contacts using universal search (see Dial by contact name using universal search).

1 Open **Phone**.

2 Using the keyboard, enter a name or initials until the contact you want appears.



DID YOU KNOW? If you press E, R, or any other key that displays both a letter and a number, you see both matching names and numbers onscreen.

DID YOU KNOW? If your company uses Microsoft Exchange Server with a Global Address List (GAL), entering the contact search information returns matching results from the GAL as well.

3 Tap the number.

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TIP If you do not want contact matches to appear when you type a number on the keyboard, you can turn off the Show Contact Matches preference (see Show contact matches). When this preference is off, you can still dial by contact name in the Phone application. After opening **Phone**, tap the contact list icon to the right of "Enter name or number." Type the contact name or initials, and tap the number when it appears.

Redial the last number dialed

1 Open **Phone** .

2 Tap . When the contact name or number appears at the top of the screen, tap again to dial.

Dial your national emergency number

To dial 911, do the following:

- Press **power** to wake up the screen.
- Tap the center of the gesture area to display Card view.
- Enter the emergency number, and tap the number to dial. If the phone is turned off, a notification appears prompting you to turn it on. You don't have to press Option to enter numbers.

Dial from another application

If a phone number appears in another application as an underlined link, you can begin dialing the number directly from that application. For example, you can dial phone numbers that appear in web pages; in messages (email, text, or multimedia); or in notes to calendar events.

1 If a phone number appears as an underlined link, tap the number. This displays the dial pad with the number already entered.

2 Tap .

Receive calls

If you want to answer calls, your phone must be on. This is different from having only the screen turned on (see Turn the phone on/off). When your phone is off, your calls go to voicemail.

TIP You can pick the ringtone for incoming calls (see Select the ringtone for incoming calls). You can set a ringtone for individual contacts as well (see Add a ringtone to a contact).

Answer a call

Do one of the following:

- If the screen is on when the phone starts ringing, tap .

- If the screen is off, drag up to unlock the screen and answer the call.
- If a headset is attached, press the headset button.

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DID YOU KNOW? If you are playing music or a video on your phone and a call arrives, playback pauses automatically and resumes when you hang up or ignore the call.

TIP You can see a photo of the person calling you by assigning a caller ID photo. See Add a photo to a contact.

Silence the ringer on an incoming call

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

Do one of the following:

- Press **power**.
- Press **Volume**.
- Slide the **ringer** switch off (red means off). This silences the ringer and any notification sounds. These sounds remain off until you slide the **ringer** switch back on. Other sounds, such as music and video playback, are not affected by sliding the ringer switch off.

Ignore a call

To send a call immediately to voicemail, do one of the following:

- Tap .
- Press **power** twice.

To reply to a caller who is in your Contacts list after you ignore a call, tap the ignored call notification. This opens the caller's contact entry, where you can select a reply method. To reply to a caller who is not in your Contacts list, go to your call history (see View your call history).

Use voicemail

Set up voicemail

1 In the Launcher, Card view, or Phone, press and hold **1**. When the search results screen appears, continue holding **1** until the Phone application appears.

2 Follow the voice prompts to set up your voicemail.

Listen to voicemail messages

1 Do one of the following:

- In the Launcher, Card view, or Phone, press and hold **1**.
- Tap a voicemail notification at the bottom of the screen.
- Open **Phone**. Then tap .
- Open **Phone**. Then tap and hold **1** onscreen.

2 Follow the voice prompts to listen to your messages.

What can I do during a call?

Your phone offers many advanced telephone features, including call waiting and three-way conferencing. These features depend on your service plan. Contact Verizon Wireless for more information.While you're on a call, info about the call appears on the call screen. When you're on a call, you can open other applications and work in them, and you won't lose your call. See Open applications.

If you created a reminder in the contact info of a caller, the reminder appears as a notification when you make a call to or receive a call from the person. See Assign a reminder message to a contact.

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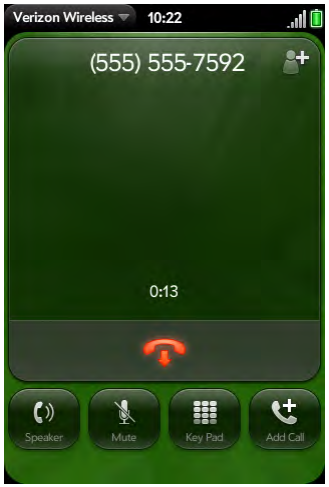
Manage a call

Do any of the following:



- Put the call on speakerphone: Tap .
- Mute the microphone so you can't be heard: Tap .

TIP You don't need an on-hold button to put a call on hold. Just tap the mute icon to mute your end of the line.

- Open the dial pad to enter numbers for navigating phone trees, responding to prompts, and so on: Tap .
- Add a call: See Make a second call.

- Adjust call volume: Press **Volume**.

* Volume

DID YOU KNOW? You can send and receive text messages during a call. This is a great way to stay connected with friends and colleagues during a long call.

End a call

Do one of the following:

- Tap .
- If a headset is attached, press the headset button.

Use another application while on a call

While you're on a call, you can use many other applications on your phone, for example, the personal information applications (Contacts, Calendar, and so on). You can also send and receive text messages. But you can use the Verizon Wireless network for only one activity at a time—phone (which includes text messaging) or data—so you cannot use the network to browse the web, send and receive email, or send and receive multimedia or instant (IM) messages when you are on a call. To browse the web or send and receive email or IM messages during a call, you must connect to a Wi-Fi network (see Wi-Fi).

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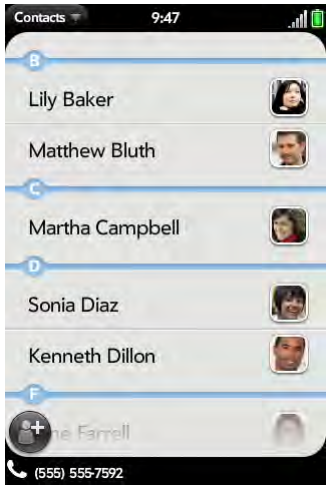
NOTE You cannot send or receive multimedia messages using a Wi-Fi network.

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher) while on a call.

2 Tap the other application.

3 Tap the call notification at the bottom of the screen to return to the call screen.



Make a second call

1 While on a call, tap .

2 Dial the second call.

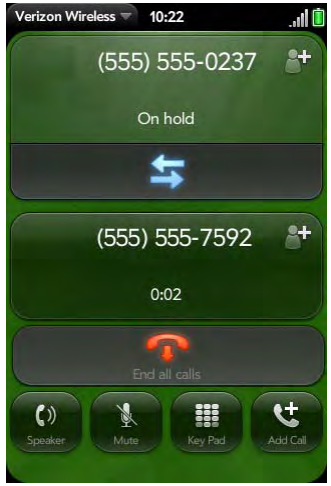
Answer a second call (call waiting)

When a second call notification appears, tap . The first call is put on hold.

Swap between two calls

You can swap between calls only if the second call is incoming.

- Tap to put the active call on hold and switch to the other caller.



Make a conference call

When you're on a call, you can make a second call and create a three-way conference call, provided that the service is available in your area. Please contact Verizon Wireless for more information. Additional charges may apply, and minutes in your mobile account may be deducted for each call you make.

1 While you're on a call, make a second call. This is the limit of conference callers. Check your service plan about conference calls.

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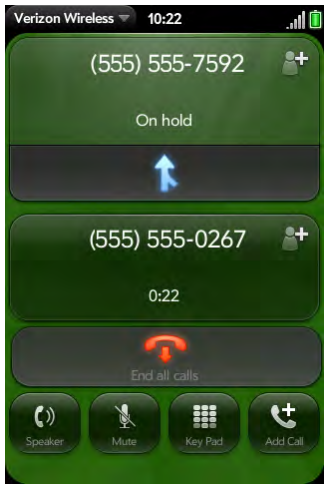
2 Tap to create the conference call.



3 Do one of the following:

- Tap to end all calls.
- Ask one of the callers to hang up, so you can stay connected to the other caller.

Look up or send a message to a contact

When you're on a call with a contact, tap the contact name to see the person's information in Contacts. With the contact entry open, you can do the following:

- Tap to send the contact a text message. For example, if the contact is on hold while you're having a long conversation with a second caller, you can send the contact a text stating you'll call him or her back.
- Tap **Edit** to edit the contact entry. For example, if a contact gives you his or her new email address while you're talking, you can enter the address during the call.

What's my number?

1 Open **Phone** .

2 Open the application menu and tap **Preferences**. Your phone number appears at the top of the Phone Preferences screen.

TIP You can also see your phone number by opening **Device Info**. The number appears as the first entry under **Phone**.

View your call history

Your call history is more than just a log. It's also a place where you can dial a number and save or view contacts.

1 Open **Phone** .

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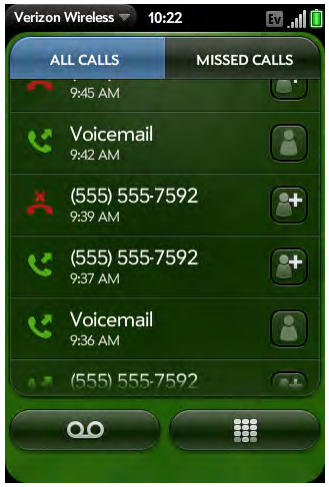
2 Tap .

3 Do any of the following:



- Switch the types of calls displayed: Tap **All Calls** or **Missed Calls**.
- Call a number: Tap the number.
- Save the number to Contacts: Tap to the right of the number (see Save a phone number to Contacts).
- View a contact entry: Tap or the contact picture to the right of the number.
- Delete a call history entry: Throw the entry off the side of the screen.
- Clear the call history: Open the application menu, tap **Clear Call History**, and tap **Clear Call History** to confirm.

DID YOU KNOW? In the call history, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing blue arrow. Missed calls are designated by a bent red arrow. Ignored calls are designated by a red X.

Save a phone number to Contacts

You can save the number from an incoming or outgoing call to an existing contact, or create a new contact for the number. If an incoming call uses caller ID blocking, you cannot save the number.

1 Do one of the following:

- Before dialing a number you've entered in the dial pad: Tap **Add to Contacts**.
- During a call: Tap .
- After a call: From the dial pad, tap . Tap to the right of the number, and tap **Add To Contacts**.

2 Tap one of the following:

Add New Contact: Create a new contact for the phone number.

Add To Existing: Tap the contact you want to add the phone number to.

Use a phone headset

You can connect the headset that came with your phone for hands-free operation.

WARNING If driving while using a phone is permitted in your area, we recommend using a headset or hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely.

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Use a wired headset

Your phone works with headsets that have a 3.5mm connector (look for three colored bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your phone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your phone.

1 Connect the headset. While on a call, the icon changes to .

2 The headset button performs different actions depending on what's happening on the phone. Press the headset button once to perform any of the following tasks:

- Answer an incoming call
- Respond to call waiting
- Hang up a single active call or all calls on a conference call

3 If you want to stop using the headset, do any of the following:

- Switch from the headset to your phone's speaker: Tap and tap **Speaker**.
- Switch from the wired headset to a previously paired Bluetooth® hands-free device: Tap and tap the device name.
- Use your phone without the headset: Disconnect the headset.

Set up and use a Bluetooth® hands-free device

Your phone is compatible with many headsets and car kits (sold separately) enabled with Bluetooth® wireless technology version 2.1, with EDR and Stereo (with AVRCP media controls).

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate using that device whenever it is within range and the Bluetooth feature on your phone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

NOTE You can use a stereo (A2DP-enabled) Bluetooth headset or speakers to listen to music files on your phone. You cannot, however, use a mono Bluetooth headset to listen to music files.

1 Open **Bluetooth** .

2 If the Bluetooth setting at the top of the screen is off, tap **Off** to switch the Bluetooth feature from Off to On.

3 Tap **Add device** and tap the device name.

4 To use a Bluetooth device with your phone, follow the instructions that came with the Bluetooth device.

5 To switch to another Bluetooth device while on a call: Tap and tap the new device name. You can also tap **Handset** or **Speaker** to use your phone without the headset.

TIP If you make a Bluetooth connection with a car kit, you might get a notification on your phone asking if you want to upload contacts to the car kit. Tap **Allow** to upload contacts. If you later want to delete the contacts from the car kit, check the car kit documentation for instructions.

For more information on using the Bluetooth feature on your phone, see Bluetooth® wireless technology.

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Customize phone settings

Use Phone Preferences to customize phone settings.

Show contact matches

By default, when you have the dial pad displayed but you're using the keyboard to enter a phone number, both numbers and letters appear and your phone performs a search of matching names in Contacts. If you turn off this preference, typing on the keyboard with the dial pad displayed enters numbers only, and no search is done in Contacts.

1 Open **Phone**.

2 Open the application menu and tap **Preferences**.

3 In **Show Contact Matches**, tap **On** or **Off**.

TIP If you turn off the Show Contact Matches preference, you can still perform a contact search in the Phone application. After opening **Phone**, tap the contact list icon to the right of "Enter name or number." Type the contact name or initials, and tap the number when it appears.

Enable international dialing

The international dialing preference makes it easy to make calls to another country, for example, to call home when you are traveling abroad. When you make a call, your phone automatically adds the dialing prefix for the country you are calling.

Suppose you select the U.S. or Canada as the country for your international dialing preference. Your phone adds "+1" if you dial a 10-digit U.S. or Canadian number. It adds "+1" and your phone's area code if you dial a 7-digit US or Canadian number.

1 Open **Phone**.

2 Open the application menu and tap **Preferences**.

3 In **International Dialing**, tap **Off** to switch international dialing from Off to On.

4 Tap the country whose dialing prefix you want to use. If multiple prefixes are displayed, tap the correct prefix.

NOTE Your Pre Plus phone supports only International CDMA Roaming. Refer to verizonwireless.com/global for a complete list of the over 40 countries in which your Pre Plus phone is Global Ready.

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Use dialing tones

Dialing tones, also known as DTMF tones, are the tones that play when you press a key to dial. A short tone plays briefly and then stops, no matter how long you press the key. A long tone plays until you release the key.

1 Open **Phone** .

2 Open the application menu and tap **Preferences**.

3 In **DTMF Tones**, tap **Short** or **Long**, and then tap the option you want.

Use dialing shortcuts

Dialing shortcuts add a prefix at the beginning of a number, so you can dial an extension instead of the whole number.

1 Open **Phone** .

2 Open the application menu and tap **Preferences**.

3 Under **Dialing Shortcuts**, tap **Add new number**.

4 Set the following:

When I Dial: Tap this field and select the number of digits you need to enter to have your phone add a dialing shortcut.

Use This Dialing Prefix: Enter the prefix to be added at the beginning of the dialed number. The combination of prefix and digits you enter must add up to a complete phone number.

5 Tap **Done**.

Example: A complete phone number in your company's phone system has 11 numbers, for example, 1-555-408-1122. When dialing from a phone that's part of the system, you need to dial only the last five digits (81122). When you create a dialing shortcut on your phone, you select "5 digit numbers" for **When I Dial** and enter "155540" in **Use This Dialing Prefix**. So when you dial your co-worker's five-digit extension (81122), your phone automatically dials the whole number: 1-555-408-1122.

Set roaming and data usage preferences

Use roaming and data usage preferences to set options for using your phone in your home network and while roaming. For example, you can set options to prevent placing a call or making a data connection while roaming, so that you avoid extra charges.

1 Open **Phone** .

2 Open the application menu and tap **Preferences**.

3 Under **Network**, set any of the following:

Voice Network: Tap **Verizon Only** to allow phone calls only when you are on the Verizon Wireless network, or tap **Automatic** to allow roaming on other networks.

NOTE On some phones, the Voice Network list might display several Automatic options: **Automatic-1**, **Automatic-2**, and so on. If you see these options, contact Verizon Wireless to find out which option to select.

Data roaming: Set whether to allow web browsing, email, multimedia messaging, and instant messaging when you are roaming. This option appears only if you have set **Voice Network** to **Automatic**.

Data Usage: Set whether to turn data services—web browsing, email, multimedia messaging, and instant messaging—On or Off.

Enable TTY/TDD

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

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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 using the headset jack. Check with the manufacturer of your TTY device for connectivity information. Be sure that the TTY device supports digital wireless transmission.

NOTE When TTY is enabled, you cannot use the headset jack for anything else, and all audio modes are disabled on your phone, including holding the phone up to your ear and listening.

1 Connect a TTY/TDD device to your phone using the headset jack.

2 Open **Phone** .

3 Open the application menu and tap **Preferences**.

4 In **TTY/TDD**, tap **Off** to switch TTY/TDD from Off to On.

Reset the voicemail count

Occasionally you may continue to receive notifications of new voicemail messages even after you have listened to or deleted all your messages. If this happens, use the Voicemail Count Reset preference to stop the notifications.

1 Open **Phone** .

2 Open the application menu and tap **Preferences**.

3 Tap **Reset Voicemail Count**.

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Email and other messages

Enjoy the ease and speed of keeping in touch with friends, family, and colleagues anywhere you can access the Verizon Wireless data network or a Wi-Fi network. You can send and receive attachments as well.

And keep the Messaging app in mind for times when you need to send a short text, multimedia, or instant message to a mobile phone number—especially handy when you're in a meeting that's running late.

In this chapter

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76 Messaging

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Email

How do I send and receive email on my phone?

Use the Email application on your phone to access the many email accounts you have: company (like Exchange), ISP (like Earthlink or Comcast), and web-based (like Gmail).

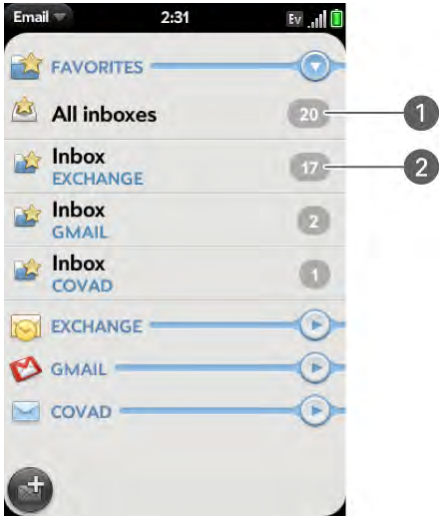
The Synergy™ feature makes it easy to synchronize all data from an online account. By setting up a sync account for one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app. See Online accounts available for webOS phones for the current list of online accounts that you can set up on your phone.

For email accounts that do not make use of the Synergy feature, you need to enter the settings for that account—such as username and password—directly in the Email application (see Set up email).

You can also use your phone's web browser to view your web-based email—just go to the email provider's website.

Merged inboxes in Email

You can set up multiple email accounts on your phone. When you open Email, you see all your accounts in a single view: Account List view. From there, you can open the inbox of an individual account—or, thanks to the Synergy feature, you can see all messages from all your inboxes displayed in a single merged view called All inboxes.



1 Number to the right of All inboxes indicates the total number of unread email messages in all your email accounts.
2 Number to the right of individual folder name indicates number of unread messages in that folder.

If you reply to a message when you're working in All inboxes, the message is sent from the same account in which it was received.

If you create a new message when you're working in All inboxes, the message goes out using the account you set as the default account (see Set email preferences).

Set up email

Follow this procedure if you have a common email provider, for example, AOL, EarthLink, or Yahoo! If you are setting up the Email application to work with your corporate email account that uses Microsoft Exchange ActiveSync, see Set up email: Microsoft Exchange ActiveSync (EAS).

If the email account you set up takes advantage of the Synergy feature, then setting up email also synchronizes the provider's calendar and contacts.

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1 Open **Email** .

2 The first time you open Email, do one of the following:

- If this is the first email account you are setting up: The email address you used for your Palm profile is entered by default. Use that address, or enter an address for one of your other email accounts. Enter your password for the account, tap **Sign In**, and tap **Done**.
- If you have already set up an account that takes advantage of the Synergy feature and want to set up another one: Tap **Add An Account** and enter the email address and password. Tap **Sign In**.

3 Any other time you open Email, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. Enter the email address and password and tap **Sign In**.

NOTE If automatic setup fails for your email account, a Manual Setup button appears. Tap **Manual Setup**, gather the settings info you need, and enter the account settings (see Set up email when automatic setup fails).

Set up email: Microsoft Exchange ActiveSync (EAS)

Follow this procedure to get email from an Exchange account.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Mail server name or IP address for receiving mail
- Server domain name
- Your username and password

NOTE If your corporate Exchange system utilizes policies such as remote wipe and password enforcement (including minimum password length, allowed number of failed password attempts, and other parameters), those policies are supported in your Exchange account on your phone. Check with your system administrator for details.

1 Open **Email** .

2 The first time you open Email, do one of the following:

- If this is the first email account you are setting up: The email address you used for your Palm profile is entered by default. Use that

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address, or enter an address for one of your other email accounts. Enter your password for the account.

- If you have already set up an account that takes advantage of the Synergy feature and want to set up another one: Tap **Add An Account**. Enter your username and password.

3 Any other time you open Email, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. Enter your username and password.

4 Open the application menu and tap **Manual Setup**.

5 Tap the **Mail Type** field and tap **Exchange (EAS)**.

6 Verify the information in the other fields and change the info as needed based on the information you obtained. You can enter either the server name or IP address in the **Incoming Mail Server** field.

7 Tap **Sign In**.

Set up email when automatic setup fails

Follow these steps only if automatic setup (see Set up email) does not work for your email account.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Account type (POP or IMAP)
- Incoming and outgoing mail server names
- Incoming mail server username and password
- Incoming and outgoing server port numbers
- Any SSL requirements for incoming and/or outgoing mail
- Any authentication (ESMTP) requirements for outgoing mail
- Root folder (IMAP accounts only)

1 Open **Email**.

2 The first time you open Email, do one of the following:

- If this is the first email account you are setting up: The email address you used for your Palm profile is entered by default. Use that address, or enter an address for one of your other email accounts. Enter your password for the account.
- If you already set up an account that takes advantage of the Synergy feature and want to set up another one: Tap **Add An Account**. Enter your username and password.

3 Any other time you open Email, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. Enter your username and password.

4 Open the application menu and tap **Manual Setup**.

5 Tap the **Mail Type** field and tap your account type.

6 Enter the Incoming and Outgoing Mail Server info as needed based on the information you obtained from your email provider or system administrator.

7 Tap **Sign In**.

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Enter advanced account settings

These settings apply only to the account you select in step 3.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Set any of the following:

Account Name: Enter the name that appears in the account list.

Full Name: Enter the name you want to appear in the From field for messages you send.

Show Icon: Set whether a notification icon appears onscreen when a new message arrives.

Play Sound: Set whether a sound plays when a new message arrives.

Vibrate: Set whether your phone vibrates when a new message arrives.

Signature: Tap to create a signature that's added to outgoing messages (see Add a signature to outgoing messages for more information).

Reply-to Address: Enter the address you want recipients to see and reply to on your outgoing messages, if this is different from your actual email address.

Sync deleted emails (POP accounts only): Set whether messages should be deleted on the server when you delete them on your phone.

Show Email: Set how many days' worth of messages to retrieve from the server.

Get Email: Set how frequently to synchronize email for this account.

Default Folders (IMAP accounts only): Specify the folder where messages you send, save as drafts, or delete are stored.

Remove Account: See Delete an email account.

Change Login Settings: See Change account login settings.

Change account login settings

When you change your password for an online email account, remember to make the change in the account settings on your phone also.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Change Login Settings** and tap the relevant fields to change the account information.

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Delete an email account

When you delete an email account from your phone, it removes the account information from your phone only. It does not affect your account with the email provider.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

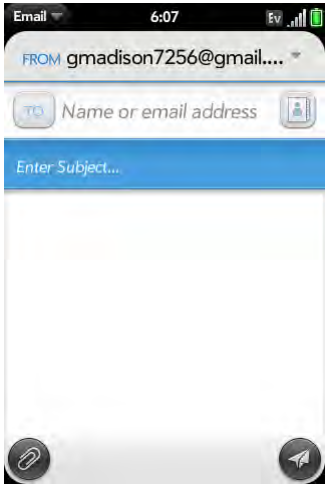
4 Tap **Remove Account,** and then tap **Remove Email Account**.

Create and send an email message

1 Open **Email**.

2 If this is the first time you have opened the Email application, and you have set up at least one email account, tap **Done**. If you have not set up an email account, see Set up email.

3 Tap .



4 (Optional) Tap **From** to change the email account you are using to send the message. This option appears only if you have more than one email account set up on your phone.

5 In the To field, do one of the following to address the message:

- Enter a contact name, initials, or email address. Tap the email address when it appears.
- Tap to open the full contact list. Tap the contact you want, or enter a name or address to narrow the list.
- Enter the full email address for a recipient who is not a contact.

6 (Optional) Tap **To** to open the Cc and Bcc fields, and enter an address.

7 (Optional) Repeat steps 5 and 6 to enter additional addresses.

8 Enter the subject, press **Enter**, and enter the body text.

9 (Optional) To format body text, do one of the following:

- To enter bold, italic, or underlined text: Open the application menu and tap **Edit** > **[the option you want]**. Enter the text. To turn off the formatting, open the application menu and tap **Edit** > **[the option you want to turn off]**.
- To enter colored text: Open the application menu and tap **Edit** > scroll down > **Text Color**. Tap the color and enter the text.

TIP To format text you already entered, select the text, open the application menu, and tap **Edit** > **[the option you want]**. To turn off a formatting option, open the application menu and tap **Edit** > **[the option you want to turn off]**. For text color, tap the black square.

10 (Optional) To set the priority for the message: Open the application menu and tap **Set As Normal Priority** or **Set As High Priority**.

11 Tap .

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Add attachments to a message

1 While composing a message, tap .

2 To locate a file, do the following:

- Tap an icon at the bottom of the screen to search for pictures, videos, music files, or documents.
- Begin typing the file name.

TIP To take a new picture to send as an attachment, tap the photo icon at the bottom of the screen, tap **New Photo**, and then tap **Attach Photo**.

3 Tap the file name.

4 Repeat steps 1–3 to attach other files.

Save a message as a draft

- While composing a message, open the application menu and tap **Save As Draft**.

Receive and read email messages

The Email application synchronizes messages anytime you open a mail folder. It also synchronizes messages on an automatic schedule—the default interval is every 30 minutes (see Enter advanced account settings for information on changing the interval).

Follow these steps to manually retrieve messages.

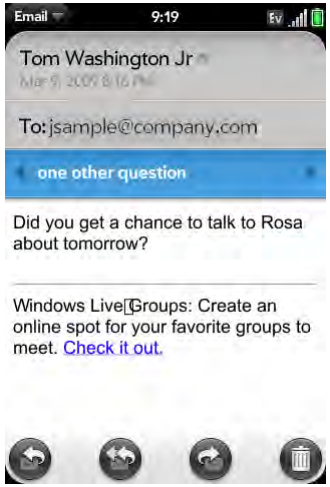
1 Open **Email** .

2 If the folders for the account you want are hidden, tap to display the folders.

3 Tap the folder you want to check messages for. If synchronization doesn't start, tap .

TIP How can you tell if sync is happening? Look for the animated circular movement around the number of messages in the upper-right corner of the screen.

4 Tap a message to open it.



5 Tap or in the subject line to view the previous or next message.

6 To view messages for another account, make the back gesture (see Go up one level in an app (back gesture)) to return to the account list, and tap the account name.

Save or share an inline image

If a message contains an inline image—an image inserted right into the body text—you can share the image with someone else via email. If you choose this option, a new blank email message opens with the image file as an attachment.

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If the image is in JPG, BMP, or PNG format, you can also save it to and view it in the Photos app.

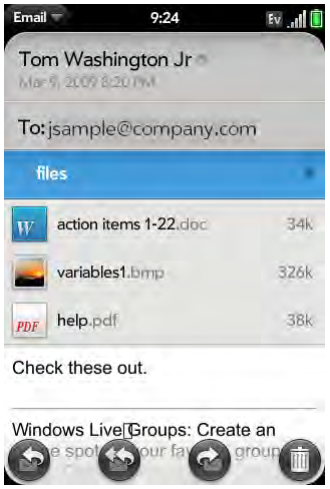
1 With the message open, press and hold **Option** and tap the image.

2 Tap **Copy to Photos** (if available) or **Share**.

Open attachments

You can receive any kind of file sent to you, but you can only open an attachment if your phone has an application that can open the file type.

- To open a single attachment: Tap the name to open the attachment. For large attachments, tap the name to fully download the attachment, and tap the name again to open the attachment.
- To open multiple attachments: Tap the list of attachment names to view the attachments, and tap an attachment name to open the file.



- To save an attached image that appears in the body of an email to your phone: Tap the image to save it to your phone. If the image is in JPG, BMP, or PNG format, you can view it in Photos.

Save attachments

When you open attachments of certain file types, you can save them to your phone so you can view them later in one of your phone's applications.

1 Open the attachment (see Open attachments).

2 Do one of the following:

- For pictures in JPG, BMP, or PNG format: Tap **Copy To Photos**.
- For other file types: Open the application menu and tap **Save As**. If the attachment does not open in an application that has a Save As menu command, you cannot save the attachment.

3 To open a saved attachment on your phone, open the application that can display the attachment. The attachment appears in the list of available files.

Add a contact from an email message

You can add a contact name or email address to your Contacts list directly from the To, Cc, or Bcc field of an incoming email message. You can either create a new contact or add the information to an existing contact.

1 In a message you've received, tap the name or email address.

2 Tap **Add To Contacts**.

3 Tap one of the following:

Add New Contact: Create a new contact for the name or address.

Add To Existing: Tap the contact you want to add the name or address to.

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View a contact from an email message

- In a message you've received from someone listed in the Contacts app, tap the name to open the contact entry.

Search for an email message

You can search for messages in any email folder. Incoming messages must be fully downloaded to your phone to show up in search results.

- In the folder containing the message, type a few characters of a name or email address in the From, To, or Cc line, or a few characters of the subject. Matching results appear as you type. Keep entering characters to narrow the list.

Reply to a message

1 Open a message.

2 Tap one of the following:

: Reply to just the sender.

: Reply to the sender and all other addressees.

3 Enter the reply message text and tap .

Forward a message

1 Open a message and tap .

2 Address the forwarded message (see Create and send an email message).

3 Enter the forwarded message text and tap .

Copy messages

1 Open a message.

2 Do one of the following:

- To copy the entire contents of the message, including the sender, date, recipient, subject, and body text: Open the application menu, tap **Edit**, and tap **Copy All**.
- To copy the body text only: Open the application menu, tap **Edit**, and tap **Select All**. Then open the application menu, tap **Edit**, and tap **Copy**.

Move a message to another folder

1 Open a message.

2 Open the application menu and tap **Move to folder.**

3 Tap the folder you want.

Mark a message as read or unread

1 Open a message.

2 Open the application menu and tap **Mark as read/unread**.

Flag or unflag a message

1 Open a message.

2 Open the application menu and tap **Set flag** or **Remove flag**.

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Show or hide message header details

1 Open a message.

2 Tap a recipient name to show details. Tap again to hide details.

Delete a message

Deleting a message moves it to your deleted items folder, so it's still on your phone. Depending on your email account, this folder is called Deleted Items, Deleted, Trash, or something else.

If you accidentally delete a message, you can move it back to the original folder (see Move a message to another folder). To remove a message from your phone permanently, delete it from the deleted items folder.

TIP If you change the folder where you store deleted messages for an IMAP account (see Enter advanced account settings), deleting messages from the folder removes them from your phone.

Do one of the following:

- In the message list: Throw the message off the side of the screen.
- In an open message: Tap .

Add a signature to outgoing messages

A signature includes information you want to add to the closing of all your outgoing messages—for example, your name, address, and phone numbers; your website; or a personal motto. You can use a different signature for each email account.

1 Open **Email** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account you want.

4 Tap the **Signature** field and enter the signature text. To format the text with bold, italics, or color, select the text (see Text selection gestures), open the application menu, and tap **Edit** > **[the option you want]**.

View mail folders

1 Open **Email** .

2 Do any of the following:

- View all folders for an account: Tap .
- Open a folder: Tap the folder name.

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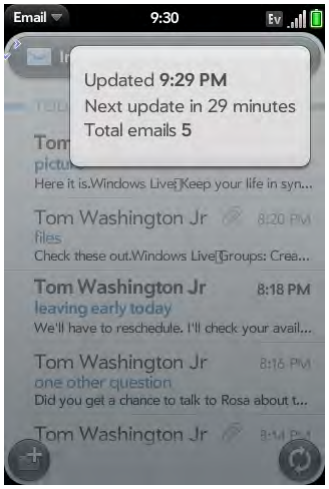
- View folder information such as last sync and number of messages: Open the folder, and then tap the folder header.



Add a folder as a favorite

Favorites appear at the top of Account List view.

1 Open **Email**.

2 If the folder you want is not displayed, tap to the right of the email account name to display the folder.

3 Tap to the right of the folder name.

To remove a folder as a favorite, repeats steps 1 and 2 and tap to the right of the folder name.

Set email preferences

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Set any of the following:

Smart Folders: Set whether to include All Inboxes and/or All Flagged messages as favorites at the top of Account List view.

Accounts: Tap an account name to enter advanced settings (see Enter advanced account settings).

Default Account: Tap the account shown to set another account as the default. The default account is used to send a message when you create a new message in Account List view or in a merged folder view such as All Inboxes or All Flagged. If you have only one email account on your phone, the Default Account preference is not displayed.

Add An Account: See Set up email.

Reorder accounts

1 Open **Email**.

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2 Open the application menu and tap **Preferences & Accounts**.

3 Tap and hold the account name, wait for the visual cue, and then drag the account up or down. This changes the order of the accounts in Account List view.

Reply to meeting invitations

You can receive meeting invitations on your phone in the same way that you receive email messages. You cannot create meeting invitations on your phone.

- Tap whether to accept, tentatively accept, or decline an invitation.

Here are the key features of meeting invitations:

- Meeting invitations appear on your phone in the Email application, not in the Calendar application.
- From within the Email application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept or tentatively accept an invitation, it appears as an event in Calendar.
- You can reply to and forward meeting invitations in the same way as email messages.

TIP If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, open the message and tap **Remove From Calendar** to delete the meeting from your calendar.

Send email messages from within another application

Look in the application menu to see if an application supports sending an item as an attachment to an email message. This menu item is available in the Contacts, Photos, Doc View, PDF View, and Memos applications, among others. Depending on the app, the menu item might be named **Share**, **Send**, or **Email**. For details, look in this guide for the section that documents the specific application.

Messaging

What kinds of messages can I send and receive?

You can use the Messaging application to send and receive the following types of messages:

- Text and multimedia messages (see Create and send a text or multimedia message)
- Instant messages for an IM account you already have set up online (see Set up an instant messaging (IM) account)

The Synergy feature enables the Messaging app to gather all your text, multimedia, and instant messages to and from the same contact or phone number into a single conversation (sometimes called a thread). So you can see your entire message history with a person regardless of the different methods you happened to use to communicate with that person (see Work with conversations). You can even switch from account to account without losing the thread of your conversation (see Switch between messaging accounts in a conversation)—just pick the messaging account that's most likely to keep you in unbroken contact with the person you're talking to.

Work with conversations

When you exchange more than one message with a person, the messages are grouped into a conversation. A single conversation can contain text, multimedia, and IM messages. When you start or continue a conversation, the upper part of Conversation view displays all messages you've exchanged with this person, and the bottom part provides the area where you type your next message.

You can carry on multiple conversations at the same time.

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1 Open **Messaging** .

2 Do one of the following:

- Start a new conversation: Create a message (see Create and send a text or multimedia message or Send and receive IM messages), or tap a message and reply to it.
- Continue an existing conversation: Tap the conversation.

3 Enter your message.

4 Tap .

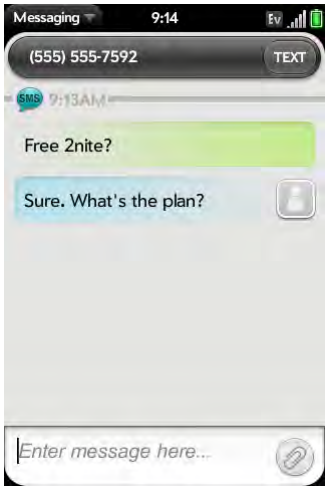
TIP You can copy the contents of a conversation as plain text, which you can paste in a memo, email message, and so on (see Copy messages).

Switch between messaging accounts in a conversation

In a single conversation, you can switch between text/multimedia messaging and an IM account. So if you are having an IM chat with someone and he or she goes offline, you can send the person a text message to wrap up the conversation. You can also switch between different phone numbers for sending a text message to a person.

1 In Messaging, start a new conversation or open one that's listed in Conversations view.

2 Tap **Text** or an IM account name in the upper-right corner of the screen. If available, the other ways to communicate with this contact appear in a list. Tap the account or phone number you want to use.



Switch between Conversations view and Buddies view

Conversations view lists all of your Messaging conversations. Buddies view lists all of your IM buddies.

1 Open **Messaging** .

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2 For Conversations view, tap **Conversations**. For Buddies view, tap **Buddies**.

3 In Buddies view, tap to expand a buddy list. Tap a buddy name to contact that person.

TIP You can set a preference to show all your buddies, whether they are online or offline, or to hide offline buddies. In Buddies view, open the application menu and tap **Show/Hide Offline Buddies**.

Create and send a text or multimedia message

Each text message can have up to 160 characters. If you send a text message to an email address, the email address is deducted from the 160-character count.

Multimedia messages consist of both text and pictures. You can include pictures in JPG format.

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

BEFORE YOU BEGIN

- Before you use your phone to send or receive multimedia messages, refer to your service plan for pricing and availability of multimedia messaging services.
- Make sure that your phone is on and that you're inside a coverage area (see Turn wireless services on).

1 Open **Messaging**.

2 The first time you open Messaging, tap **Done** to send a text or multimedia message. Thereafter, skip to step 3.

TIP If you want to set up an instant messaging (IM) account the first time you open Messaging, tap **Add An Account** and see Set up an instant messaging (IM) account for instructions.

3 Tap . The cursor is in the To field. Do one of the following to address the message:

- Enter a contact's first or last name or initials, screen name, phone number, or email address. Tap the phone number, IM account name, or email address you want to use to send the message when it appears.
- Tap to open your full contact list. Tap the contact you want or enter a name or address to narrow the list.
- Enter a phone number for a recipient who is not a contact.

TIP Do you need to enter a short code that contains letters? Use the keyboard to enter it; just press the letter keys. For example, if the code is "win01," press **W** to enter w, **I** to enter i, and so on. No need to figure out the numbers that correspond to the letters.

4 Tap the **To** field and repeat step 3 to enter additional recipients.

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5 Do one of the following to attach a picture to a multimedia message:

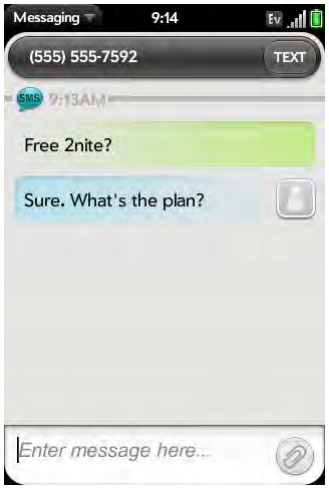
- Before entering the message text: Tap . Tap the album containing the picture you want. Tap the picture, or tap **New Photo** and take the picture.
- After entering the message text: Open the application menu and tap **Add picture**. Tap the album containing the picture you want and tap the picture, or tap **New Photo** and take the picture.

6 Tap **Attach Photo**.

7 Enter the message text and tap .

TIP You can include emoticons in your message (see Use emoticons in a message).

TIP You can also send a contact entry as part of a multimedia message. Do this in the Contacts app (see Send Contacts).



Use emoticons in a message

To include an emoticon in a text, multimedia, or IM message, type in a keyboard character combination for that emoticon. Most emoticons can be created by more than one combination. After you send the message, the emoticon image appears in the conversation on your phone and on the recipient's phone, as long as the receiving IM application supports the image.

This table shows the emoticons that are supported on your phone.

NOTE Emoticon combinations that use words, such as :cool or :cry, are not supported in most chat applications. Emoticons created using these combinations may not appear correctly on the recipient's phone.

Table 1. Supported emoticons

To display this emoticon...	Enter any of these keyboard character combinations...
	o_O :confused
	8) 8-) B) B-) :cool
	:'(='(:cry
	:[:-[=[=-[:redface
	:S :-S :s :-s %-(%(X-(X(:eww :gross
	:! :-! :eek
	:(:-(=(=-(:sad
	:O :-O :o :-o =O =-O =o =-o :surprised :shock :omg
	^^ ^_^ ^-^ :grin :biggrin
	O:) O:-) o:) o:-) :innocent :angel

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Table 1. Supported emoticons

To display this emoticon...	Enter any of these keyboard character combinations...
	:-* :* =* =-* :kiss
	:-D :D =D =-D :laugh :lol
	:| :-| :neutral :meh
	:-& :& =& =-& :-@ :@ =@ =-@ :sick
	:) :-) =) =-) :smile
	:/ :-/ :\ :-\ =/ =-/ =\ =-\ :doh
	;) ;-) :wink
	:P :-P :p :-p :b :-b =p =P =b =-b =-p =-P :yuck :razz
	>:o >:-o >:O >:-O >:(>:-(:angry :mad
	<3 :heart
	>:-) >:) >:-> >:> :evil :twisted

Receive and view text and multimedia messages

You can view pictures and videos and listen to music files included in a multimedia message. You can save pictures in JPG format to your phone for viewing in the Photos application.

1 Open **Messaging**.

2 Tap a conversation to view messages.

3 If **Download MMS** is displayed, tap it to view the attached file. (See Turn automatic download of multimedia messages on or off.)

4 In a multimedia message, tap a music, video, or vCard (VCF) file name to view the attached file. (Attached pictures are displayed within the message.) To save an attached JPG picture, tap the photo, tap **View**, and then tap Copy Photo.

Forward a message

1 In a conversation, tap a message and tap **Forward**.

2 Enter the recipient's number, IM account name, or email address in the **To** field.

3 (Optional) Tap the message text, and edit the text.

4 Tap .

Copy messages

You can copy an entire conversation or a single message in a conversation.

1 Open **Messaging**.

2 Tap a conversation.

3 Do one of the following:

- To copy the entire conversation: Open the application menu, tap **Edit**, and tap **Copy All**.
- To copy a single message: Tap the message and tap **Copy Text**.

Add a contact from a message

1 In Conversations view, tap a conversation with someone who is not a contact.

2 Tap the header at the top of the screen.

3 Tap **Add To Contacts**.

4 Tap one of the following:

Add New Contact: Create a new contact for the name or address.

Add To Existing: Tap the contact you want to add the name or address to.

View a contact's information from a message

- In a conversation, tap the header of a message received from a contact to open the contact entry.

Dial a number from a message

- Tap a phone number.

Delete a message

1 In a conversation, throw the message off the side of the screen.

2 Tap **Delete** to confirm.

Delete a conversation

1 In Conversations view, throw the conversation off the side of the screen.

2 Tap **Delete** to confirm.

Turn automatic download of multimedia messages on or off

By default, MMS messages are downloaded automatically. You can change the option so that you can decide whether to download a multimedia message.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Auto-Download MMS**, tap **On** or **Off**.

Set up an instant messaging (IM) account

To use an IM account on your phone, such as a GoogleTalk IM account, you must already have the account online. If you have an IM account with a provider that takes advantage of the Synergy feature, that IM account is automatically added to your phone when you enter your username and password for that provider in Email, Calendar, or Contacts.

1 Open **Messaging** .

2 Do one of the following:

- The first time you open Messaging: Tap **Add An Account**.
- Any other time: Open the application menu and tap **Preferences & Accounts**. Tap **Add IM Account**.

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3 Tap the account type and enter your username and password.

4 Tap **Sign In**.

Sign in to an IM account

1 Open **Messaging**.

2 Tap **Buddies**.

3 Tap to the left of the text **Offline** and tap **Available**.

Sign out of an IM account

1 Open **Messaging**.

2 Tap **Buddies**.

3 Tap the status icon to the left of your online status (**Available** or **Busy**) and tap **Sign off**.

Send and receive IM messages

BEFORE YOU BEGIN Make sure that your phone is on and that you're inside a coverage area (see Turn wireless services on).

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1 Open **Messaging**.

2 Do one of the following to start or continue a conversation:

- In Conversations or Buddies view: Tap to start a new conversation.
- In Conversations view: Tap an existing conversation and enter a new message.
- In Buddies view: Tap a buddy name and enter a new message.

3 Tap **Text** or an IM account name in the upper-right corner of the screen, and tap the IM account you want to use.

TIP You can include emoticons in your message (see Use emoticons in a message).

4 Enter the message text and tap .

5 When the message recipient replies, the reply appears below your message in the conversation. Repeat step 4 to send another message.

Change your online status

1 Open **Messaging**.

2 Tap **Buddies**.

3 Tap the status icon to the left of the status description, and tap your new status.

4 Tap to confirm your status.

Change your custom message

Your custom message is seen by your IM buddies. It appears next to your IM screen name and status. It can contain any text you want.

1 Open **Messaging**.

2 Tap **Buddies**.

3 Do one of the following:

- If you already have a custom message: Tap the current message and enter the new message text.
- If you're creating a custom message for the first time: Tap the status text (**Available**, **Busy**, and so on) and enter the custom message text.

Change your IM account username and password

If you change the username or password for your IM account online, you need to enter the updated information for the account on your phone.

1 Open **Messaging**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Enter the new information and tap **Sign In**.

Delete an IM account

1 Open **Messaging**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account**, and tap **Remove Account** again to confirm.

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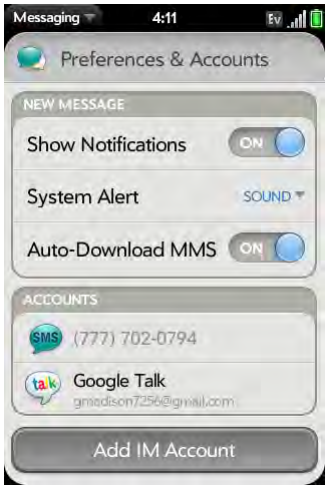
Turn messaging notifications on or off

You can set your phone to show a notification and/or play a sound when a new message arrives. These settings apply to all your Messaging accounts.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Set either of the following new message notifications:



Show Notifications: Tap **On** or **Off** to set whether a notification appears when you receive a new message.

Sound: If Show Notifications is On, you can set which type of alert sound plays when you receive a new message. Tap **Sound** and tap **System Alert**, **Ringtone**, or **Mute**. If you select Ringtone, tap the name of the ringtone to select it. Tap to preview a ringtone. Tap to add a song as a message alert.

The ringer switch must be set to **On** for you to hear the sound.

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Personal information

Your Palm® Pre™ Plus phone is all you need to organize your personal information and keep it with you wherever you go.

All your personal information is backed up and kept private either in your Palm profile or in one of your online accounts.

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Contacts

How do I add names and other info into Contacts?

You have a few options for getting contact information to show up in your Contacts.

Connect to an online address book: If you have an address book in an online account that works with the Synergy™ feature (for example, Google or Microsoft Exchange ActiveSync), you can set up Contacts on your phone to synchronize and display contacts that you store in the online address book. Set up synchronization the first time you open Contacts (see Use Contacts for the first time), or anytime after that (see Customize Contacts). After you set up the connection to the online address book, contacts you enter online show up automatically in Contacts, and contacts you enter on your phone sync to the online account.

The Synergy feature makes it easy to synchronize other data from an online account. By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Gmail account in Email before you set up Contacts, when you first open Contacts, you find that your Google contacts are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar.

NOTE See Online accounts available for webOS phones for the current list of online accounts that you can set up on your phone, from which you can access contacts.

Transfer contacts using the Data Transfer Assistant: When you transfer contacts from desktop software or an old phone, you select which account to assign those contacts to. Look for those contacts in the account you select (see How do I get data off my computer?).

Enter a contact directly in Contacts: See Create a contact for instructions. You can assign the contact to one of your online address books—if you do, it synchronizes with the online address book. Or you can create the contact in your Palm profile account, which means it shows up on your phone only. Palm profile contacts are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Download vCard info to Contacts: A vCard is an electronic business card attached to an email or an MMS. If you receive an email or an MMS with a vCard attachment (VCF file format), download the attachment to Contacts. See Receive vCards.

Linked contacts

The Synergy feature automatically links contacts from different accounts if it finds data in common between them. For example, if you have a contact in Exchange and in Google for Emily Weeks, your phone links the contacts so that all of Emily's info shows up on a single contact screen. You need to open just one view to see all of Emily's info. The actual data remains stored separately with your different providers; it's just assembled in one view on your phone for your convenience.

How can you tell if a contact is linked? Look in the upper-right corner of the contact screen. If you see a stack of photos and a number, that means that you're looking at a linked contact, with combined info from contacts you're storing with separate providers.

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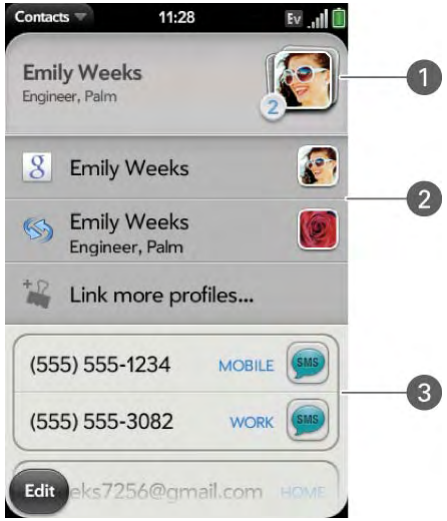

1 Tap the stack of photos to see the contacts that are linked.
2 Emily is a contact in your Google online account and in your Palm profile account.
3 Scroll down to see Emily's combined contact info.

You can unlink automatically linked contacts, and you can manually link contacts yourself (see Unlink a contact or Link a contact).

Use Contacts for the first time

1 Open **Contacts** .

2 Do one of the following:

- To set up your first online account to sync: Tap the account type, enter the account information, and tap **Sign in**.
- To set up a second online account to sync: Tap **Add An Account**, tap the account type, enter the account information, and tap **Sign In**.
- To open Contacts without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating contacts in this account.

NOTE If you add your Facebook or LinkedIn account to Contacts, your friends' Facebook and LinkedIn email addresses show up in Contacts. You cannot change Facebook or LinkedIn info from Contacts on your phone. You also cannot add friends to your Facebook or LinkedIn account from Contacts. To work directly with Facebook or LinkedIn, go to facebook.com or linkedin.com in the Web application (see Web). To update your status and see your Facebook news feed, use the Facebook application developed for your phone (see Facebook).

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Create a contact

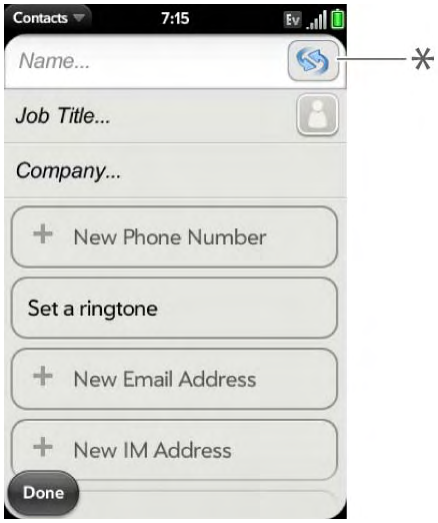
You can add a contact to an account. If you don't specify the account, the new contact is added to your default account.

If you are using Contacts for the first time, you go through a few different steps to add or access the contacts on your phone (see Use Contacts for the first time). Follow this procedure to add contacts directly on your phone after the first time you use Contacts.

1 Open **Contacts** .

2 Tap .

3 (Optional) Tap the account icon to the right of **Name** to change the account to which the new contact will be added.



* Account icon, showing Palm profile account

NOTE If an account doesn't appear in the list, you can't add data to that account from your phone.

4 Tap fields to enter contact details, select a ringtone for that contact, add notes, or add birthday details for the contact. Scroll to see all of the fields available for contact info.

5 To add detailed name information—such as a prefix, suffix, or middle name—open the application menu and tap **Name Details**.

6 In some fields, such as New Phone Number, when you enter the information a label button appears on the right. Tap the button to change the label for your entry—for example, to identify a number as a mobile or work phone.

TIP When you enter a phone number that requires pauses—for example, a number for which you need to enter a password or respond to prompts, you can insert a pause or a stop in the number. To insert a two-second pause, enter a **T** where you want the pause to appear. To insert a stop, enter a **P** where you want the stop to appear. To dial the next set of numbers after the stop, tap the screen.

TIP Use the Reminder field to enter that important message or question you have for this contact. The next time you send or receive a call or a message to or from the contact on your phone, you get a notification at the bottom of the screen. You can add a reminder to a contact at any time (see Assign a reminder message to a contact).

7 Tap **Done**.

Find a contact

You can find a contact from Card view or the Launcher view. To learn how, see Use universal search. To find a contact within the Contacts app, use these steps.

1 Open **Contacts** .

2 Enter any of the following:

- First, middle, or last name
- First and last initial (no space between)

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- Company
- Nickname

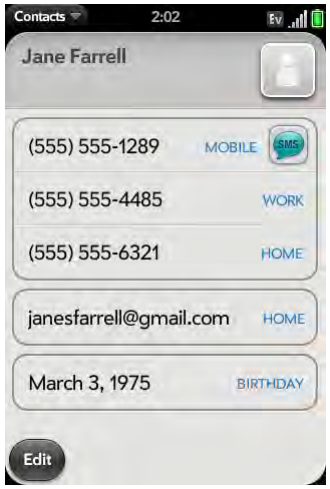
3 For more search options, tap **Global Address Lookup**. (This option is available if you are using Microsoft Exchange ActiveSync with a Global Address List.)

4 Tap the contact.

View, edit, or delete contact information

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.



3 To edit a contact, tap **Edit.**

Info that's dimmed means it originates from an account that you can't edit on your phone (like Facebook).

4 In a linked contact, tap the account icon in the upper-right corner to edit fields specific to that account.

NOTE The fields that make up the contact header (name, photo, job title, company) are unique to each account. You must open a specific account to enter these fields.

5 Tap fields to add or change information (see Enter information in a field).

NOTE In a linked contact, when you enter info in a field for the first time, you can assign that info to any account by tapping the account button in the field.

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6 To delete a piece of contact information, such as a phone number, throw the item off the side of the screen and tap **Delete**.

7 Tap **Done**.

Copy contact details

You can copy a contact's details and paste them into another application. For example, you could paste contact details into a memo or an email.

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap Edit.

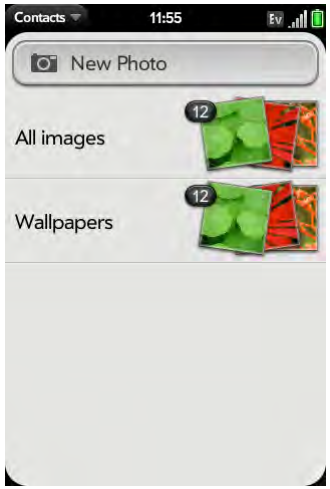
4 Tap **Copy All**.

Add a photo to a contact

The photo you add appears onscreen when this contact calls you.

1 While creating (see Create a contact) or editing (see View, edit, or delete contact information) a contact, do one of the following:

- To add or change the photo in the default account: Tap .
- In a linked contact, to add or change the photo of another account: Tap the account button in the upper-right corner and tap the other account (see Linked contacts).



2 Do one of the following:

- To take a new photo: Tap **New Photo**, take the picture.
- To use an existing photo: Tap the album containing the picture, tap the picture.

DID YOU KNOW? If you see a stack of photos in a contact, with a number attached to the stack, that's because it's a linked contact (see Linked contacts).

3 (Optional) Do either or both of the following:

- To enlarge a face or other portion of the picture: Zoom in by making the pinch-out gesture.
- To capture the portion of the picture you want: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.

4 Tap **Assign to Contact**.

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Add a ringtone to a contact

Select the ringtone you want to hear when this contact calls you.

1 While creating (see Create a contact) or editing (see View, edit, or delete contact information) a contact, tap **Set a ringtone**.

2 Tap the ringtone name to select it.

3 Tap to preview the ringtone.

4 To use a music file as a ringtone, tap and tap the file name.

5 Tap **Done**.

TIP To change the ringtone for a contact, while creating or editing a contact, tap the ringtone and tap **Change Ringtone**. **Delete Ringtone** deletes the ringtone from the contact, not from the list of available ringtones.

Assign a speed dial to a contact

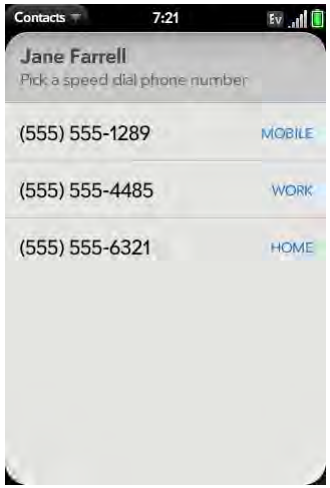
You can assign a speed dial to any contact phone number. You can assign up to 26 speed dials.

NOTE You cannot assign 1 (the E key) as a speed dial. The number 1 is reserved for dialing your voicemail system.

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Set Speed Dial**.



4 Tap the phone number you want to assign a speed dial to, and then tap the key to use as a speed dial. You may have to scroll to find the key you want.

TIP To assign a currently used speed dial key to a new number, follow the steps for setting a new speed dial for the new number. Tap the key to use in step 4, and tap **Reassign To [Name]**.

TIP To remove a speed dial from a number, open the contact, open the application menu, and tap **Set Speed Dial**. Tap the number and tap **Remove Speed Dial [key letter]**.

Assign a reminder message to a contact

If you have an important message or a question for a contact, you can enter a reminder right on your phone. The next time you and the contact are in touch—whether by phone call, email, or text message/IM—a notification appears showing the contact name and a message bubble. Tap the bubble to view the reminder.

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1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Add Contact Reminder**.

4 Enter the reminder, and make the back gesture to save it.

TIP To remove a reminder message before it pops up as a notification, open the application menu, and tap **Add Contact Reminder**. Tap the trash icon.

Link a contact

When your phone recognizes matching information in two or more contacts—for example, the same name and phone number—it automatically gathers the info from the two records into a single view that displays all the contact information. You can also manually link contacts. The info for your linked contacts appears combined only on your phone—the actual info is kept separate and distinct in the accounts it came from.

IMPORTANT To maintain the integrity of your contact data, it's important that you link only one person's contact info in different accounts. For example, if you have contact info for Emily Weeks in Google, Facebook, Microsoft Exchange, and your Palm profile account, go ahead and link all four contacts into a linked contact. But don't link Emily's contact info with her sister Allison's.

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 In the open entry, tap the contact name in the header, and tap **Link more profiles**.

4 Search for the contact (see Find a contact) and tap it to link the two contacts.

5 After you create the link, be sure the linked contact appears in your Contacts list under the name you're most likely to search for and recognize (and not, say, under a person's IM screen name, which can be unrelated to their real name. To do this, tap the contact name you want to appear, and tap **Set As Primary Profile**. When you search for a contact using universal search (see Use universal search), the search feature looks through primary profile information only.

Unlink a contact

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 Tap the contact name in the header, and tap the contact you want to unlink.

4 Tap **Unlink This Profile**.

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Add a contact entry to the Launcher

Assign your favorite contacts to the Launcher, so you can open them directly from that location.

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Add to Launcher**.

4 (Optional) Edit the first and last name as you want them to appear in the Launcher.

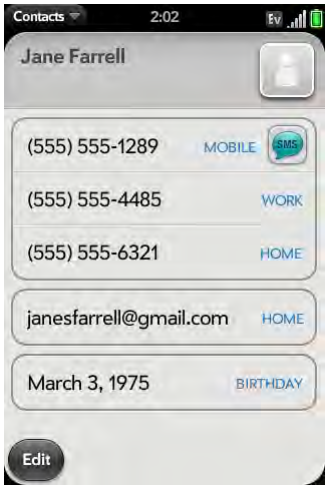
5 Tap **Add To Launcher**. To see the contact in the Launcher, scroll down on page 1.

If the contact has a picture (see Add a photo to a contact), the picture appears as a Launcher icon. If the contact doesn't have a picture, the contact name appears in the Launcher with a placeholder icon. Tap the real or placeholder icon to open the contact.

Get in touch with a contact

1 Open **Contacts** .

2 Tap the contact name.



3 Do any of the following:

- Tap the appropriate field to call or send an email or instant message to that contact. For example, tap a phone number to call the contact.
- Tap to send a text message.
- Tap an address field to view the address on a map.

Send Contacts

You can send all contacts to a hands-free car kit (with Bluetooth), or send a contact using multimedia messaging (MMS) or email.

To send all contacts to a car kit, first ensure that your car kit is discoverable by your phone (see Connect with a paired device).

1 Open **Contacts** .

2 Open the application menu and tap **Send All To Car Kit**.

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To send one contact:

1 Open **Contacts** .

2 Tap a contact.

3 Open the application menu and tap **Send Contact**.

4 Tap one of the following:

Send To Car Kit: Your Bluetooth device needs to be on and detected.

Send Via MMS: Messaging opens.

Send Via Email: Email opens.

Receive vCards

You can receive a vCard (VCF file format) with multimedia messaging (MMS) or email.

To get a vCard into Contacts:

1 From the open Email or MMS, tap the attachment name to fully download the attachment, and tap the name again to open the attachment.

The vCard opens automatically within Contacts.

2 Tap **Add To Contacts**.

3 Tap one of the following:

Save As New: Save the vCard as a new contact.

Add To Existing: Add the vCard information to an existing contact.

Delete a contact

1 Open **Contacts** .

2 Tap the contact name.

NOTE Entries that you cannot change on your phone, like those from Facebook and LinkedIn, you also cannot delete from the phone. You must delete them from your account on the web to remove them from your phone.

3 Do one of the following:

- Delete an unlinked contact or an entire linked contact: Open the application menu and tap **Delete Contact**. Tap **Delete All Profiles** to confirm.

NOTE If you see **Delete Other Profiles** rather than **Delete All Profiles**, that's because you have linked contacts that come from accounts whose info you can't change on your phone (like Facebook and LinkedIn). Tap it. To delete any remaining contacts, on your computer, go to the account online and delete them there.

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- Delete one entry only in a linked contact: Tap the displayed contact name to open the list of all entries in the linked contact. Tap the entry you want and tap **Delete This Profile**.

If you delete a contact that is assigned to an online account, the contact is deleted in the online account also.

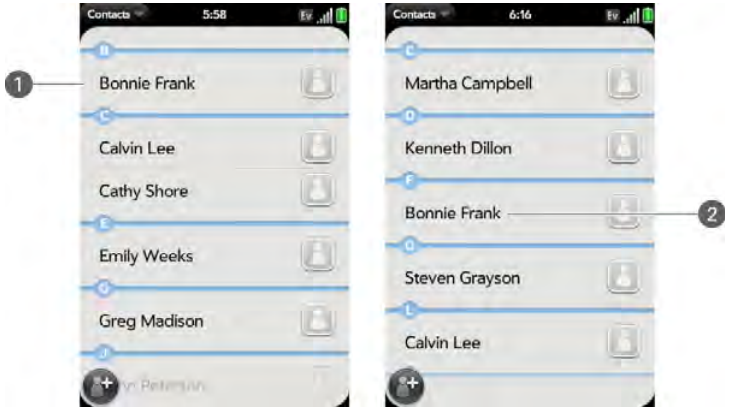
Customize Contacts

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Set the following options:

List Order: Tap the **Sort Order** field and select the criteria by which the contact list is sorted. This changes the underlying sort order of the list only—your contacts still appear in the list as First Name Last Name.



1 Contact list sorted by first name
2 Contact list sorted by last name

Accounts: Tap an account to change login settings and sign in using the new settings.

Default account: Tap the current default account to change to another account. New contacts you create are assigned to this account unless you specify otherwise.

Sync Now: Tap to manually synchronize your online accounts (see Manually synchronize Contacts with your online accounts).

Add An Account: Tap, and then tap an account type. Enter the account information. Before you can set up an account on your phone, you must already have an account online with the provider.

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Manually synchronize Contacts with your online accounts

If you want to get contacts from an online account on your phone immediately—or upload contacts from your phone to the online account—you can do a manual sync. This synchronizes Contacts with all the accounts you have set up on your phone, and it synchronizes your calendar and email with those accounts also.

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap **Sync Now**.

Stop synchronization of Contacts with an online account

If you synchronize contacts with an online account, you can delete the account from Contacts. For most online accounts, this stops synchronization of contacts only; so if you also sync email or calendar events with that online account, those continue to synchronize. Exchange accounts, however, are an exception to this: If you delete an Exchange Contacts account, Exchange data is removed from all apps (Calendar, Tasks, and Email). For all online accounts, including Exchange accounts, deleting the account from Contacts deletes the associated contact entries from your phone only. The entries are not deleted from the online account.

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account** and tap **Remove Contact Account**.

Calendar

How do I get events into Calendar?

You have a few options for getting events to show up in Calendar:

Connect to an online calendar through the Synergy™ feature**:** If you have a calendar in an online account that works with the Synergy feature (for example, Google or Microsoft Exchange ActiveSync), you can set up Calendar on your phone to synchronize and display events that you store in the online calendar. Set up synchronization the first time you open Calendar (see Use Calendar for the first time), or anytime after that (see Customize Calendar). After you set up the connection to the online calendar, events you enter online show up automatically in Calendar, and events you enter on your phone sync to the online account.

DID YOU KNOW? If you synchronize with your Google calendar, you can add Google Weather to the calendar on your desktop and have it appear in Calendar on your phone. On your desktop, log in to your Google Calendar account and open **Calendar Settings**. Click the **General** tab, enter your location, and click the temperature unit you want in **Show weather based on my locations**. The next time your phone synchronizes with your Google account, Google Weather appears in Calendar on your phone.

The Synergy feature makes it easy to synchronize other data from an online account. By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Gmail account in Email before you set up Calendar, when you first open Calendar, you find that your Google calendar events are already downloaded. And when you first open Contacts, you find that your Google contacts are already in your phone's Contacts app.

NOTE See Online accounts available for webOS phones for the current list of online accounts that you can set up on your phone, from which you can access Calendar events.

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Transfer calendar events using the Data Transfer Assistant: When you transfer calendar events from desktop software, you select which account to assign those events to. Look for those events in the account you select (see How do I get data off my computer?).

Enter an event directly in Calendar: See Create an event for instructions. You can assign the event to one of your online calendars—if you do, it synchronizes with the online calendar. Or you can create the event in your Palm profile account, which means it shows up on your phone only. Palm profile events are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Layered calendars

Suppose you use the calendar in both Microsoft Exchange ActiveSync and in Google. If you set up both of those accounts to sync with your phone, your phone's Calendar app shows the events from both in a single view—a layered calendar with events that are color-coded to identify which provider they come from. Individual events remain stored separately with your different providers; the events are just assembled in one view on your phone for your convenience.

If you change an event, the change is made in the appropriate calendar.

You can also look at the events of just one calendar at a time.

Use Calendar for the first time

1 Open **Calendar** .

2 Do one of the following:

- To set up your first online account to sync: Tap the account type, enter the account information, and tap **Sign In**.
- To set up a second online account to sync: Tap **Add An Account**, tap the account type, enter the account information, and tap **Sign In**.
- To open Calendar without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating events in this account.

NOTE If you choose to sync Calendar with an online Facebook account, your Facebook events show up in Calendar, but you cannot add calendar events to Facebook from the Calendar app. To work directly with Facebook, go to facebook.com in the Web application (see Web). To update your status and see your Facebook news feed, use the Facebook application developed for your phone (see Facebook).

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Create an event

You can add an event to calendar accounts. If you don't specify an account, the new event is added to your default calendar. For information on managing your phone's time settings, see Date & Time.

NOTE If an account doesn't appear in the list, you can't add data to that account from your phone.

1 Open **Calendar** .

2 Tap **All** or an online account name in the upper-right corner, and tap the calendar you want to use for this event.

If you create an event in All Calendars view, the event is created in the calendar set as the default (see Customize Calendar).

3 Go to the day you want (see Move around in Calendar) and tap a blank time slot.

4 Enter the event name and press **Enter** .

In Day view, available time slots between events are compressed and labeled X Hrs Free. To expand free time so you can enter an event, tap **X Hrs Free**.

Don't look for a save button—your info is automatically saved when you make the back gesture to close the event.

Enter the event location

1 While creating an event (see Create an event), tap to the right of the event name. To enter the event location after creating an event, tap the event name in Day view.

2 Tap **Event location** and enter the location.

TIP Need to find the event location on a map? Open an event that has a location specified in the Event Location field, open the application menu, and tap **Event Location**. Tap either **Show on Map**, which shows the location on Google Maps, or **Get Directions**, which gives directions from your current location.

Schedule a repeating event

1 While creating an event (see Create an event), tap to the right of the event name. To set an event as repeating after creating the event, tap the event name in Day view.

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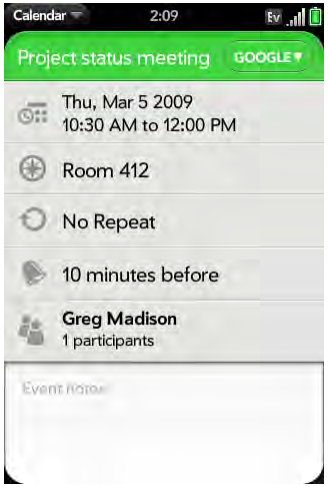
2 Tap **No Repeat** and tap the repeat interval.



3 (Optional) Tap **Custom** to define your own repeat interval and set the end date.

DID YOU KNOW? To enter a birthday, anniversary, or holiday, create an untimed event. Then select **Yearly on [date]** as the repeat interval. See Create an all-day (untimed) event.

Add an alarm to an event

1 While creating an event (see Create an event), tap to the right of the event name. To add an alarm after creating an event, tap the event name in Day view.

2 Tap **No Reminder** and tap the interval for the alarm.

Add a note to an event

1 While creating an event (see Create an event), tap to the right of the event name. To add a note after creating an event, tap the event name in Day view.

2 Tap **Event notes** and enter the note.

NOTE If a phone number is displayed in an event note as an underlined link, you can tap the number to make a call. This displays the phone dial pad with the number already entered.

Create an all-day (untimed) event

An all-day event such as a birthday appears in your calendar without a specific time slot.

1 Open **Calendar** .

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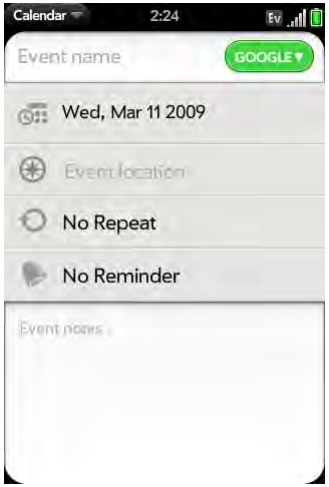
2 Go to the day you want, open the application menu and tap **New > All Day Event**.



3 Enter the event details.

Change the Calendar display

You can change the display of Calendar to show the events from all of your calendars or just the events recorded in one of your calendars. You can also change the color of each calendar, and whether the calendar view shows by day, week, or month.

1 Open **Calendar** .

2 Tap an icon on the bottom of the screen to see different calendar views:

Table 1. Calendar Views

Icon	Description
	Day view
	Week view
	Month view

3 Tap the account icon in the upper-right corner to do any of the following:

- To switch the Calendar account you're viewing: Tap **All** or one of your Calendar accounts.
- To remove a Calendar account from the layered calendar view (All): Scroll down and tap **Calendar View Options**. For the account you want to remove, tap **On** to switch the view option to **Off**.
- To change the color that identifies a Calendar account: Scroll down and tap **Calendar View Options**. Tap the current color, and then tap a new color in the list.

Move around in Calendar

- Next or previous day: In Day view, swipe left or right on the screen.
- Next or previous week: In Week view, swipe left or right on the screen.
- Next or previous month: In Month view, swipe up or down on the screen.
- Go to a specific month, date, or year: Open the application menu and tap **Jump To**. Tap the month, day, and year and tap **Go To Date**.
- Go to today: Open the application menu and tap **Show today**.

TIP Other ways to go to today: When you're in Day View, just tap the Day view icon. Also, in the application menu, tap **Jump To** and tap **Go To Today**.

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Quickly glimpse your schedule

- In Day or Week view, slightly drag left or right to peek at the next/previous day or week without changing the current view.
- In Month view, slightly drag up or down to peek at the next/previous month.

Delete an event

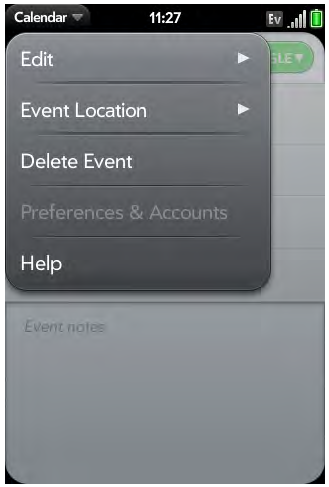
If you delete an event that is assigned to an online account, the event is deleted in the online account also.

IMPORTANT When you delete a Microsoft Exchange event on your phone, notification is not sent to attendees.

1 Open **Calendar** .

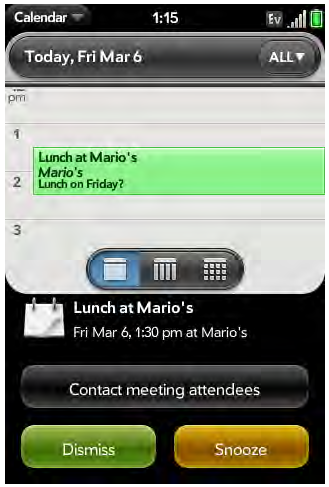
2 Delete an event in one of two ways:

- In Day view, press and hold **Option** , and tap the event. You have the option to delete just this event or the entire series, or to cancel the delete.
- Tap the event name. Open the application menu and tap **Delete Event**, and then tap **Delete** to confirm. If this event is one of a series of repeating events, tap the option to delete just this event or the entire series.



Respond to an event reminder

When an event reminder appears in the notification bar at the bottom of the screen, tap the event description to open the event, or tap one of the following:



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Contact meeting attendees: This opens an email message with the participants' addresses added to the To field. The default message text is "Running late, on my way..."—you can edit the text before sending the message.

Dismiss: Close the notification.

Snooze: The reminder reappears in five minutes.

View meeting participants

If you receive a meeting request, you can view the participants.

1 On your calendar, tap the meeting request. The Participants field shows the organizer name plus the number of participants.

2 Tap the number to see the participants' names.

3 (Optional) Tap a participant's name. If the participant is a contact, the contact entry is displayed. If the participant is not a contact, tap **Add to Contacts** to add the participant to your contacts list.

Customize Calendar

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Set the following options:

First Day of Week: Select the day that appears as the start of the week in Week view and Month view.

Day Start and End: Tap to enter the default start and end times that appear in Day view and Week view.

Default Event Reminder: Tap the time interval for a notification to appear for timed and all-day events. Reminders you set for individual events override the default setting.

Event Reminders: Select to play a sound when a calendar notification appears.

Default Event Duration The default event duration is set to one hour. Tap to change this to **30 minutes** or **2 hours**.

Accounts: For all calendar accounts, tap an account to change login settings or remove the account. You should change login settings only if you have changed this information for the calendar account online—

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the information you enter here must match the information in the online account.

Calendar View Options: Set the color for events created in that account and show or hide that account in All Calendars view.

Default Calendar: If you create an event in All Calendars view, the event is assigned to your default calendar. Tap to change the default calendar.

Add An Account: Tap the account type and enter your username and password for the online calendar account. Before you can set up an account on your phone, you must already have an account online with the provider.

Manually synchronize Calendar with your online accounts

If you want to get calendar events from an online account on your phone immediately—or upload events from your phone to the online account (if the account allows it)—you can do a manual sync. This synchronizes Calendar with all the accounts you have set up on your phone, and it synchronizes your contacts and email with those accounts also.

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap **Sync Now**.

Stop synchronization of Calendar with an online account

If you synchronize calendar events with an online account, you can delete the account from Calendar. For most online accounts, this stops synchronization of calendar events only; so if you also sync email or contacts with that online account, those continue to synchronize. Exchange accounts, however, are an exception to this. If you delete an Exchange Calendar account, Exchange data is removed from all apps (Contacts, Tasks, and Email). For all online accounts, including Exchange accounts, deleting the account from Calendar deletes the associated events from your phone only. The events are not deleted from the online account.

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Accounts**, tap the account name.

4 Tap **Remove Account** and tap **Remove Calendar Account**.

Tasks

Create a task list

All individual tasks you create (see Create a task) must be placed in a task list. A task list is a group of related to-do items.

1 Open **Tasks** .

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2 Tap .

3 Enter the list name in the List Name field and press **Enter** .

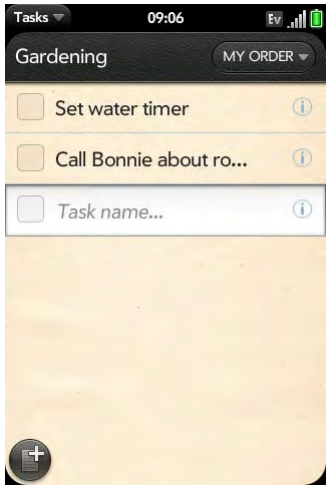
4 Create a task (see Create a task).

Create a task

1 Open **Tasks** .

2 Tap the list you want to assign the task to.

3 Tap .



4 Enter the task name in the Task name field. To set the task priority, see the next procedure.

Set task priority, due date, and other details

1 Open **Tasks** .

2 Tap the list containing the task.

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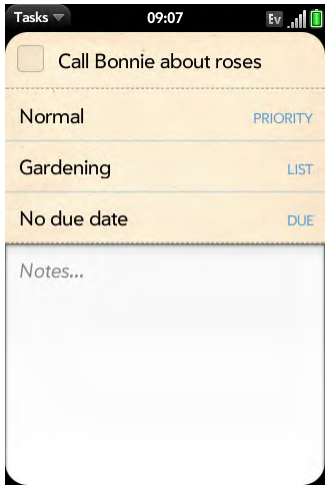
3 Tap ⓘ to the right of the task name.



4 Set any of the following:

Priority: High priority tasks appear in red. Normal priority tasks appear in bold text, and low priority tasks appear in gray text.

List: Assign the task to a different list.

Due: Tap **No due date**, and tap a due date option. If you set a due date, a notification appears at the bottom of the screen on the due date. Tap the notification to open the task.

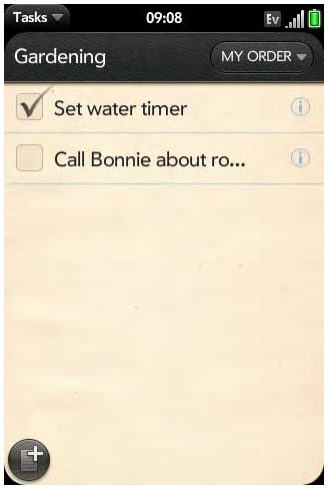
5 To enter a note about the task, tap **Notes** and enter the note.

TIP If you add a due date to a task and then want to add more details, tap the date to open the task details view.

Check off a task

1 Tap the list containing the task.

2 Tap the box to the left of the task name.



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View tasks that are due today

1 Open **Tasks** . The number to the right of the List all tasks field shows the total number of tasks that are due today or are overdue. The number to the right of each task list name shows the number of tasks in that list that are due today or overdue.

2 Tap a task list name to view tasks that are due today or overdue.

NOTE Tap **Exchange** to view tasks synchronized from your Exchange account.

Rename a task

1 On the task list, tap the task name.

2 Enter the new name and press **Enter** .

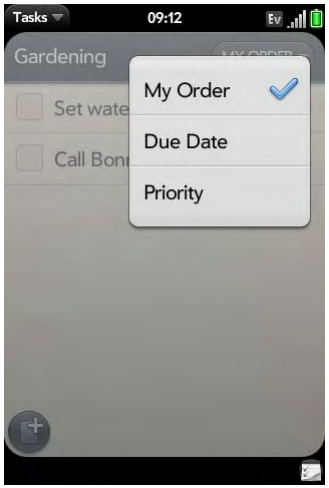
Sort a task list

You can sort a task list to show all tasks (the default setting), remaining tasks, or completed tasks.

1 Open **Tasks** .

2 Tap the list you want to sort.

3 Tap the button in the upper-right corner of the screen to sort the list by **My Order**, **Due Date**, or **Priority**.



4 To manually sort tasks, tap and hold a task, wait for the visual cue, and then drag it to a new location in the list (see also Check off a task).

Reorder your tasks

You can change the order of a task list or an individual task.

- Tap and hold the list or task name, wait for the visual cue, and drag the item to another position.

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Set due dates for all tasks in a list

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu and tap **Set Due Date For All**.

4 Tap the month, date, and year, and then tap **Set Due Date**.

5 To remove a previously assigned due date, tap **No Due Date**.

Mark all tasks in a list completed/incomplete

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu and tap **Mark All** and tap **Mark All Completed/Mark All Incomplete**.

Hide or delete all completed tasks in a list

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu.

4 Do one of the following:

- To hide completed tasks: Tap **Hide Completed**.
- To delete completed tasks: Tap **Delete Completed Tasks**.

Delete a task or a task list

- Throw the task or task list off the side of the screen and tap **Delete** to confirm.

Memos

If you used the Data Transfer Assistant and imported notes from Outlook on your desktop to your phone, those notes are in Memos. Your Exchange Active Sync notes, however, do not sync. All memos are backed up to your Palm profile.

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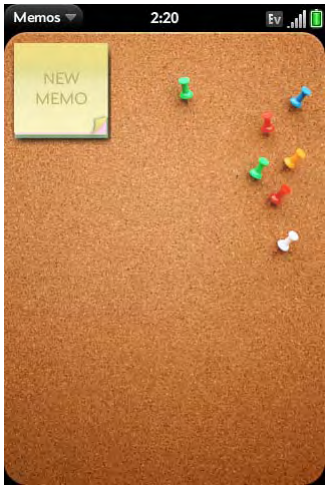
Create a memo

1 Open **Memos** .



2 Do one of the following:

- Tap **New Memo** .
- Open the application menu and tap **Add A Memo**.

3 Enter the memo text. Memos are saved as you type.

Find a memo

- In Memos, start typing any letters or numbers in the memo, and then tap the memo when it appears.

NOTE The results of universal search that you access in Card view or the Launcher do not include memos.

Edit a memo

1 Open **Memos** .

2 Tap the memo you want to edit.

3 Tap the screen to position the cursor (see Text selection gestures), and edit the memo text.

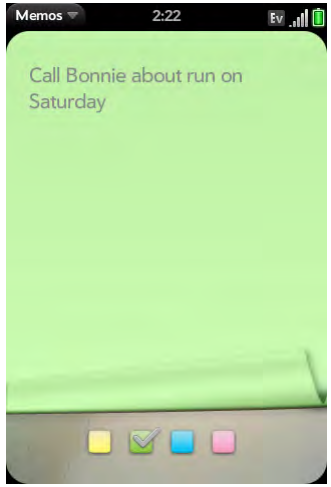
TIP In the application menu, tap **Edit** > **Copy All** to select the whole memo.

Change the color of a memo

Color-code your memos to help you recognize memos of a certain type. For example, make all of your grocery lists blue.

1 Tap the memo.

2 Tap the lower-right corner of the screen, and tap the new color.



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Delete a memo

1 In an open memo, open the application menu and tap **Delete**.

2 Tap **Delete** to confirm.

Email a memo

1 In an open memo, open the application menu and tap **Email Memo**.

2 Enter the email address.

The subject, "Just a quick memo", is automatically filled in—you can edit the text before sending the message.

3 Tap .

Clock

Use Clock to get up at the same time wherever you are, for example, the recurring 7AM alarm you set in San Francisco rings at 7AM in New York. Use Calendar to have your appointment times adjusted so that the notification for a 9AM meeting in San Francisco will sound at noon when you're in New York (see Create an event).

Manage Clock

1 Open **Clock** .

2 Tap .

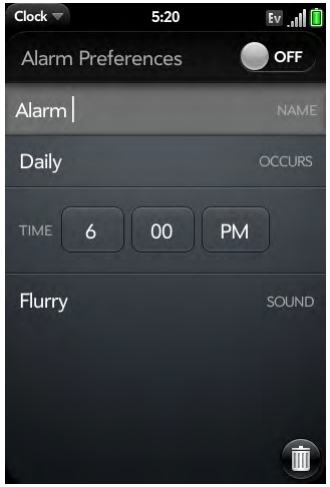
- To change the clock display: Open the application menu, tap **Preferences**, and tap the **Theme.** Then tap a theme.
- To change the time: See Date & Time.
- If you don't want the alarm to play when the ringer switch is off: Open the application menu, tap **Preferences**, and tap **Yes** to set **Play alarm anyway** to **No**.

Set an alarm

Make sure ringtone volume is on and you can hear it, and the ringer switch is set to **On**, so that the alarm will sound when you want it to (see Manage system sounds and notifications).

1 Open **Clock** .

2 Tap , and then tap .



3 Set the following options:

Alarm Preferences: Tap **Off** in the upper right to turn the alarm on. When an alarm is turned on, the alarm icon is displayed in the lower-right corner of the phone screen. Tap the icon to see alarm details.

Name: Enter a name for the alarm.

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Occurs: Tap to select the alarm frequency.

Time: Tap to set hour, minute, and AM/PM for the alarm.

Sound: Tap to open the list of ringtones, and then tap the name of a ringtone. Tap to preview it. If you have music on your phone, you can select a song as your alarm sound (see Select a song as a ringtone).

TIP When you set an alarm, you can adjust the alarm volume by pressing the **volume** button on the side of the phone. This also sets the ringtone volume for incoming calls.

When an alarm sounds on your phone, tap **Dismiss** to stop it or **Snooze** to have it sound again in five minutes.

NOTE When you shut down your phone by pressing and holding **power**, alarms don't sound.

Cancel an alarm

1 Open **Clock**.

2 Tap , then tap **On** to turn an alarm off.

Change the alarm volume

1 Open **Sounds & Ringtones**.

2 Tap, hold, and drag the **Ringtone Volume** slider.

Delete an alarm

1 Open **Clock**.

2 Tap , then tap the alarm name.

3 Tap .

Calculator

Use Calculator for addition, subtraction, multiplication, and division, and also for determining percent and square root. You can enter numbers in Calculator using either the onscreen keypad or the keyboard.

Perform calculations

1 Open **Calculator** .

2 Enter numbers and perform calculations.

NOTE Press the **space bar** to access additional operations.

Calculator buttons

Table 2. Calculator buttons

Button	Description
C	Clear the current calculation or displayed number.
M+	Add the currently displayed number to memory.
M-	Subtract the currently displayed number from memory.
MR	Display the memory.
MC	Clear the memory.

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Facebook

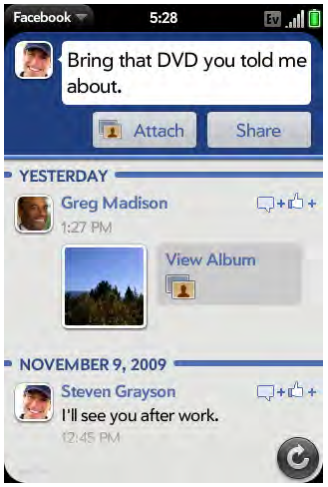
The Palm Facebook app allows you to make a status comment, view and respond to friends' comments, and attach a photo to your status. Before you begin, download the Facebook app from the App Catalog. It's free (see Download a free application).

DID YOU KNOW? Besides using this Facebook application to post your status and keep up with your friends' status, you can add your Facebook contacts and calendar events to your phone (see Use Contacts for the first time and Use Calendar for the first time); you can upload photos to Facebook (see Upload a picture to the web); and you can access facebook.com in the Web application (see Go to a website).

1 Open **Facebook**.

2 Do any of the following:

- Show new posts: If you see **Show new posts** at the top of your Facebook page, tap it to show new comments.
- Update your status: Type a comment, and then tap **Share**.



- Add a photo to your status: Type a comment, tap **Attach**, choose a photo or take a new one, tap **Attach Photo**, and then tap **Share**.
- Add a comment to a post: Tap , tap (optional), type your comment, and then tap .
- Comment on a photo: Tap the photo, tap , type your comment, and then tap .

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Photos, videos, and music

You can keep your favorite photos right on your Palm® Pre™ Plus phone—videos, too. And there's no need to carry an expensive MP3 player; you can play music on your phone. Simply transfer songs onto your phone and then listen to music through the built-in speaker, the headset included with your phone, or your own headphones (sold separately).

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Camera

Take a picture

Your phone comes with an easy-to-use 3-megapixel camera with an LED flash. You can use the camera to take pictures, and then use the Photos app to view them and send them to your friends and family (see Share a picture). To add a personal touch to your phone, use your pictures as your wallpaper (see Save a picture as wallpaper) and as caller ID images (see Add a picture to a contact).

1 Open **Camera** .

2 The camera is set to automatically determine if the flash is needed. If you want to change the flash setting, tap to keep the flash on, and tap again to keep the flash off.

3 To take the picture in landscape view, turn your phone 90 degrees.

4 Press **Space** or tap .

TIP Press and hold **Space** to take pictures in continuous burst mode. Release **Space** to stop taking pictures.

The picture you took is automatically saved in JPG format. Keep snapping pictures, and then go to Photos to look at them and delete the ones you don't want.

DID YOU KNOW? Your phone offers another way to "take a picture": You can save any currently displayed screen as a picture file (also known as a screenshot). When the screen you want is open, press and hold **Option** + **Sym** + **P**. The picture is saved to the **Screen captures** album in Photos, and you can work with it like any other picture.

Review pictures

1 After taking a picture, tap the thumbnail of the picture in the lower-left corner of the screen. This opens the picture in the Photo roll of the Photos application.

2 Swipe left or right on the screen to view other pictures you have taken.

Photos

Look at pictures

To get pictures on the phone, you can do any of the following:

- Take a picture with your phone's camera (see Take a picture).
- Copy pictures from your computer (see Copy files between your phone and your computer).
- Receive pictures as email attachments (see Open attachments).
- Receive pictures as part of a multimedia message (see Receive and view text and multimedia messages).

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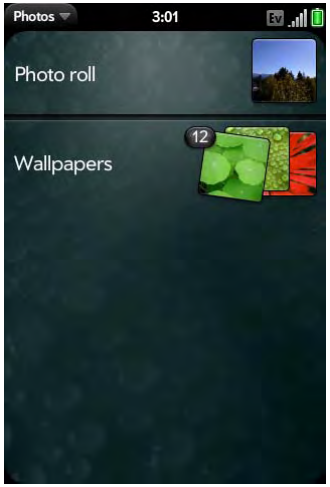
You can view a picture as an email attachment in JPG, GIF, BMP, or PNG format. You can view a picture as part of a multimedia message in JPG format. In the Photos application, you can view pictures you take with the camera or copy from your computer in JPG, BMP, or PNG format.

You can also look at pictures on the web directly in the web browser (see Web).

1 Open **Photos** .

2 Tap the album containing the picture, and tap the thumbnail of the picture. The Photo roll album contains pictures you have taken with your phone's camera.



3 Swipe left or right on the screen to look at other pictures in the album.

Organize your pictures into albums

The Photos application contains the following default albums:

Photo roll: Contains all pictures you take with your phone's camera.

Wallpapers: Contains default pictures that you can use as your wallpaper.

DID YOU KNOW? If you use one of your own pictures as wallpaper (see Save a picture as wallpaper), that picture is not saved to the Wallpapers album.

The Photos application creates additional albums automatically as you add the following types of pictures to your phone:

Miscellaneous: Contains any pictures you copy from your computer that you do not assign to a different album, as described in the following procedure.

Messaging: Contains any pictures in JPG format that you save from a multimedia message.

Downloads: Contains any pictures in JPG, BMP, or PNG format that you save from an email attachment.

Screen captures: Contains any screenshots that you take.

You can assign any pictures on your phone to one of these albums or to an album you create. To create and assign pictures to albums, you must put your phone into USB Drive mode. You then create the albums and move pictures into them using your computer.

TIP Besides using USB Drive mode to copy your photos, videos, and DRM-free music from your computer to your phone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your phone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

1 Connect your phone and your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your phone appears as a removable drive.

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NOTE On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

3 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), and double-click the drive representing your phone.

4 To create an album, use your computer's controls for creating a new folder. To be sure the Photos application can find the album, create it at the root level of the drive representing your phone, not as a subfolder of another folder.

NOTE The Photos application displays an album you create only if the album contains at least one picture in JPG, BMP, or PNG format.

5 Assign pictures to albums using your computer's controls to copy or move items. It is easiest to find the pictures you want by displaying them as thumbnails.

6 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

7 Disconnect the **USB cable** from the computer when the USB Drive screen no longer appears on your phone.

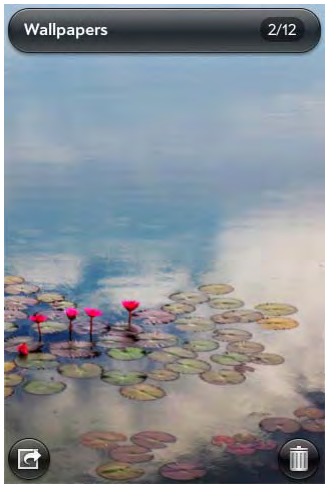
TIP To delete an album, connect your phone to your computer and tap **USB Drive**. From your computer, open the drive representing your phone and delete the folder representing the album.

Add a picture to a contact

You can also add a picture to a contact in the Contacts application (see Add a photo to a contact).

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.



3 Tap and tap **Assign to contact**.

4 Enter the contact name and tap the contact.

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5 (Optional) Do either or both of the following:

- To enlarge a face or other portion of the picture: Zoom in by making the pinch-out gesture.
- To capture the portion of the picture you want for the contact photo: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.

6 Tap **Assign To Contact**.

Save a picture as wallpaper

Your wallpaper appears as the background in Card view.

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Set wallpaper**.

4 Do either or both of the following:

- To zoom out or in on a part of the picture: Pinch in or out on the picture.
- To capture the portion of the picture you want to use as wallpaper: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the wallpaper.

5 Tap **Set Wallpaper**.

Share a picture

You can send a picture to other picture-enabled devices or to an email address as an attachment.

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Share via email** or **Share via MMS**.

4 Create the email or multimedia message.

TIP You can also copy pictures from your phone to your computer (see Copy files between your phone and your computer).

Upload a picture to the web

To upload a picture to a web service such as Facebook or Photobucket, you must already have an account with the service, and you must have the account set up on your phone. You can set up the account on your phone during the upload process, as described in this procedure, or you can set it up at any other time (see Set up an online pictures account on your phone).

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1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Upload**.

4 Do one of the following:

- If you have already set up your picture web service on your phone: Tap the name of the service you want to use.
- If you have not set up your picture web service on your phone: Tap **Add An Account** and tap the account type. Enter your username and password and tap **Sign In**. When you have signed in to your account, return to the picture in full-screen view and repeat steps 2 and 3.

Set up an online pictures account on your phone

To upload pictures to an account you have with a web service such as Facebook or Photobucket, you must set up the account on your phone.

DID YOU KNOW? If you set up a Facebook account in the Photos application, your Facebook contacts and calendar events appear in the Contacts and Calendar applications on your phone also. Likewise, if you set up a Facebook account in Contacts or Calendar, the account is already set up to allow you to upload pictures from Photos. See Online accounts available for webOS phones for information about the behavior of Facebook, Photobucket, and other online accounts on your phone.

1 Open **Photos** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap **Add An Account**, and tap the type of account you want to add.

4 Enter your account username and password and tap **Sign In**.

Delete a picture

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap .

4 Tap **Delete** to confirm.

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Videos

Watch a video

BEFORE YOU BEGIN Before you put videos on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

To get videos on your phone, you can do any of the following:

- Copy videos from your computer (see Copy files between your phone and your computer).
- Receive videos as email attachments (see Open attachments).
- Receive videos as part of a multimedia message (see Receive and view text and multimedia messages).

You can view DRM-free videos that you receive as email attachments or that you copy from your computer in the MPEG4, H.263, H.264, MP4, M4V, 3GP, 3GPP, 3G2, and 3GP2 formats. You can view videos you open in a multimedia message in MP4 format. Videos play on your phone in landscape orientation.

KEY TERM **DRM-free:** Describes a file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your Pre Plus phone.

Use the YouTube application to view YouTube videos (see YouTube).

1 Open **Videos**.

2 Tap the video.

Use video playback controls

Playback controls automatically appear when you start a video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

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Table 1. Video playback controls

Control	Function
▶	Play.
❚❚	Pause.
●	Move forward or backward (tap and hold the slider, then drag forward or backward).
⤢	Switch between full-screen view and original size.

TIP To skip ahead 30 seconds in a video, flick left to right on the screen. To jump back 10 seconds, flick right to left.

Delete a video

To delete a video file from your phone, you must put your phone in USB Drive mode and delete the video using your computer.

1 Connect your phone and your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your phone appears as a removable drive.

NOTE On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

3 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), and double-click the drive representing your phone.

4 Delete the video using your computer's controls.

5 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the USB cable from the computer when the USB Drive screen no longer appears on your phone.

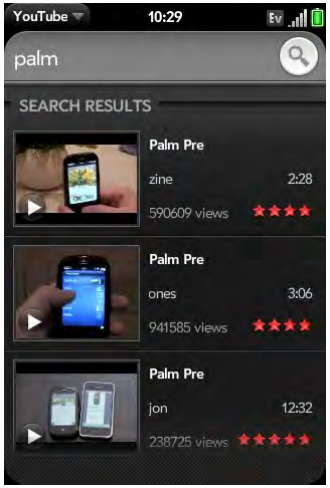
YouTube

Watch a video

YouTube on your phone lets you watch videos available online at the YouTube website. Videos are displayed on your phone in landscape orientation.

1 Open **YouTube** .

2 Do one of the following:



- To search for a video: Tap **Search All Videos**, enter a search term, and press **Enter** or tap .
- To display the most highly rated videos: Tap **Videos** and tap **Popular**.

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- To display the most frequently viewed videos: Tap **Videos** and tap **Most Viewed**.
- To display videos you have recently viewed: Tap **Videos** and tap **History**.

3 When the video you want appears, do one of the following:

- To view the video: Tap the video thumbnail.
- To view video details: Tap the text to the right of the video thumbnail.

DID YOU KNOW? Some videos can be viewed in YouTube on your computer only. For those videos, you can view video details on your phone, but if you try to play the video on your phone, an error message appears.

Use video playback controls

Playback controls automatically appear when you start a video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

Table 2. Video playback controls

Control	Function
	Play.
	Pause.
	Move forward or backward (tap and hold the slider, then drag forward or backward).
	Switch between full-screen view and original size.

Find related videos

Find videos from the same author or otherwise related to the one you selected.

On the video details screen (see Watch a video), do one of the following:

- View videos from the same author: Tap **More** > **More From This Author**.
- View related videos: Tap **More** > **Related Videos**.

Share a video

Send a friend a link to a YouTube video.

1 On the video details screen (see Watch a video), tap **Share**.

2 Tap **Email** or **Text Message**.

3 Address and send the message.

Music

Listen to music

You can listen to music through the speaker on the back of your phone, through the stereo headset included with your phone, or through headphones (sold separately). You can also use a stereo headset equipped with Bluetooth® wireless technology or speakers (both sold separately).

To get music onto your phone, you can do any of the following:

- Copy music files from your computer (see Copy files between your phone and your computer).
- Receive music files as email attachments (see Open attachments).
- Receive music files as part of a multimedia message (see Receive and view text and multimedia messages).
- Buy music using the Amazon MP3 app on your phone (see Amazon MP3).

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You can also listen to streaming music from the web directly in the web browser (see Web).

You can play music that you copy from your computer or stream from the web in the following formats: MP3, AAC, or AAC+ format. You can play music that you receive as an email attachment if it is in the MP3, AAC, AAC+, WAV, or AMR format. You can play music that you receive in a multimedia message or that you buy from Amazon MP3 in the MP3 format.

KEY TERM **DRM-free:** Describes a file that is not protected by Digital Rights Management. DRM-free music files can be copied as many times as you like and can be played on your Pre Plus phone.

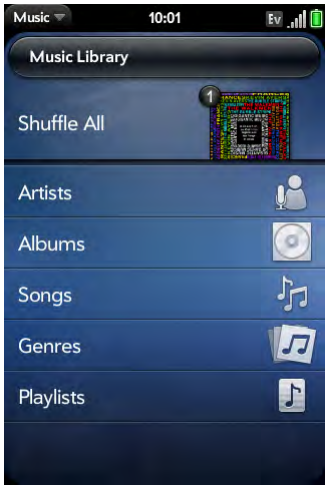
1 Open **Music** .

2 If the Music application finds no music files on your phone, tap one of the following:

Get My Music: Read information about how to get music on your phone.

Amazon MP3: Open the Amazon MP3 application to buy songs (see Amazon MP3).

3 Do one of the following:



- Listen to all songs on your phone: Tap **Shuffle All**.
- Listen to a specific song: Tap **Artists**, **Albums**, **Songs**, **Genres**, or **Playlists** to search that category. Continue making selections until the song you want appears. Tap the song name.
- Listen to all songs from an artist: Tap **Artists** and tap the artist name. To listen to the artist's songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to the songs in random order, tap **Shuffle All**.
- Listen to an album: Tap **Albums** and tap the album name. To listen to the album's songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to songs in random order, tap **Shuffle All**.
- Listen to all songs in a genre: Tap **Genres** and tap the genre name. To listen to the songs in the order they are displayed onscreen, tap the first song. The songs play one after the other in sequence. To listen to the songs in random order, tap **Shuffle All**.
- Browse a music store to preview or purchase songs (if available): Tap the music store name. Continue making selections until the song you want appears. Tap the song name.

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DID YOU KNOW? Music continues to play in the background if you switch to another application, turn off the screen, or slide the **ringer** switch off.

Use music playback controls

Table 3. Music playback controls

Control	Function
	Play.
	Pause.
	Rewind.
	Fast forward.
	Shuffle current playlist.
	Repeat. Tap once to repeat the current song. Tap again to repeat the entire playlist.

Table 3. Music playback controls

Control	Function
	Move forward or backward. Tap the song name, then tap and hold the slider, and drag forward or backward. To display the slider, tap the text below the album art in Album Art view.

DID YOU KNOW? If you stop playback of an audio file for which the Genre field is defined as **podcast**, **speech**, **spoken word**, **netcast**, or **audiobook**, when you play the item again, playback resumes at the point it was stopped.

TIP If you put the Music app in the background while you work in another app, a music notification icon appears at the bottom of the screen. Tap the icon to display the music playback controls. You can use the controls even if the screen is locked.

Switch the Now Playing display

You can switch the display to show the songs you are listening to by name or by album cover art.

- While you are listening to a song, tap the header to switch between Playlist view and Album Art view.

Search for related songs or content

When you are listening to a song, you can search the web for related items such as songs by the same artist or from the same album.

1 While listening to a song, open the application menu.

2 Tap one of the web search options (such as YouTube), and then tap the info you want.

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Change the order of items in the Now Playing list

- In Playlist view, tap and hold a song name. Drag the song to move it to a new location in the list.

Remove a song from the Now Playing list

- In Playlist view, throw the song name off the side of the screen. This does not delete the song file from your phone.

Delete a song

To delete a song file from your phone, you must put your phone in USB Drive mode and delete the song using your computer.

1 Connect your phone and your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your phone appears as a removable drive.

NOTE On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

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3 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), and double-click the drive representing your phone.

4 Delete the song using your computer's controls.

5 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer when the USB Drive screen no longer appears on your phone.

Amazon MP3

Before you can download items using the Amazon MP3 application on your phone, you must have an Amazon account, and you must read and agree to the MP3 Music service terms and conditions.

After you purchase and download items from Amazon MP3, listen to them with your phone's Music application (see Listen to music).

NOTE Music you download from Amazon MP3 is not backed up to your Palm profile. To back up your music, you can copy downloaded files from the AmazonMP3 folder on your phone's USB drive to your computer (see Copy files between your phone and your computer).

Sign in to your Amazon account

You must be signed in to your Amazon account to download music.

1 Open **Amazon MP3** .

2 Open the application menu and tap **Sign In**.

3 Enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable1-Click**.

Search for a specific song, album, or artist

1 Open **Amazon MP3** .

2 Tap **Search** and enter the song, album, or artist name.

3 Press **Enter** .

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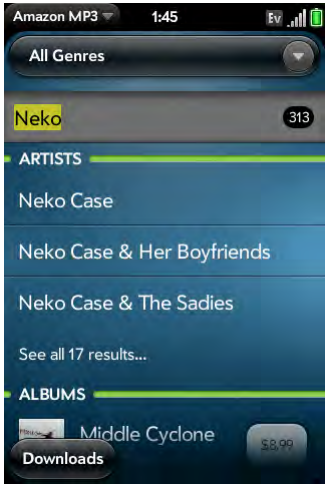
4 Do one of the following:



- If the item you want appears on the screen: Tap the song, album, or artist name. Tapping the name of a song plays the preview; tapping its price gives you the option to buy it (see Preview and buy a song).
- If the item you want doesn't appear: Tap **See all [total number of] results** at the bottom of the Artists, Albums, or Songs section.

Browse songs, albums, artists, or genres

1 Open **Amazon MP3**.

2 Do any of the following:

- View all songs in a certain genre: Tap and tap the genre.
- View the top 10 new and notable releases: Swipe left or right on the **New & Notable** album thumbnails.
- View the top 100 new releases: Tap **New releases**.
- View the top 100 albums: Tap **Albums**.
- View the top 100 artists: Tap **Artists**.
- View the top 100 songs: Tap **Songs**.

View artist information

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an artist, and tap the artist name.

2 Tap the word in the lower-right corner of the page (**Albums**, **Songs**, or **Bio**).

3 Tap to view any of the following:

IMPORTANT Your credit card is charged for the price of an item as soon as you tap **Buy**.

Albums: To buy and download an album, tap the album price and tap **Buy**. Tap anywhere else on the album entry to view detailed album information.

Songs: To buy and download a song, tap the song price and tap **Buy**. Tap anywhere else on the song entry to preview the song.

Bio: Tap to read biographical information about the artist.

IMPORTANT Your credit card is charged for the price of an item as soon as you tap **Buy**.

View album information and buy an album

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an album, and tap the album name.

2 To preview a song, tap anywhere on the song entry except the price.

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3 Do either of the following:

IMPORTANT Your credit card is charged for the price of an item as soon as you tap **Buy**.

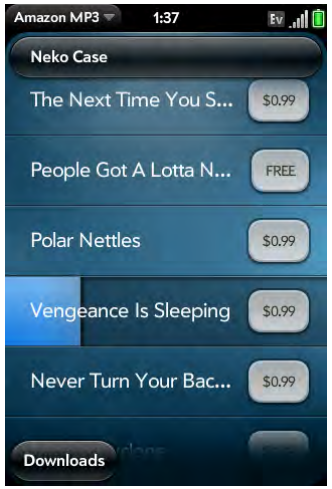
- Tap the album price and tap **Buy**.
- Tap a song price and tap **Buy**.

Preview and buy a song

BEFORE YOU BEGIN Before you download a song to your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an album or artist entry containing the song you want.

2 To preview a song, tap anywhere on the song entry except the price.

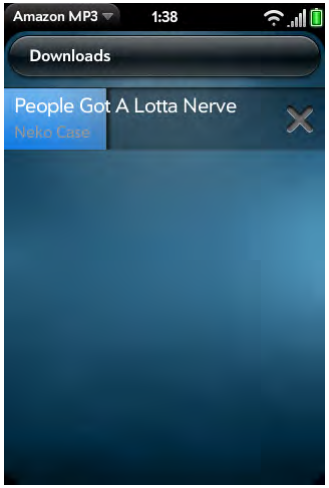


IMPORTANT Your credit card is charged for the price of an item as soon as you tap **Buy**.

3 Tap the song price and tap **Buy**.

View and work with downloaded items

1 Tap **Download** on any screen displaying this button. This displays items that you are currently downloading or that you already downloaded.



2 To cancel a current download, tap ✕.

After you download an item, listen to it in the Music application (see Listen to music).

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Web and wireless connections

With your Verizon Wireless network and your phone's web browser, you can take the web with you almost anywhere you go.

You can use your phone's Wi-Fi feature to connect to a public, work, or home network. The Bluetooth® wireless technology on your Palm® Pre™ phone helps you easily set up wireless connections to a number of devices.

In this chapter

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130 Location Services
131 Web
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137 VZ NavigatorSM
140 Bluetooth® wireless technology
142 Use your phone as a modem

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Wi-Fi

What is a Wi-Fi connection?

Many environments, such as corporate offices, coffee shops, airports, and libraries, offer access to a Wi-Fi network. A Wi-Fi network is a wireless local area network (WLAN). Your phone supports W-Fi connectivity based on the 802.11 standard (802.11b and 802.11g), with WPA, WPA2, WEP, and 802.1x authentication. A Wi-Fi access point, also called a hotspot, is a network device with an antenna that provides wireless connections to a larger network. When you're within range of an accessible Wi-Fi network, you can use your phone's Wi-Fi feature to connect to that network and access the web.

Why use a Wi-Fi connection?

A Wi-Fi connection is especially helpful in the following situations:

- You're outside a coverage area and you want to access the web.
- Your Verizon Wireless service plan incurs additional charges for data services and you want to minimize data service charges by using a Wi-Fi connection instead.
- You want to maintain a web connection while talking on the phone.
- You're inside a coverage area, but outside the Verizon Wireless EVDO coverage area. (A Wi-Fi connection may provide faster throughput than a 1x data connection.)

Are there different kinds of Wi-Fi networks?

There are two types of Wi-Fi networks.

Open networks: These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network for the first time, see Connect to a new open network.

Secure networks: These networks may broadcast their name, but at the very least, they require you to enter a password that you get from an administrator (who may be, for example, the librarian or the person behind the counter at the coffee shop). You may also have to get other network settings from the system administrator. To learn how to connect to a secure network for the first time, see Connect to a new secure network.

To connect to either type of network after the first time, see Connect to a previously used network.

Turn Wi-Fi on and off

Do one of the following:

- Open **Wi-Fi**, and tap **On** or **Off**.
- From any screen: Open the connection menu, tap **Wi-Fi**, and tap **Turn on Wi-Fi** or **Turn off Wi-Fi**.

If your phone finds the network you want, tap the network name to connect to it. Otherwise, see Connect to a new open network and Connect to a new secure network.

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Connect to a new open network

See Are there different kinds of Wi-Fi networks? for an explanation of open networks.

Some locations, such as airports or coffee shops, provide an open network but charge a fee to use it. After you connect your phone to the network, you need to open the web browser and register with the Wi-Fi service provider before you can check email or browse the web.

1 Open **Wi-Fi** .

2 Make sure Wi-Fi is on (see Turn Wi-Fi on and off).

3 Do one of the following:

- If the network you want is displayed: Tap the network name.
- If the network you want is not displayed: Tap **Join network** and enter the network name. Make sure Open is displayed in the Security field, then tap **Connect**.

TIP You can also open Wi-Fi by opening the connection menu, tapping **Wi-Fi**, and tapping **Wi-Fi Preferences**.

Connect to a new secure network

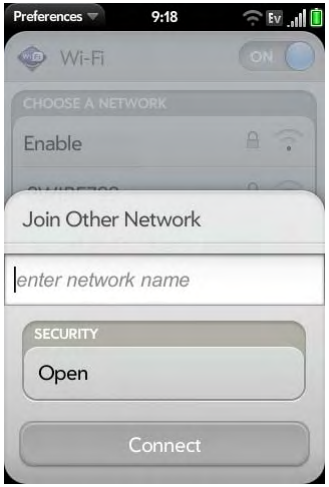
See Are there different kinds of Wi-Fi networks? for an explanation of secure networks.

1 Open **Wi-Fi** .

2 Make sure Wi-Fi is on (see Turn Wi-Fi on and off).

3 Do one of the following:

- If the network you want is displayed: Tap the network name, enter your **Username** and/or **Password**, and tap **Sign In**. You're done.
- If the network you want is not displayed: Tap **Join network** and enter the network name. Follow steps 4 to 7.



4 Tap the **Security** field, and then tap the network type: **Open**, **WPA-personal**, **WEP**, or **Enterprise**.

5 Tap **Connect**.

6 A series of different screens appears depending on the network type. Enter or select the following if you are prompted to do so: **Username** and/or **Password**, and **Certificate**.

7 Tap **Sign In**.

Connect to a previously used network

- If Wi-Fi is turned off: Turn on Wi-Fi (see Turn Wi-Fi on and off). Your phone automatically attempts to connect to a previously used network, starting with the most recently used network.
- If Wi-Fi is turned on but you are not connected to a network: Your phone automatically attempts to connect to a previously used network, starting with the most recently used network.

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- If you are connected to one network and want to use a different one: Open **Wi-Fi** . Tap another network name.

Disconnect from a network

When you disconnect from a network, you can keep it on your list of known networks so that your phone can automatically connect to it again. If you remove the network from your list of known networks, however, you must reconnect to the network. Follow the steps in Connect to a new open network or Connect to a new secure network to connect to the network again.

- To disconnect from a network but keep it on your list of known networks: Turn off Wi-Fi (see Turn Wi-Fi on and off). This disconnects from the network.
- To disconnect from a network and remove it from your list of known networks: Open **Wi-Fi** . Tap the network name, and then tap **Forget Network**.

Customize connection settings

Do not change Wi-Fi settings unless you are having trouble connecting to a network.

BEFORE YOU BEGIN You must be connected to the network you want to customize (see Connect to a new open network, Connect to a new secure network, or Connect to a previously used network).

1 Open **Wi-Fi** .

2 Tap the network name.

3 In **Automatic IP settings**, tap **On** or **Off**.

- When Automatic IP Settings are on: The IP address is automatically and dynamically configured.
- When Automatic IP Settings are off: You can manually configure the IP address.

4 If you turned automatic IP settings off, enter any of the following: **IP Address**, **Subnet Address**, **Gateway**, and/or **DNS Server** (addresses #1 and #2).

5 Tap **Done**.

Location Services

The Location Services application provides information about your location to applications that request it. For example, Google Maps may use your location information if you need driving directions.

1 Open **Location Services** .

2 The first time you open Location Services you may be asked to review and accept the terms of use, and decide whether to allow anonymous data collection. Tap **Next** and do the following:

- Review the terms of use.
- If you decide not to allow anonymous data collection, tap the checkmark to remove it.
- Tap **Agree** or **Don't Agree**.

3 Decide whether to enable auto locate, or whether you want to be asked each time an application needs to know your location: Tap **Auto Locate** or **Ask Each Time**.

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4 To change settings after you accept the terms of use, tap **On** or **Off** for any of the following:

Auto Locate: If you turn Auto Locate off and an application subsequently needs to know your location, a notification appears asking if the application can identify your location. Tap **Allow** to turn on Location Services for that session only.

Geotag Photos: If Geotag Photos is turned on, photos are tagged with the latitude and longitude coordinates of the location in which they were taken.

DID YOU KNOW? The geotag data is stored in the photo file; it's not displayed on the image itself. A common use of the geotag occurs in online photo services like Photobucket and desktop applications like Google Earth, which use the data to position the photo as a thumbnail on a map.

Background Data Collection: Turn on Background Data Collection to allow the collection of anonymous aggregate location data to improve the quality of the location services provided to applications that require them.

5 To choose how you want to be located, open application menu, tap **Locate Me Using**, and choose one or both of the following:

GPS

Google Service

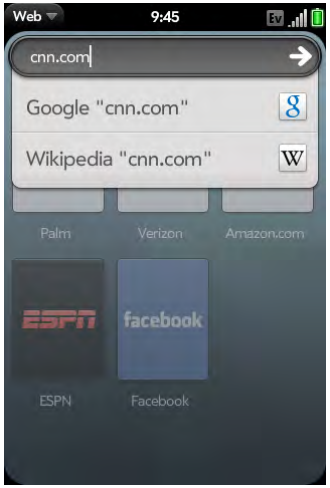
Web

Go to a website

The web browser on your phone is capable of displaying most web content. The browser features the latest web standard technologies such as HTML 4.01, CSS 2.1, Ajax, and JavaScript. It does not support plug-ins such as Flash or Java applets.

1 Open **Web** .

2 Enter the address of the page. You don't need to enter the prefix http://www.



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If the page appears in the list of viewed pages, tap it to go there again. If not, press **Enter**.

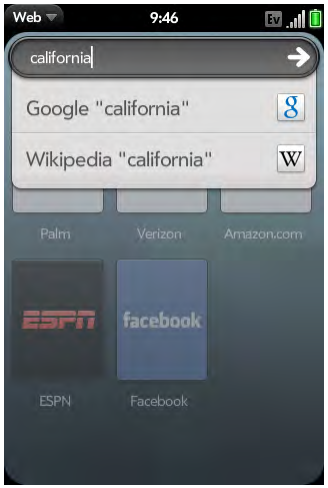
DID YOU KNOW? If you browse to a secure web page, the lock icon in the address line appears closed.

3 To cancel a page while it is loading, tap .

Go to a website using search

You can also search the web from the Launcher or Card view (see Search to find info and make calls).

1 Open **Web**.



2 Enter the search term and tap a search option.

Open another browser

If you are looking at one web page and need to check something on a different one, simply open another browser.

1 Open the application menu and tap **New card**.

2 Enter the address or search term for the second web page.

3 To move between the two pages, tap the center of the gesture area to display Card view. Tap one web page and then the other to go between the two.

Navigate a web page

- Move back through previously viewed pages: Tap or make the back gesture from right to left anywhere in the gesture area.
- Move forward through previously viewed pages: Tap or make the forward gesture from left to right anywhere in the gesture area.
- Refresh the current page: Tap .
- Scroll a page: Swipe up or down on the screen.
- View a web page in landscape mode: Turn the phone on its side. When the display is in landscape mode, you can swipe up and down on the gesture area to scroll up and down a page.
- Zoom in or out on a page: Pinch out to enlarge items onscreen. Pinch in to decrease the size of items onscreen. Double-tap the screen to zoom in or out a specified amount.
- Zoom into a column of a web page: Double-tap the page to center a column and enlarge it. To zoom out to see the whole page again, keep double-tapping.
- Pan a page: Tap, hold, and drag the page.
- Enter information in a form: Tap the form field. Enter or select information and press **Enter**.
- Share a web address as a link: Open the application menu, tap **Page**, and tap **Share**. Create the email message.
- Display the address bar: Start typing a search term or web address, or scroll to the top of the page.

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- Save a photo to Photos: Press and hold **Option** and tap the photo. Tap **Copy to Photos**.

Add a web page to the Launcher

Add any web pages you visit frequently to the Launcher so you can access them in a few taps.

1 Open the page you want to add to the Launcher.

2 Open the application menu, tap **Page**, and tap **Add To Launcher**.

3 Enter any of the following:

Icon: Tap the currently displayed page icon thumbnail. Then tap, hold, and drag the web page to use a different portion of the page as the Launcher icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

Title: See Text selection gestures for useful gestures if you want to edit the page title.

URL: Enter or edit the URL for the page. For example, change the URL to the home page of a site instead of a drill-down page within the site.

4 Tap **Add To Launcher**.

The page now appears as an icon on the Launcher. Tap the icon to open the page. To delete the page from the launcher, see Delete an application.

Create a bookmark

1 Open the page you want to bookmark.

2 Open the application menu and tap **Add Bookmark**.

3 Enter any of the following:

Icon: Tap the currently displayed bookmark icon. Then tap, hold, and drag the web page to use a different portion of the page as the bookmark icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. If you add the bookmark to the Launcher, the icon is used as the Launcher icon. Tap **Done**.

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Title: See Text selection gestures for useful gestures if you want to edit the bookmark title.

URL: Enter or edit the URL for the bookmark. For example, change the URL to the home page of a site instead of a drill-down page within the site.

4 Tap **Add Bookmark**.

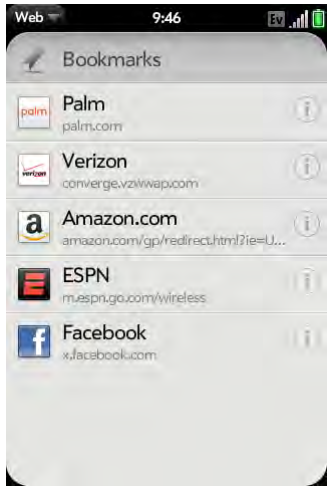
The first 12 bookmarks you create become thumbnails on the start page of the Web app.

NOTE Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, the original thumbnail icon is restored.

Open a bookmarked page

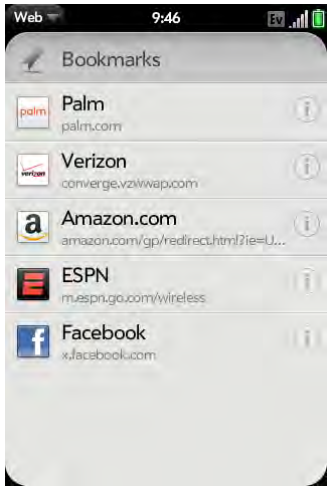
Do one of the following:

- From the start page when you open the browser: Tap a thumbnail.
- While navigating a website, or to open a bookmark that does not appear as a thumbnail on the start page: Open the application menu and tap **Bookmarks**. Then tap a bookmark.



Edit, reorder, or delete a bookmark

1 Open the application menu and tap **Bookmarks**.



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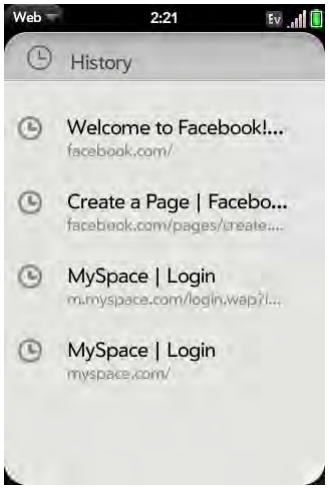
2 Do one of the following:

- Edit: Tap to the right of the bookmark name. Enter the new icon, title, or URL and tap **Save Bookmark**.
- Reorder: Tap, hold, wait for the visual cue, and then drag the bookmark.
- Delete: Throw the bookmark off the side of the screen and tap **Delete**.

Return to previously viewed web pages

1 Open the application menu and tap **History**.



2 Scroll to the page name and tap the page.

You can also search for a recently viewed page by entering a term or address in the address bar in the standard Web view, that matches the page name or address.

Use links on a web page

- To follow a link to another page: Zoom in on the page (pinch out or double-tap the page), and tap the link.
- To open a link in a new card: Press and hold **Option** and tap the link. Tap **Open In New Card**.
- To dial a phone number that appears as a link: Tap the link to display the dial pad with number entered, and tap .
- To share a link with someone via email: Press and hold **Option** and tap the link. Tap **Share Link**.
- To share a link to a photo with someone via email: Press and hold **Option** and tap the photo. Tap **Share Image**.
- To copy the URL for a link: Press and hold **Option** and tap the link. Tap **Copy URL**.

Download files from the web

1 Open **Web** .

2 Go to the web page with the file you want to download.

3 Tap the file name.

4 If an app on your phone supports the file type, the file name appears at the bottom of the screen. Tap to open the file.

All files are downloaded to the phone's USB storage. If an app on your phone supports the file type, you can also find the file in that app. For example, if it's a PDF file, find it in PDF View, and if it's an MP3 file, find it in Music.

Customize web browser settings

1 Open **Web** .

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2 Open the application menu and tap **Preferences**.

3 Set any of the following:

Block Popups: Prevents websites from opening up new browser windows. Tap **Yes** to turn Block Popups off.

Accept Cookies: Allows cookies from any website you view, even if you are redirected to a site from another site. Tap **Yes** to turn Accept Cookies off.

JavaScript: Tap **On** to turn off JavaScript. Turning off JavaScript may prevent some websites from functioning properly.

Clear History: Tap to delete your browsing history.

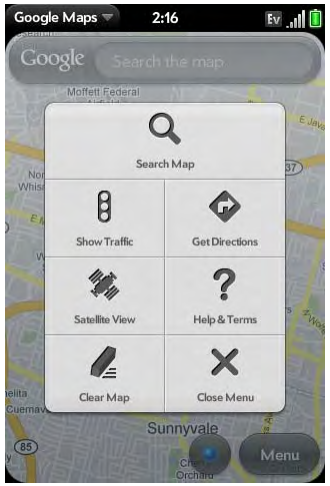
Clear Cookies: Tap to delete cookies used by some websites to remember visiting history and user settings.

Clear Cache: Tap to delete any web page content that has been stored in the local cache. This ensures that you are viewing the most current content when you visit a web page.

Google Maps

1 Open **Google Maps**.

2 Tap **Menu** in the lower-right corner.



In Google Maps, use these icons to do the following:

Table 1. Google maps icons

Icon	Description
	Search Map: Search for a location.
	Show Traffic: View local traffic conditions.
	Get Directions: Get directions.
	Satellite: View a satellite photo of the map area.
	Map: In Satellite view, tap to return to Map view.

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Table 1. Google maps icons

Icon	Description
?	**Help & Terms:** Get help.
	Clear Map: Clear the current map.
✕	**Close Menu:** Close the Google Maps menu.

VZ Navigator℠

You can use VZ Navigator℠ to check weather conditions, get driving directions, and search for services.

Sign up for VZ Navigator℠

The first time you open VZ Navigator, you are asked to pay a monthly subscription for the service. To continue, tap **Buy** and then tap **Accept** to confirm your purchase. Review the license agreement and tap **Accept** to continue.

NOTE When you agree to buy VZ Navigator, the charge is added to your monthly Verizon Wireless bill.

Check local weather conditions

1 Open **VZ Navigator** .

2 If prompted, tap **Allow** to turn on **Location Services**.

3 Tap the temperature to see the local seven-day forecast. In forecast view, tap a day to see wind, precipitation, humidity, sunrise, and sunset information for that day.

Get directions

1 Open **VZ Navigator** .

2 If prompted, tap **Allow** to turn on **Location Services**.

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3 Tap **Navigate**.

4 Enter the following information:

Destination: Enter a destination, or tap ▶ and select a destination from Recents, Favorites, Contacts, or Airports.

Start: Your current location is entered as your default starting point. Tap **Current Location** and enter a new starting point, or tap ▶ and select a starting point from Recents, Favorites, Contacts, or Airports.

Route Options: Tap to select your preferred route options.

5 Do one of the following:

- To start turn-by-turn voice navigation: Tap **Navigate**.
- To see step-by-step text directions: Tap **Preview**.

Share location information

You can use the Share feature to send location information to other Verizon Wireless phones that have VZ Navigator installed. Users who receive a Shared location can view the location on a map or select to drive to the location using the audible turn-by-turn navigation.

NOTE You cannot use the Share feature to send location information to non-Verizon Wireless phones.

1 Open **VZ Navigator**.

2 If prompted, tap **Allow** to turn on **Location Services**.

3 Tap **Share**.

4 Tap **Share New Place**.

5 In the **To** field, do one of the following to address the message:

- Enter a contact name, initials, or email address. Tap the email address when it appears.
- Tap to open the full contact list. Tap the contact you want.
- Enter the full email address for a recipient who is not a contact.

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6 (Optional) To share a location other than your current location, tap ▶ in the **Place** field and browse to a new location.

7 (Optional) Type a message in the **Message** field.

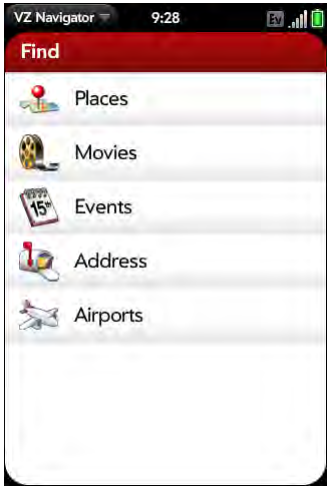
8 Tap **Send**.

Find a location or a service

1 Open **VZ Navigator** .

2 If prompted, tap **Allow** to turn on **Location Services**.

3 Tap **Find**.



4 Tap any of the following:

Places: Search for a variety of services, including hospitals, gas stations, banks, restaurants, stores, and more.

Movies: Search for movies playing near you.

Events: Search for events happening near you.

Address: Search for an address.

Airports: Search for directions to an airport.

5 (Optional) On an address details page, open the application menu and tap **Add To Favorites**. Then tap **OK**.

Customize VZ Navigator

1 Open **VZ Navigator** .

2 If prompted, tap **Allow** to turn on **Location Services**.

3 Open the application menu and tap **Preferences**. Tap to set any of the following:

Regional: Select units of measurement for distance and temperature.

Navigation: Select a mode of transportation, and then set your preferences for the kind of route VZ Navigator should design for you.

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Display: Select items for the icon tray displayed on maps and for the carousel displayed on the main screen of VZ Navigator.

Audio: Select the voice that gives you turn-by-turn directions, and set whether you want to hear street names or short voice prompts.

4 To clear all your VZ Navigator information, including messages, recents, and favorites: Open the application menu, tap **Master Clear**, and tap **OK**.

Bluetooth® wireless technology

What is Bluetooth® wireless technology?

With the Bluetooth® wireless technology on your phone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit (see Set up and use a Bluetooth® hands-free device). If your computer is enabled with Bluetooth wireless technology, you can also use your phone to connect your computer to the Internet (see Use your phone as a modem).

Before you can connect to another Bluetooth device, you need to pair with that device. You can either make the pairing request from your phone (see Make a pairing request to another device), or accept a pairing request from the other device (see Accept a pairing request from another device).

Turn the Bluetooth feature on/off

Do one of the following:

- Open **Bluetooth**, and tap **On** or **Off**.
- From any screen: Open the connection menu, tap **Bluetooth**, and tap **Turn on Bluetooth** or **Turn off Bluetooth**.

Make a pairing request to another device

BEFORE YOU BEGIN The other device must be discoverable to appear on your phone's Devices list. Check the documentation that came with the other device for information on making it discoverable.

You can make a pairing request to a Bluetooth audio device such as a headset, car kit, or A2DP device.

1 Open **Bluetooth**.

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off).

3 Tap **Add device** and tap the device name on the list of discoverable Bluetooth devices.

4 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey is required, tap **Yes, allow**.

5 Do one of the following:

- An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.

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- The screen displays a passkey generated by your phone: Enter the displayed passkey on the other device.
- The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

TIP You can also open the Bluetooth app by opening the connection menu, tapping **Bluetooth**, and tapping **Bluetooth Preferences**.

Accept a pairing request from another device

NOTE Your phone is only discoverable when the Bluetooth app is open, the app windows is maximized, and Bluetooth is turned on. If you move away from the Bluetooth app, minimize the app to a card, or turn off the screen, your phone is no longer discoverable.

1 Open **Bluetooth** .

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off).

3 Initiate a pairing from the other device.

4 When the connection request appears, tap **Yes, allow**.

5 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey screen appears, do one of the following:

- An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.
- The screen displays a passkey generated by your phone: Enter the displayed passkey on the other device.
- The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

Connect with a paired device

After you pair with a device, you can connect to that device without having to go through the pairing process again.

NOTE To connect with a paired computer, you must initiate the connection from the computer. See the computer documentation for instructions.

1 Open **Bluetooth** .

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off) and tap the device name.

Disconnect from a device

Disconnecting from a device does not mean you delete the relationship you created between the device and your phone. See Connect with a paired device for instructions on how to reconnect with the device.

1 Open **Bluetooth** .

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2 Tap the connected device name to disconnect from it. Or tap another device name to disconnect from the current device and connect to the new device.

Delete a device

Deleting a device means you end the relationship you created between your phone and the device. This means that you will need to pair with the device again if you want to connect (see Make a pairing request to another device or Accept a pairing request from another device). If all you want to do is temporarily disconnect from a device, see Disconnect from a device.

1 Open **Bluetooth** .

2 Throw the name off the side of the screen and tap **Delete**.

Rename a device

1 Open **Bluetooth** .

2 Tap and hold the device name.

3 Enter a new name.

Use your phone as a modem

BEFORE YOU BEGIN Check with Verizon Wireless to see if your service plan supports this feature.

You can use your phone as a modem by setting up a personal area network (PAN). Using your phone as a modem lets you access the Internet from your computer anywhere you can connect to the Verizon Wireless network.

1 Pair your phone and your computer. You must initiate the pairing request from your computer (see Accept a pairing request from another device).

2 After the two devices are paired, make a Bluetooth connection from your computer to your phone. You must initiate the connection from your computer.

3 To check the connection, open your computer's web browser. If the browser opens successfully to your home page, the connection is working.

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Documents

Your Palm® Pre™ Plus phone enables you to take your office with you—including your Microsoft Office files. You can view and search Microsoft Word, Excel®, and PowerPoint® files on your phone.

You can also view PDF files on your phone.

In this chapter

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Doc View

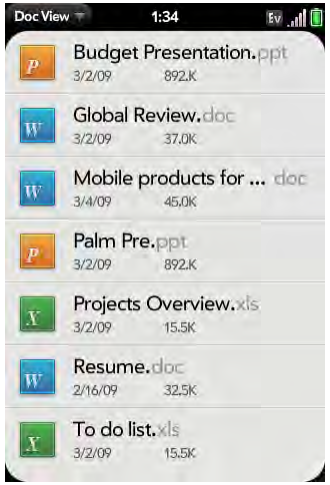
With Doc View, you can view Microsoft Word, Excel®, and PowerPoint® files on your phone.

Open a file

BEFORE YOU BEGIN Before you put files on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

You can view a file that you copy from your computer (see Copy files between your phone and your computer) or receive as an email attachment (see Open attachments). You can view files in DOC, DOCX, TXT, XLS, XLSX, PPT, and PPTX formats.

1 Open **Doc View** . The list of the Microsoft Office files that are on your phone appears onscreen.



2 To search for a file, enter the name. Tap the file when it appears.

3 To open a second file: Open the application menu and tap **Open**. Tap the file.

Change the display size

For information on zooming in and out, see Zoom gestures.

- Pinch out to enlarge items onscreen.
- Pinch in to decrease the size of items onscreen.
- Double-tap the screen to zoom in or out a specified amount.
- Turn on horizontal scroll (Word documents only): Open the application menu and tap **Wide View**. In Wide view, text does not wrap on the right side of the screen. You can scroll horizontally to see more text.

Find text in a file

1 With a file open, open the application menu and tap **Find**.

2 Type the text you want to find and press **Enter** or tap . The first instance of the text appears highlighted.

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3 Do one of the following:

- Find the next instance: Tap ▼.
- Find the preceding instance: Tap ▲.

4 To exit search, open the application menu and tap **Find**.

Save a file with a new name

1 With the file open, open the application menu and tap **Save As**.

2 Enter the new file name and tap **Save As**.

Share a file

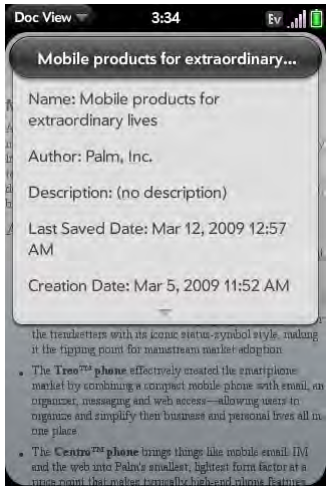
1 With the file open, open the application menu and tap **Share**.

2 Create the email message and tap ✈.

View file properties

You can view properties such as the file size, date created or modified, and more.

1 With the file open, tap the file name.



2 Tap outside the file properties to dismiss them.

Work with comments, endnotes, and footnotes in a Microsoft Word document

In an open Word document, comments, endnotes, and footnotes are indicated by highlighted text.

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1 Tap the text or footnote indicator to open the comment, endnote, or footnote.

2 To close the comment, endnote, or footnote, tap outside it.

Select a row or column in an Excel® spreadsheet

- Tap the row header or column header.

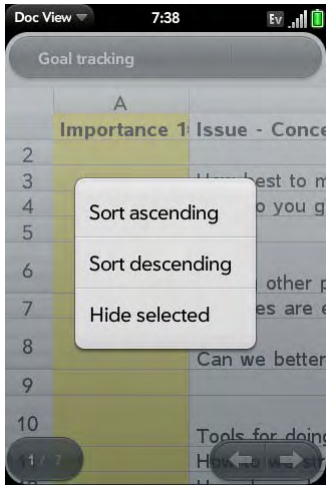
Resize rows or columns in a spreadsheet

1 Open the application menu and tap **Resize**.

2 Tap, hold, and drag the row or column.

Show or hide rows or columns in a spreadsheet

- To hide a row or column: Tap the row or column header to select it, and tap **Hide selected**.



- To show a hidden row or column: Tap, hold, and drag one of the row or column headers to either side of the hidden row or column. Tap **Show Hidden**.
- To display all hidden rows or columns: Open the application menu and tap **Show All Hidden**.

Sort your data in a spreadsheet

- Tap the column header and tap **Sort ascending** or **Sort descending**.

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Switch among sheets

Do one of the following:

- Tap ➡ or ⬅ to move to the next or previous sheet.
- Open the application menu and tap **Worksheets**. Tap the sheet.
- Tap the current sheet number in the lower-left corner of the screen. Enter the page number you want to jump to and press **Enter** ↵.

View comments in a spreadsheet

In an open Excel® spreadsheet, comments are indicated by a red triangle in the upper-right corner of the relevant cell.

1 Tap the red comment indicator to open the comment.

2 Tap the comment to close it.

Switch among views in a PowerPoint® presentation

In an open presentation, open the application menu and tap a view.

To return to normal presentation view from Outline or Show Notes view:

- From Outline view: Tap a slide.
- From Notes view: Open the application menu, and tap **Show Notes**.

Move around in a presentation

- Go to the next or preceding slide: Tap ➡ or ⬅.
- Jump to a different slide: Tap the current slide number in the lower-left corner of the screen. Enter the slide number you want and press **Enter** ↵.

Upgrade to Documents To Go® from DataViz

With Documents To Go® from DataViz, you can create and edit Word, Excel, and PowerPoint files right on your phone, in addition to viewing them.

1 Open **Doc View**.

2 Open a document, open the application menu, scroll down the menu if needed, and tap **Document Editing**.

For more information on Documents To Go, go to dataviz.com.

PDF View

With PDF View, you can view PDF (Adobe Acrobat) files on your phone.

Open a file

You can view a PDF file that you copy from your computer (see Copy files between your phone and your computer) or receive as an email attachment (see Open attachments).

NOTE Before you put files on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

---

1 Open **PDF View**. The list of your files appears onscreen.

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2 To search for a file, begin typing the name. Tap the file when it appears.

If the PDF file was created with a password, enter the password to open the file.

3 To open a second file: Open the application menu and tap **Open**. Tap the file.

TIP To move between open PDFs, tap the center of the gesture area to go to Card view. Tap the card of the PDF you want to read.

Move around in a file

- Go to the next or preceding page: Tap or .
- Jump to a different page: Tap the current page number at the bottom of the screen. Enter the page number you want and press **Enter** .
- Move a part of the current page to the center of the display: Tap and hold on the part of the page you want, and drag it to the center.

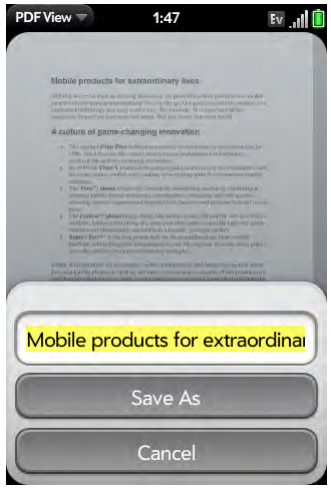
Change the display size

For information on zooming in and out, see Zoom gestures.

- **Pinch out to enlarge items onscreen.**
- Pinch in to decrease the size of items onscreen.
- **Double-tap the screen to zoom in or out a specified amount.**

Save a file with a new name

1 With the file open, open the application menu and tap **Save As**.



2 Enter the new file name and tap **Save As**.

Share a file

1 With the file open, open the application menu and tap **Share**.

2 Create the email message and tap .

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View bookmarks

If a PDF file was created with bookmarks, you can see the bookmarks on your phone.

1 With the file open, open the application menu and tap **Bookmarks**.

2 To search for a specific bookmark, type the bookmark name.

3 Tap a bookmark to jump to that section of the file.

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Preferences

There are lots of ways to make your Palm® Pre™ Plus phone work better for you. Personalize your phone to make it match your lifestyle.

You can easily customize many features of your phone like the wallpaper, screen brightness, ringtone for incoming calls, and more.

In this chapter

152 Backup
155 Date & Time
155 Device Info
158 Regional Settings
159 Screen & Lock
161 Sounds & Ringtones

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Backup

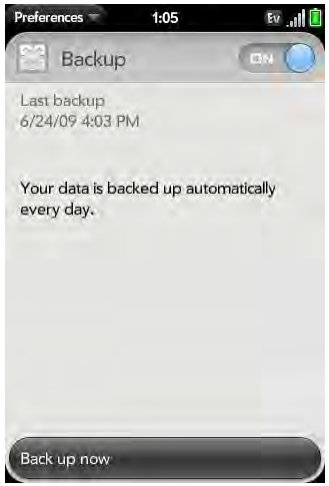
Back up your information

A Palm profile connects your phone to Palm to get automatic updates, back up your data, and more. You create a Palm profile when you set up your phone.

Your phone backs up the contacts, calendar events, tasks, and memos that are in your Palm profile account, as well as system settings and applications you downloaded to your phone. An automatic backup to your Palm profile of all this information happens every day. So if you ever need to erase the info from your phone, you can restore all your backed-up info. You can turn off automatic backup, and you can also perform a manual backup.

Backup does not affect information stored in online accounts like Google. Information stored in online accounts is synchronized by the online provider at regular intervals. Information stored in Outlook is synchronized by your company's Exchange server.

1 Open **Backup**.



2 Do any of the following:

- Back up your information manually: Tap **Back up now**.
- **Turn off automatic backup and delete backed-up information:** Tap **On** to switch backup from On to Off. Tap **Turn Off And Erase Data**. This deletes all your information on the server. It does not affect the information on your phone.

TIP Open **Device Info** to delete the information on your phone (see Erase data and reset your phone).

- **Turn on automatic backup if you had previously turned it off:** Tap **Off** to switch Backup from Off to On.

What information is backed up?

All data backed up to your Palm profile is encrypted, and only you, the profile owner, can access your data. Backed up data cannot be accessed by Palm. Data in your Palm profile account can only be added to or edited on your phone.

IMPORTANT In the event that your phone is lost or stolen, you can go to your Palm profile on palm.com and from there erase the data on your phone.

The following table summarizes the data that is backed up:

Table 1. Backup summary table

Application	Backed up	Not backed up
Amazon MP3	**Nothing is backed up.** You can copy files from the AmazonMP3 folder on your phone to your computer while the phone is in USB Drive mode (see Copy files between your phone and your computer).	

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Table 1. Backup summary table

Application	Backed up	Not backed up
Backup	Backup setting is on by default.	
Bluetooth	**Nothing is backed up.**	
Calendar	Events in your Palm profile account. Username for accounts like Google that sync calendar events online. Preferences (see Customize Calendar).	Events in online accounts. Password for online accounts.
Contacts	Contacts in your Palm profile account. Username for accounts like Google that sync contacts online. Preferences (see Customize Contacts). Linking relationships between contacts.	Contacts in online accounts. Original contact photos added from a local image on the phone. Password for Facebook accounts. Speed dials.
Date & Time	**Nothing is backed up.**	
Doc View	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	

Table 1. Backup summary table

Application	Backed up	Not backed up
Email	Username of your email accounts. When you sign in to your Palm profile after your phone is erased, email accounts are restored and synchronized after you enter the password for each account.	Emails, their contents, and attachments, their sort order, and account preferences.
Launcher	**Nothing is backed up.**	
Location Services	**Nothing is backed up.**	
Memos	All memos.	
Messaging	Username of accounts.	Message contents, passwords, attachments, and history.
Music	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
PDF View	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
Phone	**Nothing is backed up.**	
Photos	Username of online accounts like Facebook and Photobucket.	**No photos are backed up.** Keep a copy of your photos on your computer (see Copy files between your phone and your computer). Online passwords are not backed up.

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Table 1. Backup summary table

Application	Backed up	Not backed up
Regional Settings	**Nothing is backed up.**	
Screen & Lock	**Nothing is backed up.**	
Sounds & Ringtones	Nothing is backed up.	
Tasks	Tasks in your Palm profile account. Username for accounts like Microsoft Exchange ActiveSync that synchronize tasks online.	Tasks in online accounts. Passwords are not backed up.
Third-party apps	Apps you downloaded are downloaded again from App Catalog.	
Videos	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
Wallpaper	**Nothing is backed up.**	
Web	Bookmarks. Browser cookies.	
Wi-Fi	**Nothing is backed up.**	

Update your Palm profile settings

IMPORTANT To ensure that the data on your phone is consistent with that stored on your Palm profile, it is recommended that you perform a manual backup of your data after changing any of your Palm profile settings (see Back up your information).

1 Open **Backup** .

2 Open the application menu and tap **Palm Profile**.

3 Enter your Palm profile password and tap **Done**.

4 Edit any of the following:

First Name/Last Name: Change the first name and/or last name associated with your Palm profile.

Email: Change the email address associated with your Palm profile. A verification email is sent to the new address. Click the link in the email to verify the new address. After you verify, the email address is changed.

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Security Question/Answer: Tap the current question and tap a new one. Then tap **Answer** and enter an answer.

Change Password: Tap **Change Password**. Enter your new password and confirm it. Tap **Done**.

Erase your Palm profile data

In the event that your phone is lost or stolen, you can go to your Palm profile on your computer and from there, erase the data on your phone.

1 On your computer, go to palm.com/palmprofile.

2 Log in to your profile.

3 Click **Device Info**.

4 Click **I Lost My Phone**.

5 Read the information carefully, and if you decide to erase your data, click **Erase Device**.

Date & Time

You can set your phone to adjust the date and time automatically to the local date and time wherever you are, or you can turn this feature off and enter this information manually.

1 Open **Date & Time**.

2 Set any of the following:

Time Format: Set whether to use a 12-hour or a 24-hour format.

Network time: Tap **On** or **Off**. If you turn this option off, select the date and time. If you switch from manual time to network time, there might be a delay before the network time updates on your phone.

Network time zone: Tap **On** or **Off**. If you turn this option off, tap the city that appears onscreen. Type the name of a country or city in the time zone you want, and then tap the location.

Device Info

View system information

1 Open **Device Info**. Basic system information is displayed, such as your phone number, battery usage, and available memory.

2 To view more detailed system information, tap **More Info**, and tap **Software** or **Hardware**.

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Rename your phone

1 Open **Device Info**.

2 Tap the **Name** field and enter the new name.

Restart your phone

If an application freezes, first try restarting your phone. No files or settings are changed when you restart.

1 Open **Device Info**.

2 Tap **Reset Options** and tap **Restart**.

NOTE If the screen does not respond to taps, press and hold **power** and slide the **ringer switch** three times to restart your phone.

TIP You can also restart your phone by pressing and holding **power**, tapping **Power**, and then tapping **Restart**.

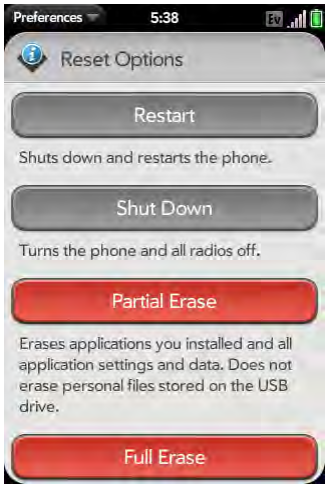
Erase data and reset your phone

If restarting your phone does not solve the problem, you may need to reset the phone. A reset deletes some or all information from your phone (depending on the type of reset you select). After a reset, you must follow the prompts to sign in to your Palm profile again before you can use your phone.

IMPORTANT You should perform a manual backup of your data before resetting your phone (see Back up your information).

1 Open **Device Info**.

2 Tap **Reset Options**.



3 Do one of the following:

- Erase all data from the phone except items stored in USB drive storage, such as pictures, videos, and music: Tap **Partial Erase** twice.
- Erase all data from the phone: Tap **Full Erase** twice. All data from all accounts is erased from your phone, including information about your Palm profile. But all your data on the web—in your online accounts and in your Palm profile—is untouched. Perform a full erase when you give your phone to somebody else and you don't want that person to be able to access your data. Also, before giving your phone to another person, you must manually delete all the apps you installed, because they reappear on your phone after a full erase (see Delete an application). After a full erase, sign in to your Palm profile—this restores your Palm profile data and information from online accounts, but not your stored files such as pictures, videos, and music (you must copy those again to the phone; see Copy files between your phone and your computer). You can also sign in to your Palm profile on a new phone and restore your data to the new phone.

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TIP You can also perform a full erase by pressing and holding **Option** + **Sym** + **power**.

IMPORTANT If you have a Palm profile from a phone that you no longer use, you can sign in to your existing profile. All info associated with your profile is downloaded to your new phone.

Run Quick Tests

If you are troubleshooting your device with a support agent, you can run Quick Tests to get diagnostic information. If you need more information after running Quick Tests, you can run one or more Interactive Tests (see Run Interactive Tests).

1 Open **Device Info** .

2 Open the application menu and tap **Quick Tests**.

3 Work with the support agent to view and report the test results.

Run Interactive Tests

If you are troubleshooting your device with a support agent and need more information after running Quick Tests (see Run Quick Tests), you can run one or more Interactive Tests.

1 Open **Device Info** .

2 Open the application menu and tap **Interactive Tests**.

3 Work with the support agent to run and view results from one or more tests.

Change default applications

If you have more then one application on your phone that can perform a particular function, you can change the default application to use for that function. For example, your phone comes with two applications that can be used to show the map location of an address: Google Maps and VZ Navigator. You can select which of these applications opens by default when you tap an address to see its location on a map. Google Maps is the default application.

1 Open **Device Info** .

2 Open the application menu and tap **Default Applications**.

3 Tap a data type in **Data Types** and tap an application.

To override the default application setting when looking for the map location of an address: Press and hold **Option** , tap the address, and tap an application.

Use Certificate Manager

Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

Add a certificate from USB drive storage

You can install a certificate that is located in the USB drive storage on your phone. To copy a certificate into USB drive storage, see Copy files between your phone and your computer.

1 Open **Device Info** .

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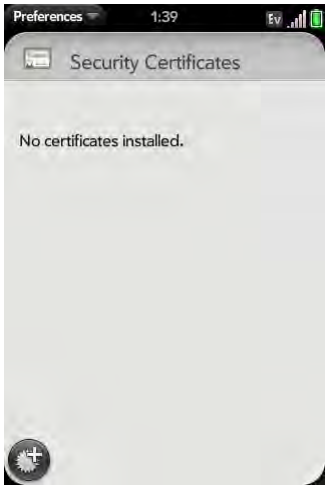
2 Open the application menu and tap **Certificate Manager**.



3 Tap and tap the certificate name.

Add a certificate from an email attachment

- Open the email attachment (see Open attachments), and then tap **Trust Certificate**.

View certificate details

Only user-installed certificates can be viewed.

1 Open **Device Info**.

2 Open the application menu and tap **Certificate Manager**.

3 Tap the certificate name.

Delete a certificate

Only user-installed certificates can be deleted.

1 Open **Device Info**.

2 Open the application menu and tap **Certificate Manager**.

3 Tap the certificate and tap **Delete Certificate**.

Regional Settings

Language

You can set your phone display to any language available for the device.

1 Open **Regional Settings**.

2 Tap the language in the **Language** field, and then tap a language.

3 If a region list is displayed, tap the region.

4 Confirm you want to use the new language, or revert to the original language.

Your phone resets after you select a new language. You do not lose any data or applications.

Formats

You can set your phone to format numbers, currency, date, and time to reflect your country's style.

1 Open **Regional Settings**.

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2 Tap the country name.

3 Do one of the following:

- Type the name of another country, and when it appears, tap it.
- Scroll down to find a country, and then tap it.

4 Confirm you want to change the format, or tap **Cancel**.

Your phone resets after you select a new country format. You do not lose any data or applications.

Screen & Lock

Change screen brightness

1 Open **Screen & Lock**.

2 Under **Screen**, tap, hold, and drag the **Brightness** slider to the preferred level.

Set the interval for turning the screen off automatically

By default, your screen turns off after one minute of inactivity to save battery power. You can change this interval.

1 Open **Screen & Lock**.

2 In **Turn off after**, tap the interval shown, then tap the number of seconds or minutes.

Change your wallpaper

Your wallpaper is the screen background in Card view. You can customize the wallpaper to show a favorite picture.

1 Open **Screen & Lock**.

2 Tap **Change Wallpaper**.

3 Do one of the following:

- Use an existing picture as the background: Tap the album containing the picture, and tap the picture.
- Use a new picture as the background: Tap **New Photo** and take the picture.

4 (Optional: applies to new pictures only) Do either or both of the following:

- To zoom out or in on a part of the picture: Pinch in or out on the picture.
- To capture the portion of the picture you want to use as wallpaper: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the wallpaper.

5 Tap **Set Wallpaper**.

Turn advanced gestures on/off

Turning on advanced gestures gives you two additional gestures, previous and next, and also changes the way you make the back gesture and the forward gesture in Web.

- **New gestures:** The previous and next gestures let you move among your open applications without first going to Card view. The new previous gesture is a full swipe from left to right across the entire length of the gesture area. The new next gesture is a full swipe from right to left across the entire length of the gesture area. Use these gestures when you have more than one app open and an app is displayed full-screen. By making

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the previous and next gestures you go from full-screen view to full-screen view of each app. The order of applications is determined by the order that you opened them or arranged them in Card view.

- **Change to back gesture and to the forward gesture in Web:** The back gesture still goes from right to left in the gesture area, but you must make a shorter swipe. The forward gesture in Web also requires a shorter swipe.

1 Open **Screen & Lock**.

2 In **Switch Applications**, tap **On** or **Off**.

Set options for unlocking the screen

The screen locks five seconds after it turns off automatically, or immediately if you turn the screen off manually. Use Secure Unlock if you want to require a PIN or a password to unlock the screen.

TIP If your company issued your phone to you, check with your system administrator whether the company has its own settings for locking and unlocking the screen of your phone.

1 Open **Screen & Lock**.

2 To turn Secure Unlock on: Tap **Off** in **Secure Unlock**, tap **Simple PIN** or **Password** and do one of the following:

Simple PIN: Enter a PIN of any length. This is a PIN that you make up. Enter the PIN again to confirm, and then tap **Done**.

Password: Enter a password containing any combination of letters and numbers. Enter the password again to confirm, and then tap **Done**.

IMPORTANT Be sure to write down your PIN or password and keep it somewhere safe. If you forget your PIN or password, you need to remotely reset your phone and may lose data.

3 Tap **Lock After** to choose whether the screen locks after a designated time, or after the screen turns off.

4 (Optional) Under **Notifications**, tap **On** or **Off** to set whether notifications are displayed when the screen is locked.

5 To turn Secure Unlock off: In **Secure Unlock**, tap **On**. Enter the PIN or password, and then tap **Done**.

TIP To change your PIN or password, in **Secure Unlock**, tap **Change PIN** or **Change Password**. Enter the old PIN/password and the new PIN/password, and then tap **Done**.

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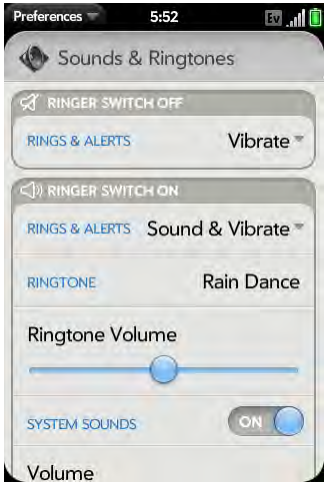
Sounds & Ringtones

Manage system sounds and notifications

You can turn system sounds, such as transition sounds, and notification alerts, on or off. You can also set the volume for system sounds.

TIP Sliding the ringer switch off turns off system sounds. The ringer switch does not affect the Clock alarm or media sounds, such as Music and Video.

1 Open **Sounds & Ringtones**.



2 In **Ringer Switch Off**, tap **Vibrate** or **Mute** to set whether your phone vibrates when you slide the ringer switch off.

3 Under **Ringer Switch On**, set any of the following:

Rings & Alerts: Tap **Sound & Vibrate** or **Sound**. To change the ringtone for incoming calls, see Select the ringtone for incoming calls.

Tap, hold, and drag the **Ringtone Volume** slider to set the ringtone volume.

TIP Adjusting the Ringtone Volume slider is the same as using the **volume** button on the side of the phone.

System Sounds: Set whether to turn on systemwide sounds for general actions such as transitions. Tap, hold, and drag the **Volume** slider to set the system sounds volume.

TIP By default, when the ringer switch is off, you can still hear the Clock alarm. If you want to change this setting, go to **Clock** and tap **Preferences**. Under **Ringer Switch Off**, change **Play alarm anyway** to Off or On.

Select the ringtone for incoming calls

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see Add a ringtone to a contact).

1 Open **Sounds & Ringtones**.

2 Tap the displayed ringtone to open the full list of tones.

3 (Optional) Tap to listen to the ringtone.

4 Tap the name of the ringtone to select it.

5 To set the **Ringtone Volume**, tap, hold, and drag the slider.

Select a song as a ringtone

You can add the first few seconds of a song as the ringtone for your phone.

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see Add a ringtone to a contact).

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1 Open **Sounds & Ringtones** .

2 Tap the displayed ringtone.

3 Tap .

4 Tap the song title to add it as your ringtone. Tap to the right of a song title to preview it.

5 Make the back gesture to return to your list of ringtones.

6 Tap the name of the song to add it as your ringtone.

7 To set the **Ringtone Volume**, tap, hold, and drag the slider.

Download a ringtone

You can copy or download music, a sound, or a ringtone to use as a ringtone on your phone. Supported file types are MP3, AAC, AAC+, AMR, QCELP, and WAV.

1 Identify a file on your computer to use as a ringtone on your phone.

2 Connect your phone to your computer using the **USB cable**.

3 On your phone, tap **USB Drive**. On your computer, your phone appears as a removable drive.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), double-click the drive representing your phone, and drag and drop files to the **ringtones** folder on your phone.

5 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer when the USB Drive screen is no longer displayed on your phone.

The new file appears in the list of ringtones on your phone. You can select the new ringtone to apply to all incoming calls (see Select the ringtone for incoming calls) or set it as a unique ringtone for a contact (see Add a ringtone to a contact).

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Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit palm.com/support.

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For users of other Palm® devices

I want to transfer my data from my computer

If you previously synchronized data from a Palm® smartphone—such as contacts or calendar events—with a desktop organizer such as Palm® Desktop by ACCESS or Microsoft Outlook®, you can do a one-way transfer of that data from the desktop organizer to your Palm® Pre™ Plus phone.

IMPORTANT If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way transfer of that Outlook data to your phone. Instead, set up your Exchange account to synchronize with your phone (see How do I add names and other info into Contacts?, How do I get events into Calendar?, or How do I send and receive email on my phone?).

Windows: You can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 6.2 and Microsoft Outlook 2003 or later. If you don't have Palm Desktop version 6.2, download it for free from palm.com/support.

Mac: You can transfer contacts, calendar events, and tasks from Address Book, iCal, and Palm Desktop software by ACCESS version 6.2. If you don't have Palm Desktop version 6.2, download it from palm.com/support.

NOTE You can transfer data from Palm Desktop and Outlook on your Windows computer, and from Address Book and iCal on your Mac computer, even if you never synchronized with a Palm smartphone.

For instructions on doing a one-time, one-way data transfer, see Data transfer. For more detailed information, go to palm.com/migrate-pre.

Battery

WARNING Use only batteries and chargers that are approved by Palm with your phone. Failure to use a battery or charger approved by Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in property damage, serious bodily injury, or death. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

I can’t charge the battery

- If you’re using a new battery or a new charger, make sure the battery and charger are approved by Palm for use with your phone. Failure to use an approved battery or charger may prevent your phone from turning on or charging.
- If you’re using an existing, approved battery, the battery may have reached the end of its useful life and needs to be replaced. See I need to replace the battery for details.

I need to replace the battery

Your Pre Plus phone comes with a replaceable battery. Be sure to use a battery that is approved by Palm and that is compatible with your phone. Failure to use the proper battery may result in personal injury or product damage, and it voids your phone warranty.

NOTE Please dispose of the old battery properly.

1 If the **USB cable** is attached to the phone, disconnect the USB cable.

2 If a wired headset is attached to the phone, disconnect the headset.

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3 Turn the phone completely off (see Turn everything (the screen and wireless services) on/off).

4 Press and release the **back cover release**.

5 Slide your thumbnail or a credit card into the hairline opening between the back cover and the phone, starting at the bottom and moving halfway up one side until you hear the clasp (x) release.

6 Repeat step 5 to release the clasp (y) on the other side of the phone.

7 Lift off the back cover.

8 Remove the **battery** by pulling the tab that appears at the top of the battery.

9 Insert the new **battery**.

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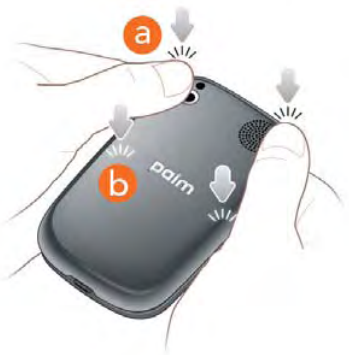
10 Position the back cover over the phone and gently press the top two clasps (a), located at the top corners. Then press the two clasps (b) halfway down either side of the phone.



11 Slide out the keyboard (see Slide out the keyboard), and then press the two clasps (c) at the bottom corners.

12 Press and hold the **power** button on the upper-right corner of your phone until you see a logo on the screen (approximately five seconds). Please be patient while your phone starts up.

TIP If your phone does not turn on after you insert the battery and press and hold **power**, you may need to charge the battery (see Charge the battery).

I can't get my screen to turn on after removing and replacing the battery

Removing the battery turns off your phone completely, so you can't just slide out the keyboard or press **power** to turn on the screen. Instead, press and hold **power** until you see a logo on the screen (approximately five seconds). Please be patient while your phone starts up.

TIP If your phone does not turn on after you press and hold **power**, you need to connect your phone to the AC charger to charge it (see Charge the battery).

I can't get the back cover off

1 If the **USB cable** is attached to the phone, disconnect the USB cable.

2 If a wired headset is attached to the phone, disconnect the headset.

3 Turn the phone completely off (see Turn everything (the screen and wireless services) on/off).

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4 Press and release the **back cover release**.

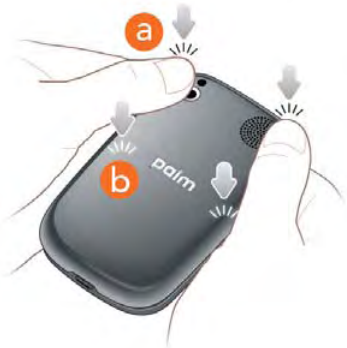
5 Slide your thumbnail or a credit card into the hairline opening between the back cover and the phone, starting at the bottom and moving halfway up one side until you hear the clasp (x) release.

6 Repeat step 5 to release the clasp (y) on the other side of the phone.

7 Lift off the back cover.

I can't get the back cover back on

1 Position the back cover over the phone and gently press the top two clasps (a), located at the top corners. Then press the two clasps (b) halfway down either side of the phone.



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2 Slide out the keyboard (see Slide out the keyboard), and then press the two clasps (c) at the bottom corners.

Screen and performance

The screen appears blank

To save power, the screen dims automatically after a period of inactivity, and then turns off.

If you have inserted or replaced the battery, you need to press and hold **power** until you see the Palm logo on the screen. Otherwise, follow these steps in sequence if you see a blank screen:

1 To brighten the screen if it has dimmed, tap the screen.

2 To turn on the screen, do one of the following:

- Press **power**. Drag up to unlock the screen.
- Slide out the keyboard.
- If the keyboard is out, press any key.

3 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see Change screen brightness).

4 If the problem persists, connect your phone to the AC charger (see Charge the battery). If you see a dim image, try to restart your phone (see Restart your phone).

5 If that doesn't work, press and hold **power** and slide the **ringer** switch three times to restart your phone. Please be patient while your phone starts up.

An application is not responding to taps

Try the following steps in sequence:

1 Open **Device Info** and restart your phone (see Restart your phone).

2 If the screen does not respond to taps at all, press and hold **power** and slide the **ringer** switch three times to restart your phone. Please be patient while your phone starts up.

Applications are running slower than usual

TIP Be sure that any third-party applications you install are compatible with the Palm® webOS™ platform. Applications written for earlier Palm smartphones using the operating system or Windows Mobile are not compatible with your Pre Plus phone. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly. In App Catalog, you can purchase the Classic application from MotionApps to run Palm OS applications on your Pre Plus phone.

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1 Tap the center of the gesture area to display Card view.

2 Scroll through the cards and note how many applications you have running.

3 Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, try restarting your phone (see Restart your phone).

My gestures in the gesture area aren't working

- Some gestures begin in the gesture area and end in the touchscreen, and vice versa. Crossing the border between the two areas with your finger is crucial to making the gesture successfully. Likewise, the drag gesture for opening a menu begins at the top of the phone, above the screen, and crosses down onto the screen.

* Gesture area

- If you cannot make the back gesture, check to see if you have the next/previous app gestures turned on (see Turn advanced gestures on/off). If so, you need to make a short swipe left for the back gesture, and a full swipe right or left for the next or previous open app.
- Likewise, you can't use the next/previous app gestures unless you turn them on (see Turn advanced gestures on/off).
- You can see animations of many gestures: Open **Help** and tap **Clips**. Or go to palm.com/support to watch the animations on your desktop computer. Also, see Use gestures: tap, swipe, drag, flick, pinch.

There are small icons in the lower-right corner of the screen

Those icons represent notifications that you have not opened or dismissed. For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen. If you see one or more icons, tap anywhere on the bottom of the screen to display your notifications.

Phone

Signal strength is weak

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

- If you're standing, move about 10 feet (three meters) 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 phone so that it's level with a window.

My phone won't connect to the mobile network

- If your phone is connected to your computer in USB Drive mode, disconnect your phone from your computer (see Copy files between your phone and your computer).
- Try the suggestions in the preceding section for weak signals.
- Turn off your phone and turn it on again (see Turn the phone on/off).
- Restart your phone (see Restart your phone).

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I see five bars in the signal-strength icon, but I still can't connect to the network

The **signal-strength** icon always displays five bars. Your signal strength is indicated by the number of bars that are shaded white. If most or all of the bars are gray, you are in an area of weak or no coverage.

The other person hears an echo

- Try decreasing the volume on your phone—whether you are using the speaker or the earpiece—to avoid coupling or feedback on the other person's end.
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone.
- If you're using the speakerphone feature with your phone lying on a flat surface, try turning the phone face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to position the microphone, which is on the lower-left side of the gesture area, close to your mouth. Make sure you are not covering the microphone with your cheek or chin.
- Check the **signal-strength** icon. If the signal is weak, try to find an area with better coverage (see Signal strength is weak).

I hear static or interference

Check the **signal-strength** icon. If the signal is weak, try to find an area with better coverage (see Signal strength is weak).

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device. For example, move your phone to the same side of your body as your hands-free device.

My phone seems to turn off by itself

Your phone has a power-saving feature that's set to turn off the screen if it has been idle for one minute. You can change the auto-shut off interval (see Set the interval for turning the screen off automatically).

If you restart your phone, wireless services, such as Wi-Fi and Bluetooth, are automatically turned on if they were on before the restart. However, if the phone can't determine if a wireless service was on before the restart, that service does not automatically turn on (see Turn the phone on/off).

If the problem persists and you're using third-party applications, see Third-party applications for additional suggestions.

Hands-free devices

I can't make or receive calls using a Bluetooth® hands-free device

Verify all of the following:

- The Bluetooth feature is turned on (see Turn the Bluetooth feature on/off).
- Your Bluetooth hands-free device is charged and turned on.

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- You have already formed a partnership between your phone and your hands-free device, and the hands-free device appears in the **Devices** list (see Connect with a paired device).
- Your phone is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. If this is impossible, move the phone closer to the hands-free device.
- The hands-free device is compatible with your phone. Go to palm.com/support to see a list of supported devices.

I lost the connection between my phone and my Bluetooth headset

If your headset isn't working, delete the existing partnership (see Delete a device) and create a new one (see Set up and use a Bluetooth® hands-free device).

I hear static or interference when using my hands-free device

- Try moving your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device.
- Move to a quieter location to reduce environmental noise.

Some features of my hands-free device don't work with my phone

- Check the compatibility list at palm.com/support to ensure that your device is compatible with your Pre Plus phone.
- Not all hands-free features work with every hands-free device. Check the documentation that came with your hands-free device or the manufacturer's website for feature-compatibility information specific to your device.

Synchronization

What is synchronization?

Anytime you are in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with selected service providers—for example, Google's Gmail or Microsoft Exchange ActiveSync® (EAS—check to see if your company supports this). Sync means that if you enter, change, or delete information in one location, the change automatically shows up in the other location. So if you enter a Google contact in the Contacts application on your phone, the contact appears in your online Google contacts—no need to enter it twice.

You must already have an account with a service provider before you can set it up on your phone.

How do I set up synchronization with an online account?

The first time you open Email, Contacts, or Calendar, you are given the option to enter settings for one or more online accounts (see Set up email, Use Contacts for the first time, or Use Calendar for the first time). For any account, you need to enter the settings in only one of these applications to synchronize data for all three.

You can add additional accounts at any time using the preferences in any of these applications (see Set email preferences, Customize Contacts, or Customize Calendar).

You can also set up the Messaging application to work with an online instant messaging (IM) account (see Set up an instant messaging (IM) account), and the Photos application to work with an online pictures

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account such as Facebook or Photobucket (see Set up an online pictures account on your phone).

NOTE See Online accounts available for webOS phones for the current list of online accounts that synchronize your info and those that do a one-way transfer of info either from the web to your phone, or from your phone to the web.

I don't want to sync calendar or contact information with my online account—just email

If you do not want to sync an application with an online account, you can remove that account from within the application. For most online accounts, this stops synchronization of that application only.

IMPORTANT Exchange accounts are an exception to this: If you delete an Exchange Calendar, Contacts, or Email account, Exchange data is removed from all apps (Calendar, Contacts, Tasks, and Email).

1 Open the application.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account**, and then tap **Remove [app name] Account**.

I want to sync with Outlook or Palm Desktop software on my computer

By default, your Pre Plus phone does not support synchronization with Palm Desktop software or Outlook on your desktop computer. Your Pre Plus phone, however, gives you options for synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the web because your data is stored on your phone.

If you have data from a Palm smartphone in Outlook or Palm Desktop software, you can do a one-way transfer of the data from the desktop application to your phone (see Data transfer). You can assign this data to sync with an online account. You can also assign it to the Palm profile account. Data in this account is backed up to your Palm profile daily, so you can retrieve it if you need to reset your phone. But it is not a true sync because you cannot change your Palm profile data anywhere except on your phone.

If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your phone. However, you can synchronize the Outlook data wirelessly with your phone through your Exchange account.

TIP A number of third-party applications (sold separately) are available that let you synchronize data on your Pre Plus phone with a desktop application. Visit palm.com/sync-solutions to learn more.

I have an Exchange ActiveSync account at work, but my data is not being downloaded to my phone

Check with your system administrator to obtain or verify the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot synchronize with your Exchange ActiveSync account.

If your company requires you to change your password for accessing your Exchange ActiveSync account, you must change the password on your phone (see Change account login settings).

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I have entered the settings to sync with Exchange ActiveSync, but I can't synchronize with my company's Exchange server

Check with your system administrator to find out if a systemwide locking policy is in place.

A notification tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

A notification tells me that there is not enough free memory to synchronize

1 Tap the center of the gesture area to display Card view.

2 Scroll through the cards and note how many applications you have running.

3 Close any application you are not using by throwing its card off the top of the screen.

If the previous steps don't fix the problem, see Making room on your phone for other suggestions.

A notification tells me that the server could not be reached

Make sure your phone is connected either to the Verizon Wireless network or to a Wi-Fi network (see Icons in the title bar).

If you have a network connection and receive this notification, it means your phone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see Set up email: Microsoft Exchange ActiveSync (EAS)), and try again later.

A notification tells me that ActiveSync encountered a problem with [item type] [item name]

There was an error while synchronizing a single item. This error can usually be corrected only by deleting the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

Sending and receiving data in Email, Messaging, and Web

I can't tell if data services are available

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:

KEY TERM 1xRTT (single-carrier [1x] radio transmission technology): A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.

KEY TERM EvDO (Evolution Data Optimized): A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.

Table 1. Data connection icons

Icon	Description
1x	Your phone is connected to a 1x data network. Data is not currently being transmitted over the network.

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Table 1. Data connection icons

Icon	Description
1x	Your phone is connected to a 1x data network and data is being transmitted over the network.
Ev	Your phone is connected to an EvDO data network. Data is not currently being transmitted over the network.
Ev	Your phone is connected to an EvDO data network and data is being transmitted over the network.
	Your phone is connected to a Wi-Fi network. You can open a data connection.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see Set up email) and are experiencing problems using the account, verify that the account complies with your email provider's requirements:

- Verify both your password and your username for your email account.
- If you changed your password in an online email account, you must change the password on your phone (see Change account login settings).
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. Check with Verizon Wireless to find out whether any provider-specific requirements exist.
- Make sure your ISP or email provider allows you to access email on a phone. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a phone.)
- Email provider settings may change. If your email account was working but you are currently experiencing problems, check with your email provider to find out whether any of the account settings have changed.

I have problems sending and receiving email

- Make sure your phone is on and that your data connection to your mail server or email service provider has not been interrupted (see Turn the phone on/off).
- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Verizon Wireless for outage information in your area.

I have problems sending email (IMAP and POP accounts)

If you are able to receive email messages but cannot send them, try the following:

- Turn on authentication (see Set up email when automatic setup fails). Many service providers require authenticated access, or ESMTP, to use their SMTP servers for outgoing mail.
- Enter the name of a different outgoing mail server for sending mail (see Set up email when automatic setup fails). Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Check with your email service provider for the correct outgoing mail server name.

After I receive messages, older messages disappear from my Inbox

When email sync takes place, by default, the last three days' worth of email messages are downloaded from your mail server to your Inbox. All

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messages older than three days are removed from your Inbox; they are not deleted on the server, however.

You can change the setting to download only one or two days' worth of messages. If you select one of these options, any messages older than one or two days are deleted from your Inbox. You can also change the setting to download all messages regardless of the date, in which case all messages continue to appear in your Inbox (see Enter advanced account settings).

Messaging

I can't send or receive text or multimedia messages

- Make sure that your phone is on (see Turn the phone on/off).
- If your phone is connected to your computer in USB Drive mode, disconnect your phone from your computer (see Copy files between your phone and your computer).
- For multimedia messages, do the following:
    - Contact Verizon Wireless to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location. (Verizon should be able to tell you if messaging services have been experiencing transmission delays.)
    - Check to see if you have data services enabled. Open **Phone**, open the application menu, and tap **Preferences**. Under **Network**, make sure **Data Usage** is set to **On**.
    - If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the application menu, and tap **Preferences**. Under **Network**, tap **Data Roaming** and tap **Enabled**.
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a message arrives but does not display a notification, restart your phone (see Restart your phone).

I want to send a video in a multimedia message, but do not see it on the list of items I can attach

You can attach pictures in JPG format to outgoing multimedia messages. To send files of other types, attach them to an email message (see Add attachments to a message).

Wi-Fi

I am trying to connect my phone to my Wi-Fi network and need to find the phone's MAC address

Open **Device Info**, tap **More Info**, and tap **Hardware**. Under **Phone**, the number listed to the right of **Wi-Fi** is your phone's MAC address.

Web

My phone won't connect to the Internet

Your phone supports EvDO, 1xRTT, and Wi-Fi wireless data networks. To connect to the Internet, you must either subscribe to data services with Verizon Wireless or be within range of a Wi-Fi network.

- Check to see if you have data services enabled. Open **Phone**, open the application menu, and tap **Preferences**. Under **Network**, make sure **Data Usage** is set to **On**.
- If your phone is connected to your computer in USB Drive mode, disconnect your phone from your computer (see Copy files between your phone and your computer).
- If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the application menu, and tap **Preferences**. Under **Network**, tap **Data Roaming** and tap **Enabled**.

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- Turn off your phone and turn it on again (see Turn the phone on/off).
- Restart your phone (see Restart your phone).
- Contact Verizon Wireless to verify that your data plan has been correctly activated. Verizon Wireless should also be able to tell you if there are any outages in your location.

I can't access a page

1 Make sure you have Internet access:

- Open **Web** and try to view a web page you've loaded before.
- To ensure that you're viewing the page directly from the Internet, tap .
- After confirming your Internet connection, try to view the page again. If it comes up blank, tap .
- If you're still having trouble, the page may contain elements that are not supported by the browser, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.

2 Some websites redirect simple web addresses given to the public to actual web addresses that are more complex (for example, if you enter the address www.palm.com/support, it may actually go to the web address http://www.palm.com/us/support. If your phone's browser can't follow the redirect, enter the web address in a desktop browser and read the actual web address in the address bar. Then enter the actual address in your phone's browser.

An image or map is too small on my screen

Do either of the following:

- To switch to landscape mode to see more of the image, turn the phone on its side.
- To zoom in on the image, pinch out or double-tap the screen.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Contact the site's webmaster to make sure the site allows transactions using your phone's web browser.

Calendar and Contacts

I haven't entered any contacts or calendar events on my phone, but when I open those apps, I see entries

The entries you see displayed in Calendar or Contacts have been downloaded to your phone from one of your online accounts such as Google or Microsoft Exchange ActiveSync. Anytime you are in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with one of these accounts. And after you enter the account settings in just one of these apps, any information you have online is automatically downloaded to all three—so if you set up a Gmail account in Email but also have a Google calendar, your phone's calendar automatically displays events entered in your Google calendar.

You can remove an online account from an application so that that app no longer syncs with that account (see Stop synchronization of Contacts with an online account, Stop synchronization of Calendar with an online account, or Delete an email account).

My personal and work contact and calendar information is getting merged into a single view—I'd rather keep them separate

The Synergy™ feature on your phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it. Even though the information is visible in one view, the sources of that information are kept separate.

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In Calendar, to see events from just one calendar, tap the word **All** in the upper-right corner of the screen and pick the account you want to see (see Change the Calendar display).

In Contacts, the list view shows all contacts from all accounts. You can, however, see what data comes from which account by opening the contact and tapping **Edit**. If you want to unlink contacts, see Unlink a contact.

In Email, you can turn off the smart folder for All Inboxes (see Set email preferences). Then make the inboxes of your individual accounts favorites so that they're always easy to see in Account List view (see Add a folder as a favorite).

I started entering a contact's name in universal search, but I'm not seeing the person in the results

- You need to enter at least two letters in universal search before contact matches are returned.
- If the contact is a linked contact, universal search searches on the primary profile only. Scroll through the contact match results to make sure that universal search did not return a different match for your contact from the one you were expecting.

  For example, suppose you're searching for your friend Ed Smith's contact info. You have three contact entries for Ed that are linked, and the primary entry happens to be the one listed by Ed's screen name, ScubaEd. Typing **es** is not going to find Ed's contact; you have to type **scu**. To correct this, make the contact listing Ed's real name the primary contact (see Link a contact).

Camera

Here are some tips for taking good pictures with the camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the phone as still as possible. Try supporting 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. Avoid taking indoor pictures with the subject in front of a window or light. If the light is behind the subject, try moving closer to the subject and enabling the flash.
- Make sure the subject is at least 018 inches (.5 meter) away from the camera to ensure good focus.
- If you take a picture when the keyboard is slid out, press **Space** to take the picture instead of tapping the onscreen shutter icon.

Amazon MP3

I bought a song from Amazon MP3, but it isn't showing up on my phone

Occasionally, the download process may be interrupted, so a song you purchased may not be successfully downloaded to your phone. To confirm the purchase and download of a song, log in to your Amazon account from your computer. If the song shows up there as purchased and downloaded, contact Amazon support and let them know you never received your song.

Transferring information from your computer

I bought a song through Amazon MP3 and want to transfer it to my computer

You can copy music files on your phone to your computer for use with a desktop music player. For instructions, see Copy files between your phone and your computer.

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I copied files from my computer, but I can't see or play them on my phone

When you connect your phone to your computer in USB Drive mode, you can copy any file onto your phone. However, each media application on your phone—Photos, Music, and Videos—can display or play files in certain file formats only. If your media file is in an unsupported format, you can't use it on your phone.

For a list of supported photo types, see Photos. For a list of supported music file types, see Music. For a list of supported video file types, see Videos.

When I open the drive folder representing my phone from my computer, I see subfolders. Do I need to move my files into these folders?

The default folders are there to help you organize files you copy to and from your computer. But you can copy files from your computer into any folder you want—you can create your own folders, or just drag your files to the top level of the drive. As long as the file is in a supported format, your phone can detect and open it.

NOTE If you move a music file into the ringtones folder, the Music application cannot find it.

Backing up and restoring data

I need to reset my phone but don't understand the difference between a partial erase and a full erase

Both a partial erase and a full erase delete all personal information, such as events, contacts, and tasks, as well as applications you have added, such as third-party software, on your phone. In addition, a full erase deletes all files stored in the USB drive of your phone, which includes all pictures, videos, music files, documents, PDF files, and ringtones.

For more information, see Erase data and reset your phone.

How do I get my data back after a full or partial erase?

After a full or a partial erase, on your phone, enter your existing Palm profile email address, and password—don't create a new one! When you do this, all data that has been backed up to your profile—contacts, calendar events, and tasks, as well as apps you bought through App Catalog—is restored to your phone. To restore information about your online accounts to your phone, simply enter the password for each account when prompted after the erase— synchronization begins again.

A full erase deletes everything deleted by a partial erase, plus everything you stored in your phone's USB drive (photos, videos, music, documents, PDF files, ringtones, and so on). You need to have copies of those files available elsewhere if you want to restore them to your phone. For example, you can save copies on your computer and then transfer them back to your phone (see Copy files between your phone and your computer).

My bookmarks were restored, but the thumbnail icon is not displaying

Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, a thumbnail icon is restored.

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Updates

I dismissed a system update notification, and now I don't know how to get the update on my phone

If you have a phone network connection or a Wi-Fi connection and the battery has at least a 30% charge, you can start the update yourself: Open **Updates**. Your phone checks for the availability of the update, and if one is available, tap **Download Now**. The download happens in the background, so you can continue to use your phone until the actual installation takes over.

Your phone continues to remind you to install the update after it has been downloaded. You are also reminded to install the update automatically the next time you charge your phone. An update installation cannot begin unless you have at least a 30% charge on your battery. If you tap **Install Later**, the update will automatically install the next time all three of the following conditions are true: the phone is charging and idle, and the battery has at least a 30% charge.

My phone froze while I was downloading or installing a system update

If this happens, you can use webOS Doctor™ to restore your phone and install the system update from your computer using the USB cable. On your computer, go to palm.com/rom to download webOS Doctor.

Transferring information from another Palm® webOS™ platform phone

I want to get files off my old webOS phone, but the screen is cracked or doesn't respond to taps, so I can't access USB Drive mode

If you can't put your phone in USB Drive mode using the screen, you can use a keyboard shortcut. Press and hold **Option** + **Sym** + **U**.

Third-party applications

Some third-party applications may cause conflicts with your phone. Third-party applications that modify the wireless features of your phone may require extra troubleshooting. Use caution when installing the following:

- Ringtone managers
- Caller ID applications
- Instant messaging
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

If you recently installed an application and your phone seems to be stuck, try the following in sequence until the problem is resolved:

1. Restart your phone (see Restart your phone).
2. Make sure your third-party applications are up-to-date (see Manually check for system updates).
3. See if a system update is available (see Manually check for system updates).

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4 Delete the most recently installed application, or the application you think could be causing the problem, from your phone (see Delete an application). Perform a backup (see Back up your information).

5 Perform a partial erase (see Erase data and reset your phone).

6 Enter your Palm profile email address and password to restore your backed-up information.

7 If the problem is resolved, begin reinstalling your third-party applications one at a time.

8 If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting more help

Contact the author or vendor of any third-party software if you require further assistance. Neither Palm nor Verizon Wireless provides technical support for applications that are not built into your phone.

Making room on your phone

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

- Photos, Videos, Music, Amazon MP3, Doc View, PDF View: Large media files take up a lot of memory. Move files to your computer (see Copy files between your phone and your computer), or delete them from your phone.
- Email: Email attachments can be large and consume lots of memory. Copy attachments to your computer (see Copy files between your phone and your computer), or delete large files from your phone (see Delete a message). You may also want to empty the deleted items folder.
- Web: Delete stored web browsing information by clearing your history, cookies, and cache (see Customize web browser settings).
- Third-party applications: You can delete infrequently used applications (see Delete an application).

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Terms

airplane mode
A mode in which all the wireless services on your phone are turned off. Wireless services include the phone used for making and receiving calls, the Wi-Fi feature, and Bluetooth® wireless technology. See Turn wireless services off (airplane mode).

application menu
A menu that contains application commands such as cut, copy, and paste (where available); preferences; and application help. To open the application menu, tap the application name in the upper-left corner of the screen. See also connection menu.

application search
The feature that lets you search for entries within an application by typing a search term when the list view is displayed—for example, a contact name or phone number, the subject text of an email message, or a few words from a memo. See also universal search.

application update
An update from the developer of an application you bought through App Catalog on your phone. When an application update is available, a notification appears on your phone. You can also check for application updates manually. Additional fees may apply. See Update the software on your phone.

back
The gesture you use to move up one level from a detailed view to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. See Go up one level in an app (back gesture). Making the back gesture is also the way you save your work in many apps. If you don't see a Done button, make the back gesture to save your work.

card
A minimized view of an open application. You can easily move among and reorder cards in Card view. Tap a card to restore the full-screen view of the application and continue working in it. See also Card view.

Card view
The view on your phone that displays applications as minimized cards, allowing you to easily move among and reorder them. Don't confuse Card view with the Launcher, which along with Quick Launch, shows you all the apps you have on your phone, not just the open ones. To display Card view from any open application window, flick up from the gesture area to the screen, or tap the center of the gesture area. Card view displays your wallpaper.

connection menu
A menu that lets you turn on or off connection features including the Wi-Fi feature, Bluetooth® wireless technology, and all wireless services (airplane mode). To open the connection menu, tap the upper-right corner of the screen. See also application menu.

dashboard
A list of all your notifications. When one or more notification icons appear at the bottom of the screen, tap the icons to open the dashboard. Tap a dashboard item to act on it. See also notification.

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Data Transfer Assistant
A tool that allows you to do a one-way transfer of information such as contacts and calendar events from a desktop organizer to your phone. See Data transfer.

drag
A slow movement of the finger up or down on the touchscreen.

flick
A very fast skimming of the finger horizontally or vertically on the touchscreen.

gesture area
The strip beneath the touchscreen that you use to perform the back gesture, among others. Some gestures you begin in the gesture area and complete on the touchscreen, for example, the slow drag that displays Quick Launch when you have an application filling the screen.

Launcher
A group of screens displaying all your applications. To open the Launcher, tap in Quick Launch, or flick up twice from the gesture area to the screen. If you are in Card view, flick up once from the gesture area to the screen to open the Launcher. In the Launcher, swipe up, down, left, and right to see all your apps. Tap an app icon to open it.

linked contact
A contact containing information from more than one source. For example, if you have a work contact in Exchange ActiveSync and a personal contact for the same person in Google, the Contacts application automatically recognizes the connection and links the two contacts so that you can see all the information in one place—but the information is kept separate in the different accounts where it originated. You can also manually link and unlink contacts.

merged view
A feature on your phone that displays data from several sources in a single view, but keeps the sources of your data separate.

Let's say you use Google calendar for your personal events and your company's Outlook calendar for business events. Your phone's Calendar application displays events from both calendars in a single view, called All. Likewise, if you set up multiple email accounts, the Email application displays the messages from all your account inboxes in a single view, called All inboxes. And in Messaging, all your messages with a person show up in a single conversation view, whether they are text, multimedia, or instant messages. See also linked contact.

notification
A message that appears at the bottom of the screen alerting you of an incoming or missed call; voicemail, email, or text messages; an upcoming event; and more. In most cases, you can tap a notification to act on it. See also dashboard.

online account
An account that you have with an online service such as Google or Microsoft Exchange ActiveSync. You can synchronize contacts, calendar events, and email between your phone and many of your online accounts.

Option key
The key you use to enter characters that appear above the letters on the keyboard keys. Press once to enter a single character. Press twice to lock the alternate character feature, so you can enter a series of characters. Also, press and hold **Option** and then drag your finger onscreen to move the cursor in text.

Palm profile
A Palm profile gives you access to services like automatic updates, backup of your data, and more. You create a Palm profile by entering a working email address during initial setup of your Palm® Pre™ Plus phone (see Set up your phone). Your Palm profile also identifies the location on the web where the data you store in your Palm Profile account is backed up. (You cannot see or change this data on the web, however.) See also Palm profile account.

Palm profile account
An account that is automatically set up for you when you create your Palm profile. You can assign contacts and calendar events to it. Palm profile items are included in the daily backup of information to your Palm profile but do not synchronize with any of your online accounts. See also Palm profile.

pinch
A gesture used to go in for a magnified view (zoom in) or move out to see a larger area (zoom out). To zoom in, you pinch out: Place the thumb and

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index fingertips close together on the touchscreen; then slowly spread them apart. To zoom out, you pinch in: Place the thumb and index fingertips apart on the touchscreen, and slowly bring them together.

Quick Launch
A bar of up to five icons that give you quick access to applications. Quick Launch always appears at the bottom of Card view and the Launcher. By default, Quick Launch displays icons for the following apps: Phone, Email, Contacts, and Calendar. The fifth icon is the Launcher. Tap a Quick Launch icon to open the app.

You can also open Quick Launch from any maximized application window by dragging up from the gesture area to the screen. Move your finger to the app you want, and then lift your finger. The application opens.

smart folder
One of two folders—All Inboxes and All Flagged—that can be set to appear at the top of the Account List view in the Email application See Set email preferences.

swipe
A light, fast horizontal movement with the finger from right to left or left to right on the touchscreen or the gesture area.

Sym Sym key
The key you use to enter symbols and accented characters. Press Sym to open the full table of symbols. Press Sym + a letter key to narrow the table to symbols associated with that letter—for example, press Sym + **e** to enter é.

Synergy™ feature
The feature from Palm that lets you take advantage of merged views and linked contacts on your phone. See Your Palm® Pre™ Plus phone.

system update
Updates provided by Palm to the Palm® webOS™ platform and core applications such as Contacts and Calendar. When a system update is available, a notification appears on your phone. You can also check for system updates manually. See Update the software on your phone.

tap
A light quick touch on the touchscreen. Use the fleshy part of your fingertip to tap. Don't tap with a fingernail, and don't use a pen or pencil—the screen does not respond to touches like that. Also, don't bear down. Make the tap firmly, but lightly.

universal search
The feature that lets you make calls, search for applications and contacts on your phone, and search the web simply by typing the number or search term in either Card view or the Launcher. See Search to find info and make calls.

webOS™ platform
The operating system of your Palm® Pre™ Plus phone. Key features of the webOS platform include gestures, cards, merged views, and linked contacts.

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Regulatory and Safety Information

FCC Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

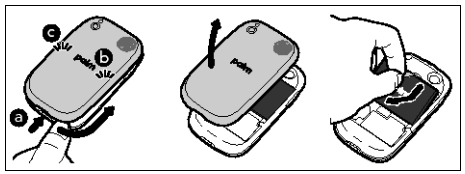
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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 phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: O8F-CASC.

The FCC ID on your Palm phone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.



CAUTION Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

Industry Canada

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.

The term “IC” before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-CASC

This Class B digital apparatus complies with Canadian ICES-003.

L ' utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l' utilisateur du dispositif doit étre prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [*] est conforme à la norme NMB-003 du Canada.

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Radio Frequency (RF) Safety Exposure

General statement on Radio Frequency (RF) energy: Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, 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 under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are preformed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm® Pre™ Plus Phone are:

Table 1.

Maximum 1g SAR values (W/kg)	FCC
Head	0.919
Body	0.936

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

1 Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
2 An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm (0.6 in.) of separation between the user's 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 the FCC RF safety exposure limits. See www.fcc.gov/oet/rfsafety for more information on RF exposure safety.

To view the most recent SAR values of the Palm® Pre™ Plus phone, visit www.palm.com/sarevdo-pre.

Body-worn operation: Important safety information regarding radio frequency (RF) radiation exposure: To ensure compliance with RF exposure guidelines the phone must be used with a minimum of 1.5 cm (0.6 in.) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page http://www.who.int/mediacentre/factsheets/fs193/en/index.html WHO Fact sheet 193: June 2000.

Hearing Aid Compatibility (HAC)

Using Your Phone With a Hearing Device: Your device has been tested for hearing aid compatibility. Your Palm® Pre™ Plus phone has an M4 rating. For additional HAC information, including the HAC rating of this product, please refer to palm.com/hacevdo-pre.

When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings.

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of

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phones. Ask your hearing health care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for "best use". This is synonymous for T ratings.

Palm further suggests that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Device

To further minimize interference:

- Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at http://www.fcc.gov/cgb/consumerfacts/hac_wireless.html.

Protecting your Battery

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

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they are genuine and safe.

- 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.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery 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.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:

  Less than one month: -4° F to 140° F (-20° C to 60° C)

  More than one month: -4° F to 113° F (-20° C to 45° C)

Battery Handling

- Do not disassemble or open, crush, bend or deform, puncture, or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Do not handle a damaged or leaking Lithium-Ion (LI-ion) battery as you can be burned.
- Improper battery use may result in a fire, explosion, or other hazard.

Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: http://safetravel.dot.gov/whats_new_batteries.html

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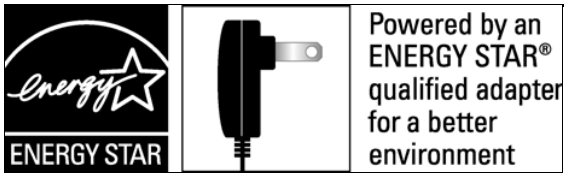
Power Specifications

Use only Palm-approved power accessories such as AC-power adapters and batteries. Unauthorized and non-approved batteries will NOT operate with the Pre Plus phone.



AC Power Adapter source: Palm
Part Number: 157-10108-00 / 157-10114-00
Input Rating: 100-240 Vac, 50/60Hz, 0.2A
Output Rating: 5Vdc, 1000mA

AC Power Adapter source: Palm
Part Number: 157-10124-00
Input Rating: 100-240 Vac, 50/60Hz, 0.2A
Output Rating: 5Vdc, 1000mA

AC Power Adapter source: Palm
Part Number: 157-10130-00
Input Rating: 100-240 Vac, 50/60Hz, 0.2A
Output Rating: 5Vdc, 1000mA

Battery Source: Palm
Type: Rechargeable Li-ion Polymer
Model: 157-10119-00
Rating: 3.7Vdc, 1150mAh (minimum)

Recycling and Disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county or to a facility that properly recycles electrical and electronic equipment. These collection points are available free of charge. For detailed information please contact your municipality or county. For information on Palm's environmental programs, visit www.palm.com/environment.

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from landfills and by recovering materials that may be recycled into other products. Responsible recycling ensures materials are properly collected and disposed.

Palm is committed to supporting the collection and recycling of its products. Palm is committed to participate in and support the European Union WEEE Directive (2002/96/EC) and the protection of the environment for future generations. For more information on the WEEE Directive implementation in the various EU member states please see www.weee-forum.org.

It is everyone's responsibility to ensure that electrical and electronic products are properly reused, recycled, or recovered.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and collaborate with our channel partners to raise awareness and help keep Palm handheld devices, phones, and mobile companions out of landfills through evaluation and disposition for reuse and recycling. Visit palm.com/recycle for additional details and information about how you can help reduce electronic waste.

User Safety

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your phone. For the safe and efficient operation of your phone, observe these guidelines:

Potentially explosive atmospheres: Turn off your phone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your phone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters (6 inches) be maintained between a phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should do the following:

- ALWAYS keep the phone more than six inches (15 centimeters) from their pacemaker when the phone is turned ON.
- Do not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the phone OFF immediately if you have any reason to suspect that interference is taking place.
- Keep headsets away from pacemakers and other personal medical devices

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Audio Safety: This phone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your phone at a safe distance from your ear.

Other Medical Devices, Hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive Motion Injuries: When using the keyboard or playing games on your phone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a phone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching, or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum break of 15 minutes, use in a well lighted area, view the screen from the farthest distance, and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your phone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your phone. Use of your phone while on board an aircraft must be done in accordance and in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your phone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the phone. Air bags will inflate with great force and care should be taken to protect yourself and your phone within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Hearing Aids: People with hearing aids or cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Small children: Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, ear buds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:

  American Academy of Audiology
  11730 Plaza America Drive, Suite 300
  Reston, VA 20190
  Voice: (800) 222-2336
  Email: info@audiology.org
  Internet: www.audiology.org

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National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
Voice: (301) 496-7243
Email: nidcdinfo@nih.gov
Internet: http://www.nidcd.nih.gov/health/hearing

National Institute for Occupational Safety and Health
395 E Street, S.W., Suite 9200
Patriots Plaza Building
Washington, DC 20201
Voice: 1-800-CDC-INFO (1-800-232-4636)
Internet: http://www.cdc.gov/niosh/topics/noise

Product Handling & Safety

General statement on handling and use: You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories; only authorized personnel must do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 32° F and maximum 113° F (0° C to 45° C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Battery: Your phone includes an internal lithium-ion or lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the phone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

Demagnetization: To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Normal use position: When making or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Emergency calls: This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Phone **heating:** Your phone may become warm during charging and during normal use.

Accessories: Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the phone or its accessory. Only qualified personnel must service or repair the phone or its accessory. If your phone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference in cars and to other Electronic Devices: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Driving Safety

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the phone in your driving area.

Safety–Your most important call. The Wireless Industry reminds you to use your phone safely when driving.

1. Get to know your phone and its features, such as speed-dial and redial.
2. Use a hands-free device where it is allowed. In some areas, you may not use your phone while driving even with a hands-free accessory.
3. Position your phone within easy reach.
4. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5. Do not take notes, look up phone numbers, read/write e-mail, or surf the Internet while driving.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
7. Do not engage in stressful or emotional conversations that may divert your attention from the road.

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8 Dial your national emergency number to report serious emergencies. This is a free call from your phone.
9 Use your phone to help others in emergencies.
10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tip Details

1 Get to know your phone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most phone models offer, including automatic redial and memory dial. Also, work to memorize the phone keyboard so you can use the speed-dial function without taking your attention off the road.
2 Use a hands-free device. A number of hands-free phone accessories are readily available today. Whether you choose an installed mounted device for your phone or a speakerphone accessory, take advantage of these devices. If driving while using a phone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.
3 Make sure you place your phone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
5 Do not take notes, look up phone numbers, read/write e-mail, or surf the Internet while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Do not get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.
7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
8 Use your phone to call for help. Your phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations-with your phone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your phone.
9 Use your phone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.
10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

General Operation

Prolonged Views of Screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Let Your Judgment Prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Use of Speech Recognition Functions: Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor the speech recognition functions and address any errors.

Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device, call 1-800-881-7256.

ESD Safety

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

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ESD-susceptible equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm phone, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your device to your computer, placing the phone in a docking station, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground.

  For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Product: Palm® Pre™ Plus Phone

Model:

Serial No.:

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Specifications

Specifications

Table 1. Specifications

Category	Description
Radio	• CDMA2000 digital dual band • EvDO Rev A and 1xRTT
Features	• Speakerphone • Hands-free headset jack (3.5 mm stereo, 3-barrel connector) • HAC M4 • Microphone mute option • TTY-compatible • Ringer switch
Processor technologies	• Dual-band MSM6801A processor • TI® OMAP 3430 processor
Battery	• Rechargeable lithium-ion • 1150mA/hr power capacity • Removable
Operating system	• Palm® webOS™ platform
Camera	• 3 megapixel • LED flash with extended depth in field • Auto-exposure • Auto-white balance • Geotagging

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Table 1. Specifications

Category	Description
Size	• 3.9 in. x 2.3 in. x 0.67 in. (100.5 mm x 59.5 mm x 16.95 mm)
Weight	• 4.89 ounces (138.5 grams)
Connectivity	• Wi-Fi 802.11 b/g with WPA, WPA2, WEP, 802.1x authentication • Bluetooth® wireless technology 2.1 + EDR with A2DP (stereo Bluetooth) support
Display	• 3.1-inch touchscreen • 24-bit color • Resolution: 320 x 480 HVGA • User-adjustable brightness
Keyboard	• Slide-out physical QWERTY keyboard
Sensors	• Ambient light • Accelerometer • Proximity
Memory	• 16GB (15GB user available) • USB mass storage support
Connector	• microUSB connector with USB 2.0 Hi-Speed
Back cover	• Compatible with the Touchstone™ charging dock (sold separately)

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Table 1. Specifications

Category	Description
Included Palm webOS applications (at time of purchase)	• App Catalog • Calculator • Calendar • Camera • Clock • Contacts • Doc View (DOC, XLS, PPT) • Email • Memos • Messaging (integrated SMS, MMS, and IM) • Music • PDF View • Phone • Photos • Tasks • Videos • Web
Included third-party applications (at time of purchase)	• Amazon MP3 • Google Maps • VZ Navigator℠ • YouTube
Operating temperature range	• 32°F to 113°F (0°C to 45°C) • 5% to 90% RH

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Online accounts available for webOS phones

Table 2. Online accounts available for webOS phones

Account/Behavior	Applications that display data from this account	Relationship between phone and online account*	Can I edit and add info to this account on my phone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?**
Exchange ActiveSync	Contacts, Calendar, Tasks, Email	Sync	Yes	Yes	All data from all affected apps is simultaneously deleted
Facebook	Contacts, Calendar	Contacts, Calendar: Transfer (from web to phone) Photos: Transfer/upload (from phone to web)	Photos only	Contacts and Calendar only	Only info in that app is deleted; info remains in other apps
Google	My Contacts, Calendar, Messaging, Email	Sync	Yes	Yes	Only info in that app is deleted; info remains in other apps
LinkedIn	Contacts	Transfer (from web to phone)	No	Yes	Only one app is affected: Contacts
Palm profile	Contacts, Calendar, Tasks, Memos; see Backup for full list of affected info	Transfer (from phone to web)	Yes	No	All data is deleted from all affected apps; see Backup for details
Photobucket	Photos	Transfer/upload (from phone to web)	Yes	No	Only info in that app is deleted
Yahoo!	Contacts, Calendar, Messaging, Email	Contacts: Transfer (from web to phone) Calendar: Sync	Contacts: No Calendar: Yes	Contacts: Yes Calendar: Yes	Only info in that app is deleted; info remains in other apps

***Sync**: A two-way exchange and update of your data. What you add or change in one location is automatically added or changed in the other.
Transfer: A one-way update of your data. You can add or change data only in one location; the data is then copied to the other location.

**Only the data on your phone is deleted. The data source is not affected.

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