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Edward C. Baig

Palm Pre

The Missing Manual

First Edition

Palm Pre: The Missing Manual

By Edward C. Baig

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The Missing Credits

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—Edward C. Baig

The Missing Manual Series

Missing Manuals are witty, superbly written guides to computer products that don't come with printed manuals (which is just about all of them). Each book features a handcrafted index; cross-references to specific pages (not just chapters); and RepKover, a detached-spine binding that lets the book lie perfectly flat without the assistance of weights or cinder blocks.

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Introduction

At the January 2009 Consumer Electronics Show in Las Vegas, the executives from Palm Inc. were feeling the pressure. The company that created the pioneering Palm Pilot “personal digital assistant,” was facing a skeptical press corps. The Pilot was a faded if fond memory, and Palm’s once-darling Treo (until a few years ago the smartphone of choice for businesspeople) had grown tired next to Apple’s iPhone and Research in Motion’s ever-friendlier BlackBerry.

As a result, Palm’s business was reeling. The product they were about to introduce would go a long way toward making or breaking the company.

That product, of course, was the Pre. And when the press conference ended, there was widespread agreement that Palm had unveiled something special, a pocket computer *extraordinaire*.

In designing the Pre, Palm borrowed many of the best elements of the iPhone while addressing some of its shortcomings—and adding a lot of its own mojo in the process (see Chapter 2’s coverage of the Pre’s multitasking talents, for example).

Where the iPhone offers an onscreen “virtual” keyboard, the Pre has a physical keyboard, a godsend if you’ve ever struggled with the iPhone’s hit-or-miss keys.

When an iPhone’s battery peters out, you have to find an Apple store for a replacement. Swapping out a spent battery in the Pre is as simple as opening the back and making the switch (and you can carry a spare with you just in case).

Photo-wise, the iPhone isn’t so bright; it lacks a flash. The Pre includes a flash, so you never take a picture in the dark.

In most other respects, the Pre has all the makings of a state-of-the-art palm-sized PC: tilt and proximity sensors, access to fast phone and WiFi networks, GPS capability, and a slick music and video player.

Palm spent a lot of time thinking about the way you interact with the Pre, too. It has a fabulous new universal search feature that yields results the moment you start typing, and an interface that lets you switch among applications as though you were shuffling a deck of cards. And as befits any organizer from Palm, the Pre boasts a terrific calendar, address book, and task list.

The Pre has another unique feature: It’s always connected to the Internet, reflecting Palm’s belief in the emerging importance of the Web as a communications hub and access point for online programs. The smartphone puts that connection to good use with a clever organizing tool that Palm calls *Synergy*. Synergy collects and coordinates personal information—your contacts, email accounts, IM addresses, calendar appointments, and so on—from many sources over the Web and brings them together in one logical place—in a consolidated Contacts folder, for example, or in a single Email application that handles all your accounts. Chapter 3 has the details.

And if you need still more versatility, Palm built the Pre on a foundation of widely accepted programming standards. That means that individuals and companies can quickly create new applications—from multimedia tools to social networks. At the time this book was written, Palm still had a lot of catching up to do when it came to the App Catalog, where it sells these programs or makes them available for free (see Appendix B). The online store is still in a test phase, but its future looks bright.

Oh, and there’s one more thing you shouldn’t overlook: The Pre makes a darn good cellphone.

About This Book

Technology has come a long way through the years, but the same can't be said for instruction manuals. Many companies eschew printed instructions altogether or have moved user guides to inconvenient electronic PDF documents and/or the Internet. Even if you land in the right place, these materials don't exactly read like whodunits. And that's assuming you can read them at all. In some instances, manuals are poorly translated from another language or written by engineers for engineers.

The Palm Pre comes with a Get Started pamphlet and a Features guide, but these lack the depth, perspective, objectivity, and (when you need it most) the dab of humor you deserve. That's the purpose of this book—to serve as the manual that should have been in the box. In its pages, you'll find step-by-step instructions for every Pre feature and tips on how to get the most out of it. The pretty pictures sprinkled throughout help, too.

About the Outline

Palm Pre: The Missing Manual is divided into five parts:

- **Part 1, Getting to Know the Pre**, shows you around the design of the device, down to its buttons, controls, slick new interface, and navigational gestures.
- **Part 2, Getting in Touch with Others**, covers all things relating to phone calls, plus you'll learn to manage calendars, keep track of tasks, and jot down memos.
- **Part 3, Going Online**, tells you how to connect to cyberspace, browse the Web, and stay on top of email, text messaging, picture messaging, and instant messaging.
- **Part 4, Music, Video, and Images**, is about playing music, watching videos, and taking and admiring pictures.
- **Part 5, Appendixes**, includes helpful references for activating the phone, buying programs from the App Catalog, and finding fixes in the event that your Pre misbehaves.

About→These→Arrows

Throughout this book and the Missing Manual series, you'll find sentences like this one: "Go to the Calendar program's application menu, tap Preferences & Accounts→Default Event Duration, and then tap either 30 minutes or 2 hours. The arrows are simply shorthand for a *much* longer sequence of instructions, like this: "Open the Calendar's application menu and tap on the menu command "Preferences & Accounts". On the screen that pops up, tap the option "Default Event Duration", and then, on the next menu, tap either 30 minutes or 2 hours." Don't worry: This notation will make sense once you see it in action.

About MissingManuals.com

At www.missingmanuals.com, you'll find articles, tips, and updates to *Palm Pre: The Missing Manual*. In fact, we invite and encourage you to submit such corrections and updates yourself. In an effort to keep the book as up to date and accurate as possible, each time we print more copies, we'll make any confirmed corrections you've suggested. We'll also note such changes on the website, so you can mark important corrections in your own copy of the book if you like. (Go to <http://missingmanuals.com/feedback>, choose the book's name from the pop-up menu, and then click Go to see the changes.)

Also on our Feedback page, you can get expert answers to questions that come to you while reading this book, write a book review, and find groups for folks who share your interest in the Palm Pre. We'd love to hear your suggestions for new books in the Missing Manual line. There's a place for that on missingmanuals.com, too.

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The Missing CD

As you read the book's chapters, you'll find references to websites that offer additional information. To get a neat, chapter-by-chapter list of all the materials cited here, head to the Missing CD page for this book. To get there, go to the Missing Manuals home page (www.missingmanuals.com), click the "Missing CD-ROMs" link on the left side, and then scroll down to *Palm Pre: The Missing Manual* and click the "Missing CD" link.

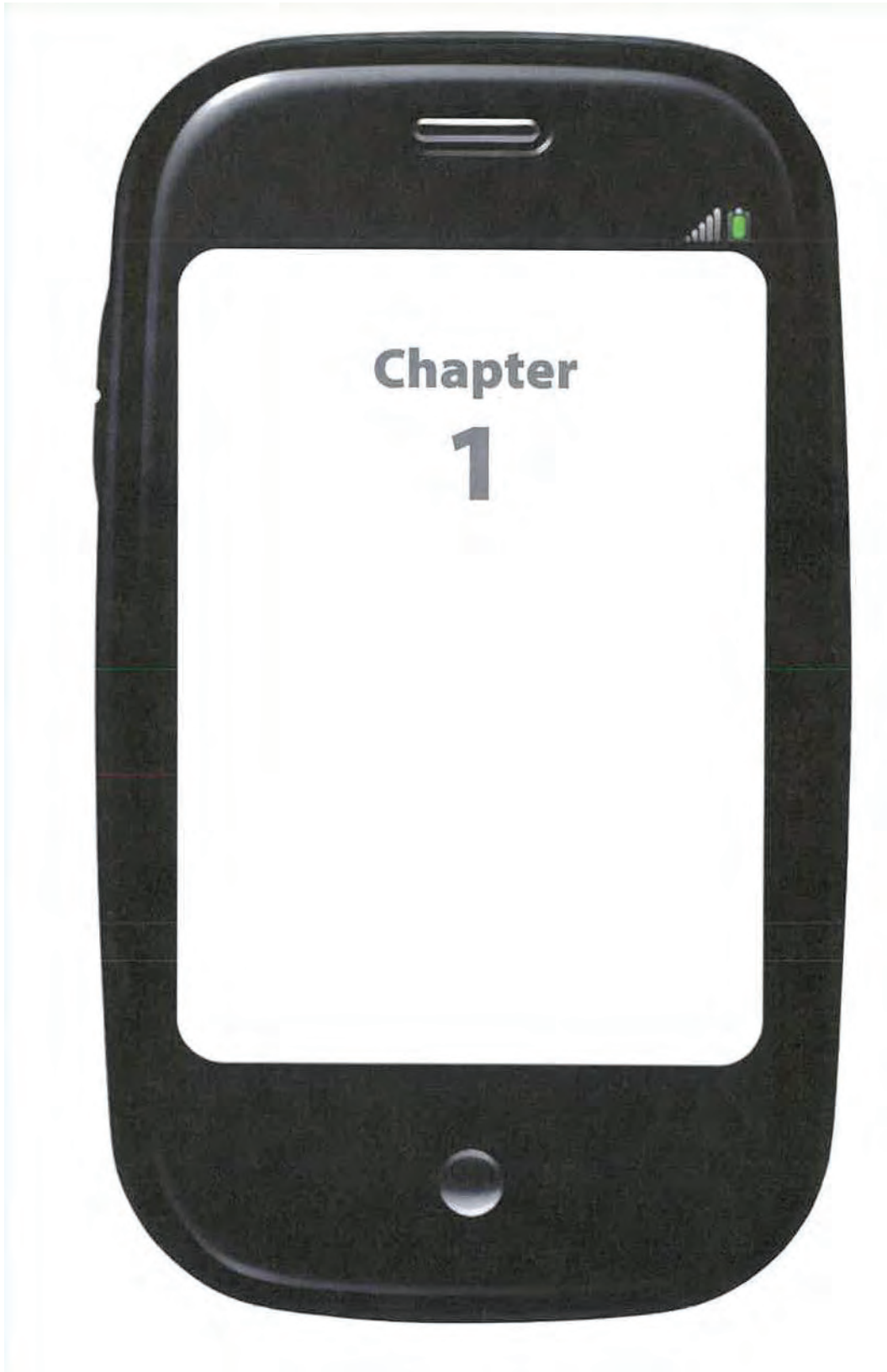
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Tour the Pre

If you're like most Pre owners, you're more than ready to put your new phone to work. In fact, you probably already cracked the box, charged the battery, and started calling and texting friends. Who can blame you? The Pre's an alluring package.



But before you dive in much further, it's worth taking a few minutes to learn your way around. Throughout this book, and as long as you own your Pre, you'll need to know where things like the "gesture area" and the Quick Launch panel are, and what they do.

In this chapter, you'll discover what all the inviting buttons on the Pre do, take a look at the keyboard, tour the many parts of the touchscreen, and learn the basics of interacting with your new phone. So get ready—your tour's about to begin.

What Comes in the Box

If you haven't already pulled the Pre out of its handsome black-and-white box and peeked at its contents, here's the lowdown:

- **Get Started guide.** For a little fold-up pamphlet, this guide is surprisingly useful and worth keeping nearby, if only as a quickie reference to the finger movements, or *gestures* (see page 26), that help you navigate the Pre. The guide also shows you how to turn on, activate, and set up the Pre; open and move among applications (programs); and make a call, among other things. The guide comes in both English and Spanish versions.
- **Features guide.** If you hadn't already bought the Pre, you'd think this was an advertisement for most of the things you can do with it, including GPS navigation, Sprint TV, picture messaging, and more. This guide gives you a quick overview of how to get started with these and other applications.
- **License agreements, warranties, and safety and legal info.** Unless you're a lawyer, it's hard to imagine you'll actually take the time to read these disclaimers, not that it's a bad idea to look them over. (If you do read them, you'll learn—among other things—how Sprint calculates bills and that if you use third-party applications on the Pre, the application may collect or require Sprint to disclose your personal information.) And if the teeny-tiny type size is any indication, you're even less likely to read the warranty info that's included.
- **AC adapter and USB cable.** You use the AC adapter with the USB cable to recharge your Pre (see page 21). You also use the USB cable to sync files between the Pre and your PC or Mac (see page 181), and even to connect to Apple's popular iTunes jukebox software to bring songs from your computer to the Pre (providing that option is still available; see the Note on page 182).

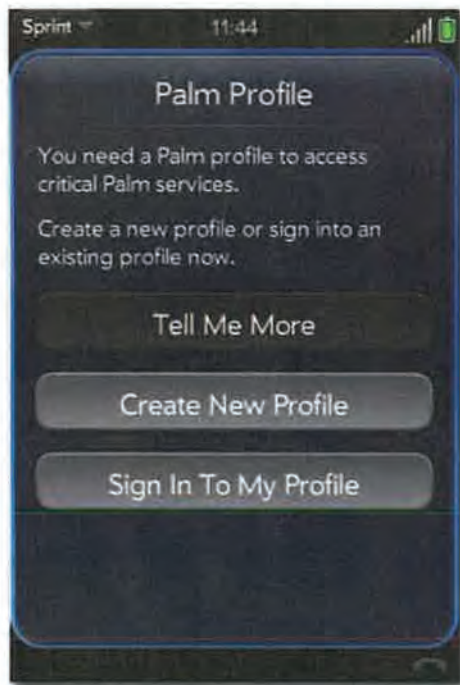
- **Stereo headset.** The standard-size (3.5mm) stereo headset has a switch on the cord for answering calls and a little microphone for getting your voice heard. And of course you can use the headset to listen to music or watch a video instead of piping those sounds through the Pre's built-in speaker. When you do so, the switch on the cord toggles between play and pause.
- **Pouch.** Your Pre is a beautiful little pocket computer. The soft black and (on the interior) orange pouch that's provided to keep it from getting dinged or scratched is functional, but isn't going to win any beauty contests. If style matters, you'll probably want to shop around for something that's better looking, perhaps even the leather case that Palm peddles as an accessory.
- **Recycling mailer.** Sprint includes a postage-paid pouch you can use to recycle the wireless phone you're replacing with your spiffy new Pre. It's an eco-friendly thing to do, and the proceeds from the program benefit a good cause, Internet safety for kids.

Set Up a Palm Profile

Before you can use your Pre, you have to set up what's called a "Palm Profile" on Palm's website. The Profile stores details about your Pre, your name and email address, and, more importantly, provides the following services:

- **Automatic backups.** Every day, Palm backs up your Pre, including applications you download from the App Catalog (see Appendix B). That means that if your Pre is ever lost, stolen, or damaged, your data is in a safe place and can be restored.
- **Updates.** From time to time, Palm fixes bugs or adds features to the Pre's operating system, which is called *webOS* (see page 5). When you have a Profile, Palm automatically downloads these updates to your Pre, though (within limits) you choose when to install them (see page 49).
- **Remote wipes.** If you ever lose your Pre, you can remotely erase all your personal information before the bad guys get it by logging into your Profile from another computer.

Setting up a Palm Profile is simple: When you turn on the phone for the first time, you see a series of screens that ask for your name, a password, the answer to a security question (like “What was your first car?” or “Where did your parents meet?”), and your email address. Palm uses this information to create your Profile and sends a verification message to the email address you entered. Open the email, click the link in it, and you’ve got yourself a Palm Profile.



You can change your profile info any time, either at the Palm Profile website (<http://tinyurl.com/kors3m>) or on the Pre itself (the Pre sends the updated info to the website). To change it on the Pre, go to the Launcher and tap Backup→Preferences→Palm Profile. Enter your password and then tap anything you want to change.

Tip You can find links to all the websites mentioned in these pages on this book's Missing CD page at www.missingmanuals.com.

The Pre's New Foundation

Palm wanted the Pre to do almost everything that a desktop PC can do. Two of its requirements for the smartphone reflected that mindset: The Pre had to **multitask**—to run more than one program at a time (so you could surf the Web and get emails at the same time, for example)—and the Pre had to stay always connected to the Web, because most people use the Internet as part of their daily lives.

Palm succeeded on both counts. The Pre is a smartphone with impressive capabilities. But to let it do all that cool stuff, Palm needed a serious controlling program at the Pre's core (the program at the heart of every computer, including the Pre, is called the **operating system**). Since no multitasking, always-connected operating system existed for smartphones, Palm built its own, from the ground up. They called it **webOS**.

When you use your Pre, you don't interact directly with webOS, so you won't find a chapter devoted to it in this book. But it's good to know what webOS is, because it's responsible for nearly everything you do on the Pre—from multitasking to dynamically updating web pages and email inboxes. In addition, if you ever need to call customer support, representatives may refer to webOS, as may email messages from Palm.

The Pre from the Outside

The Pre's case looks sleek and seamless, but it houses a number of buttons, switches, and other components like the speaker, camera, and flash. It also houses the keyboard, one of the Pre's defining characteristics. This section looks at what you'll find on the outside of the Pre.

The Power Button

The Pre's power button curves around the upper-right corner of the phone's case.

It handles several tasks:

- **On/Off.** No surprise here: This button powers up and turns off your Pre. "Off" in this case means completely shut down—you can't make or receive calls or do anything but turn the Pre back on.



To turn the Pre on, press and hold the power button for 2 seconds. Palm's pulsing white logo appears on the screen for as long as 90 seconds as the Pre powers up and loads the main screen (see page 15).

To turn the Pre off, press and hold the power button for 5 seconds. After that, you'll see three options on the screen; tap the one you want.



- **Turn Off.** Select this option to shut down the Pre. The screen goes dark, and your incoming calls go directly to voicemail. If you're not going to use your Pre for a couple of days, choose this option to preserve battery life.
- **Airplane mode.** This option turns off all the Pre's wireless features—the phone itself, the Internet connection (see page 154), and any Bluetooth devices you paired with your Pre, like a wireless headset (see page 98). In Airplane mode, you can't communicate with the outside world, but you *can* still use the Pre's programs—to play music and games, consult your calendar, or watch a movie, for example.

Tip In Airplane mode, you can manually turn on WiFi (page 41) and Bluetooth (page 41), but you can't use the phone.

- **Cancel.** Pick this option if you change your mind and want to return to the main screen. (You can also return to the main screen by pressing the center button; see page 18.)

- **Sleep/Wake.** Press the power button for just an instant to put the Pre in Sleep mode. The screen goes dark and the phone consumes very little power, but it keeps working in the background, accepting email messages, updating open web pages, and so on. The Pre wakes up when you press the power button again.

It also wakes up when you get a phone call. The screen displays the caller's phone number (and a picture of the caller if you have his or her photo in your Contacts list—see page 214). You can either answer the call or ignore it (see Chapter 4 for the details).

Tip You can also wake the Pre by opening the keyboard (page 11).

- **Silence the ringer.** If you want to stop an incoming call from ringing, press the power button once when the call comes in.
- **Send a call to voicemail.** If you want to send an incoming call directly to voicemail, press the power button twice in quick succession.

Unlock the Pre

When you put the Pre to sleep or leave it idle for more than 30 seconds, the screen locks so that you don't accidentally press any buttons. That way, you won't run up a 45-minute phone bill by calling halfway across the world as the phone jostles around in your pocket.

Tip You can change the Pre's auto shutdown time to 1 minute, 2 minutes, or 3 minutes by going to the Launcher (see below) and tapping Screen & Lock→Screen, then tapping "Turn off after", and then choosing the interval you want.

To wake up the Pre, press the power button. A yellow circle with a lock in it at the bottom of the screen lets you know that the screen is locked. To unlock it, drag the icon from the bottom of the screen to the center of the screen.



Tip For added security, you can make your Pre ask for a PIN or password before it unlocks. Page 244 explains how to set that up.

Note If you like, you can get event notifications (see page 16) even with the Pre locked. Go to the Launcher (page 19), tap Screen & Lock→Show When Locked, and then tap On. (You still have to unlock the phone to open programs, like Email, related to any notifications.)

Ringer On/Off Switch

Slide this switch to the right to turn off the ringer and notification sounds, like the ones that play when you miss a call, get an email, or receive an instant message (page 148). This switch *doesn't* silence music, video playback, or clock alarms, however.

Tip Here's a quick way to check the ringer status: When the ringer is off, the area under the switch is red instead of black.

The ringer switch serves another purpose: move it back and forth three times while holding down the power button to reset the phone, as described on page 237.

Ringer on



Ringer off



Note Even with the ringer off, your Pre isn't completely silent if you set it to vibrate when a call comes in (see page 85). When you get a call, you (and your neighbors) just might detect a buzzing sound. To go totally noise-free, make sure you turn off the Pre's Vibrate mode (see page 97).

Headset Jack

The Pre comes with a standard 3.5mm headphone jack, the kind found on almost every cellphone and MP3 player, so your favorite set of headphones will work fine with the Pre. But the headset that comes with the Pre has one advantage: Its cord has a built-in phone button and microphone, so you can answer a call by pressing the headset button, and talk to the caller using the headset's built-in mic.

Volume Control

The rocker button on the left side of the Pre lets you adjust the volume of the Pre's speaker, earpiece, and headphones.

Volume control

USB Connector

The right side of the Pre houses a micro-USB connector, hidden away under a plastic cover. This is where you plug in the Pre's USB cable to recharge the battery (see page 21) or to sync your Pre with your PC (see page 68).



To get to the connector, you have to dig your fingernail underneath the plastic tab that covers it and lift the tab off. It's easier if you slide open the phone first.

The Back-Cover Latch

You'll find a single latch smack dab in the middle of the otherwise barren bottom of the Pre. Press it to remove the back cover. You have only three reasons to do this: to replace a dead battery (or to swap out a depleted battery for one that's charged), to replace the back cover if you buy the Pre's Touchstone charging accessory (see page 22), and to find your Pre's serial number.



Camera and Flash

The Pre has a digital camera with a flash. With a resolution of 3 megapixels, it's a decent cellphone camera. The flash triggers automatically in low light (unless you turn that feature off). Chapter 9 has all the details.



Speaker

You'll never mistake the Pre's speaker for hi-fi audio—it's barely a step above a 1960s transistor radio. But it's good enough to serve as a ringer, work for speakerphone calls, and play sounds to remind you of appointments.

The Keyboard

Apple's iPhone has an onscreen keyboard, but many people prefer physical keys when they want to bang out emails or answer text messages. So Palm included a keyboard on the Pre, cleverly concealed behind the touchscreen.



To get to it, place your thumb on the screen, wrap your fingers around the back of the case, and gently push your thumb up so the keyboard slides out from the bottom. Chapter 2 has more about using the keyboard.

The Face of the Pre

The front of the Pre has both a touchscreen and a *gesture area*—the two primary ways you communicate with the phone—as well as a physical button. It's also where you'll find the phone's earpiece and microphone.



The Touchscreen

Your Pre's screen is touchy—but in a good way: It responds to finger taps and movements, which is how you tell the Pre what to do. So the touchscreen isn't just a display, it's also your mouse and telephone dial pad. Try it—tap the phone icon , and the dial pad pops up.



The screen is divided into five sections:

- **Status bar.** This narrow strip at the top of the screen gives you info like the name of the program you're working with, the time, how much charge your battery has left, and more. It's covered in detail on the next page.
- **Touchscreen.** The touchscreen displays open programs and responds to finger taps and gestures. For more on the touchscreen, flip to page 15.
- **Quick Launch panel.** This section near the bottom of the touchscreen gives you easy access to the four most widely used applications on the Pre—the phone, your Contacts lists (page 61), the email program (page 126), and the calendar program—along with a shortcut to the Launcher (see page 19).
- **Notifications area.** You won't see this section at the bottom of the screen until you get a message letting you know about a missed call, an incoming message, a soon-to-expire battery, or some other event (see page 48 for details). When you have a lot of these alerts, the section expands and covers the Quick Launch shortcuts.

- **Gesture area.** This invisible, black, touch-sensitive area extends from the bottom of the touchscreen halfway down the center button, and spans the width of the screen. As page 18 explains, this stretch of real estate is where you perform the “back” gesture, one of the finger techniques you’ll use most frequently. Chapter 2 covers all the gestures in detail.
- **Center button.** This button brings you to the Pre’s Card view, explained on page 35.

Note Measured diagonally, the Pre’s screen is 3.1 inches, and it has a resolution of 320 × 480 pixels. If you’re into comparisons, that’s the same resolution as the iPhone 3G, though the iPhone has a larger screen: 3.5 inches diagonally.

The status bar

No matter what program you use, you’ll almost always see the Pre’s *status bar*, an area at the top of the screen that displays a series of icons. (If you’re in an application, such as when you view a web page, where turning the Pre sideways puts it into the landscape mode, the status bar goes undercover; press one of the volume keys [see page 9] to bring it back.) Here’s what you see in the status bar, from left to right:

- **Application name.** The status bar’s leftmost corner displays the name of the program you’re currently using. Tapping the name summons the *application menu*, which lets you access features and options like cutting, copying, and pasting within that program. If you open the Photo program, for example, the word “Photo” appears here. Three exceptions: If you’re using the phone, don’t have any applications open, or are in Card view (see page 35), the word “Sprint” appears here instead. When you first turn on your phone or come out of Airplane mode (page 6), you’ll see the word “Searching” here for a little while, as the Pre looks for a wireless signal. And if your Pre can’t find a Sprint network to connect to, you’ll see the words “No Service.”
- **10:47. Time of day.** This one’s self-explanatory: It shows the current time.
- **Bluetooth.** This symbol appears when you connect your Pre to a Bluetooth device, like a wireless headset for phone calls or a “hands-free” car phone system (see page 97).

-  **WiFi indicator.** As you'll learn in Chapter 7, the Pre connects to the Internet in one of three ways: through a wireless hotspot (page 155) or through one of Sprint's two cellphone networks. This icon appears when you're connected to a wireless (WiFi) hotspot. The more "sound waves" you see, the stronger the signal. WiFi is the fastest Internet connection you can have on the Pre.
- **1x or Ev R Network type.** If you're not connected to a WiFi hotspot, you'll see one of these symbols, which means you're connected to the web via one of Sprint's wireless networks. Sprint's **1x** (page 154) network is the slower of the two. With any luck, you'll be connected via Sprint's far faster network, **EvDo** (page 154). And if you see an **R** as well, you're **roaming** outside Sprint's coverage area. To surf the web, exchange email, or do any other non-phone task, you need to see one of these icons or the WiFi indicator.

Tip If the Pre is transferring data, the lettering on the little icons for **1x** or **Ev** is white. If not, the lettering is black.

-  **Cell signal.** This lets you know how strong your cell signal is. Don't let the fact that there are five bars fool you: If one or more are grayed out, you have a weaker signal. Ideally, you want all five bars gleaming white. If you're outside Sprint's area of coverage, the bars are not only grayed out, they also have an **X** over them.
-  **Airplane mode.** The plane icon tells you you're in Airplane mode (see page 6). All your wireless signals—for the phone **and** for Internet access—are off, so you won't see a WiFi or cell signal in the status bar.
-  **Battery meter.** If the meter is green and filled up, you've got a full charge. When the icon turns red, it's time to juice up the battery.

The touchscreen

The Pre's main display area, called the **touchscreen**, is where the action is most of the time. It's the Pre's equivalent of a PC's desktop—it displays open programs and serves as the conduit for communications between you and the Pre. It's one of the two places that responds to the finger gestures that tell the Pre what to do (the other is the gesture area; see page 18).

If you have a program open, the touchscreen displays a miniature screen shot of the program, which Palm calls an *activity card*. If you have several programs open, the touchscreen displays a set of cards, one beside the other, as in the image below. Palm calls this overview look at open programs the *Card view*. To work within one of the programs, tap its card. The application takes over the touchscreen and you're ready to get to work.



Quick Launch panel

As mentioned on page 13, the Quick Launch panel gives you shortcuts to the programs you use most often. Think of it as Palm's version of the Windows Toolbar or the Mac OS X's Dock.



The panel has five shortcuts: for the phone 📞, your Contacts list 📇 (see page 61), the email program ✉️ (see page 126), and the calendar program 📅 (see page 105) in that order. The fifth link takes you to the Launcher 🏠, a master list of all the programs installed on your Pre (including the Quick Launch panel and its icons). You can remove or replace any of the Quick Launch panel icons (see page 33) except the one for the Launcher, because you'll always need a way to get to the Launcher.

Notifications area

The Pre lets you know when you receive or miss a call, get an email, get a program update, and on several other occasions.



Notifications, discussed in detail on page 48, give you just enough information to clue you in on whether you have to drop what you're doing and act on something immediately. They typically combine a line or two of text with an icon; sometimes, though, they're just tiny icons. For example, a notification may let you know that you have an email with the subject "Urgent, Please Reply," or that you missed a call from your boss.

After a few seconds, most alerts you ignore shrink down to icons in the bottom-right corner of the notifications area (see page 48). Tap one of those icons to get more info.



Minimized notifications for a phone call and a calendar appointment

Gesture area

As you learned earlier, the Pre interprets finger movements, which Palm calls *gestures*, as commands. You perform these gestures in two places—on the touchscreen and in what Palm calls the *gesture area*, a region just below the main display.

While you can use gestures in both these areas, some are interpreted differently depending on where you do them. For instance, swiping your finger from right to left in the gesture area issues the Back command. Doing the same thing on the touchscreen advances you from one application to the next. See page 26 in Chapter 2 and page 239 in Appendix C for more about the gesture area.

The Center Button

Pressing the lone button on the front of the Pre (shown on page 12) changes what you see on the touchscreen. If you're working within an application, for example, pressing the center button brings you back to *Card view*. If you're in Card view and you press the center button, the center card becomes your working program and takes over the screen.

The Launcher

As mentioned above, the Pre provides links to every program on your phone in a program library Palm calls the Launcher. You get to the Launcher by pressing its icon , which is the only permanent member of the Quick Launch panel. To open an application in the Launcher, tap its icon.



Many of the Pre's programs—its web browser, its MP3 player, and its camera, for example—are discussed in depth later in the book. But other, smaller programs and settings you find here deserve special mention:

- **Clock.** You can choose whether you want to see a digital or analog-style clock and set an alarm. A little alarm notification at the bottom of the touchscreen reminds you when you've set an alarm. (You can select this notification and swipe it off the screen—page 49 tells you how to do that—and the alarm will still go off.)
- **Calculator.** Need to figure out a meal tip? Help Junior with his homework? This application lets you do simple arithmetic. Press the space bar to summon the square root and percentage keys that aren't shown when you first open the calculator.

- **Doc View and PDF View.** These applications let you look at Microsoft Office files (Doc View) and Adobe PDF files (PDF View) that arrive attached to email messages or that you add to your Pre through a USB connection (see page 184). As of this writing, you can't edit these documents, but DataViz, a software company that works closely with Palm, is developing a program to let you do so.
- **Date & Time.** Choose between a 12- or 24-hour time format. You can also have the Pre automatically set your time zone clock by turning "Network time zone" on. Or turn "Network time zone" off and manually choose a time zone from a list of cities and countries around the world. The latter option can come in handy if you're traveling but want to stay on your home body-clock, or if you're staying put but want to be simpatico with clients in Asia.
- **Device Info.** Tap this icon to see a raft of info about the Pre itself: how much memory the device has and how much is free, the amount of battery life left, your phone number, and so on. You can also find the Pre's serial number here. If you ever have a problem with your Pre, someone in Palm's support department may ask you to open this screen.
- **Updates.** Sprint occasionally updates the Pre's operating system, webOS (see page 49), to fix problems or add features. Sprint notifies you when an update comes out, but if you're a Type A personality, you can check for them manually here. If there are updates to the programs you downloaded through the App Catalog (see page 225), you can fetch those here, too.
- **Backup.** Once you set up a Palm Profile (see page 3), Palm automatically backs up all the information on your Pre each day. You can request an immediate backup here by tapping "Back up now."
- **Language.** You can operate your Pre in either English or Español.
- **Sprint.** This is a shortcut to Sprint's website, where you can see a list of frequently asked questions about the Pre or view instructional videos.
- **App Catalog.** Though it is still in beta (test) mode at the time of this writing, Palm's App Catalog (see Appendix B) is the place to sample, rate, buy, and download third-party programs. (They're called *third-party programs* because they're created by companies and individuals other than Palm.) Among the dozen or so applications available when the Pre debuted: Pandora Internet radio, Fandango movie show times, *The New York Times*, and Classic, which makes your Pre act like one of Palm's earlier devices, such as the Treo or Palm Pilot. New applications are being added all the time. Click this icon to see what's out there.

The Prescient Pre

Your Pre knows which way you're holding it (vertically or horizontally, up to your ear or down at your side) and puts that knowledge to good use. Three high-tech sensors tell the Pre which way is up:

- **Proximity sensor.** When you bring the phone up to your ear during a phone call, the Pre darkens the display to save power and keep your cheek cool. (It doesn't do this when you use the speakerphone, however.) It also disables the touchscreen to prevent any inadvertent button-tapping.
- **Accelerometer.** When you turn the Pre from vertical to horizontal, the screen orientation changes from portrait to landscape mode. Try it with web pages and pictures.
- **Light sensor.** If you're in a dimly lit room, the Pre dims the display to save battery power.

The Battery

Your Pre's battery comes partially charged, but eventually you'll have to juice it up yourself. And you may have to replace a battery, either to swap it with a fully charged spare or when the original battery no longer holds a charge. This section tells you how.

Recharge the Battery

You recharge the Pre's battery two ways:

- **AC adapter.** Plug the small end of the Pre's USB cable into the phone's micro-USB connector (see page 9) and the other end into the AC adapter. Then plug the adapter into a wall socket. The Pre briefly displays a "Charging Battery" message in the notification area to let you know it's powering up. A full charge takes up to two and a half hours, Palm says.

Tip If you unscrew the top of the AC adapter, you can switch from a plug that works in North America to one that works in Europe, Australia, and Argentina, though you'll also have to buy an international power charger. You can get one from Palm for about \$40 at <http://tinyurl.com/n92ubn>.

- **USB cable.** Connect the small end of the cable into the Pre's micro-USB connector, and plug the large end into a standard USB slot on your PC. It takes longer to charge the Pre this way, about 4½ hours. If your phone is off when you recharge it via the USB cable, the Pre doesn't display a charging message.

Buyers' Guide

A High-Tech Recharge

Another way to juice up your battery is with Palm's Touchstone Charging Kit, which costs \$70 from Palm (though you might find it for less online). The Touchstone charges the Pre when you place the phone on top of the dock—it generates an electromagnetic field via a set of internal coils, and magnets hold the phone in place. You replace the Pre's stock back cover with an "inductive" one that transmits the charge. From then on, you don't have to fiddle with AC adapters or USB cables (though you do have to plug in the Touchstone, of course).

The Pre gets charged at the same rate as if you'd plugged it into the wall, and the dock tilts the screen toward you so you can see notification messages.



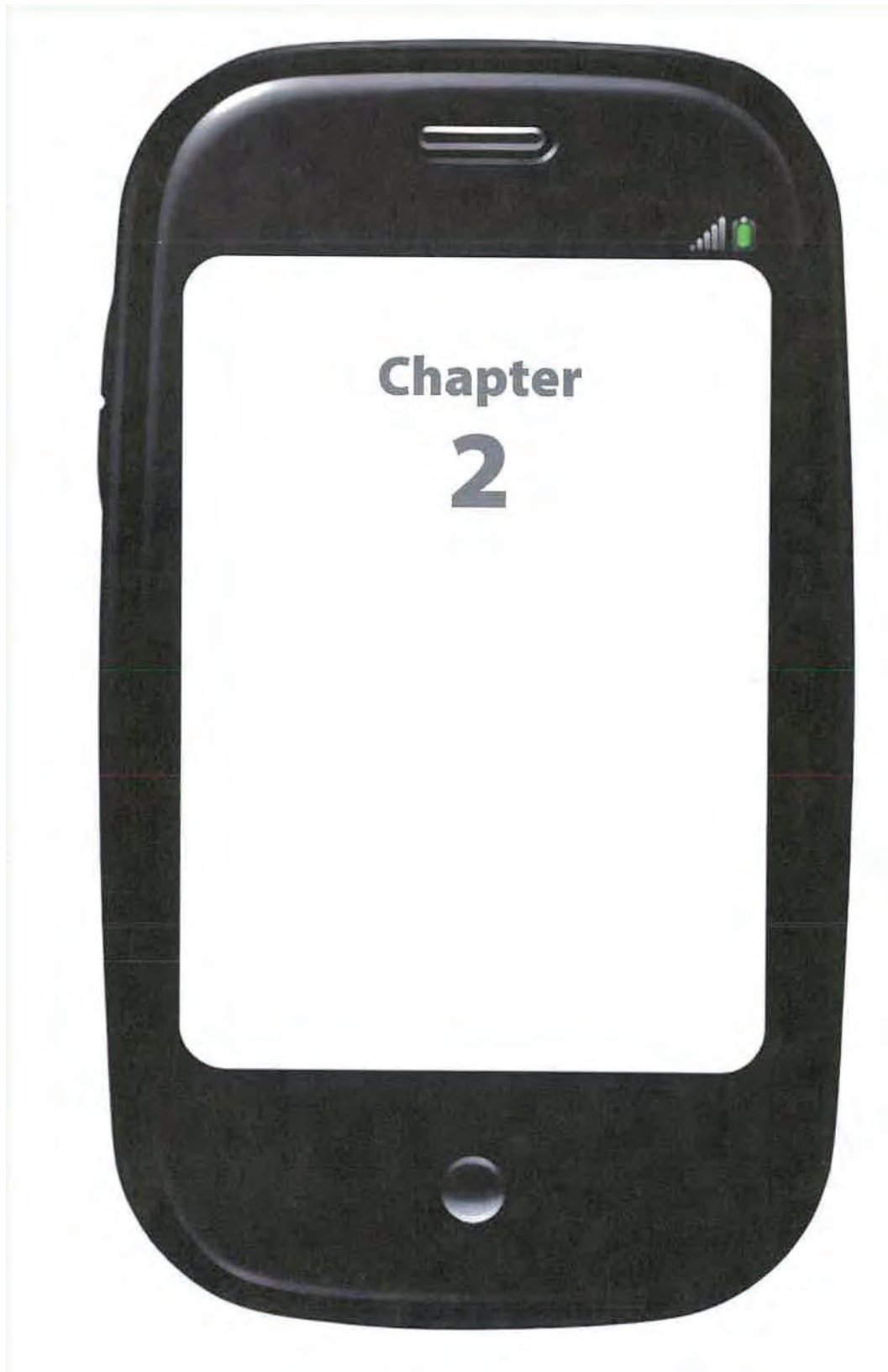
The Touchstone has a few other tricks: If your Pre is lying on the dock when a call comes in, the phone automatically answers when you pick it up. And if you're on a call and place the Pre on the dock, the speakerphone automatically comes on. When lying on the Touchstone, the Pre displays a clock with a digital readout.

Replace the Battery

Unlike the iPhone, the Pre has a battery you can swap out or replace. But getting at it is a slightly tricky maneuver that involves pressing and letting go of the back-cover release (see page 10), and then sliding your thumbnail between the cover and the phone as you lift the cover up by its sides. To remove the old battery, lift it out by grabbing the tab at the top. Then insert the new battery, and snap the cover back on.

Tip When pushing the back-cover release to lift the cover off, stick a fingernail in just under the cover to pop the bottom open and then run your fingernail along the sides to completely dislodge it. You can also try sticking a credit card between the back cover and the phone to yank it off.

If you use your Pre constantly, you may want to buy a spare battery (about \$50) so you can always have a fully charged one on hand. The Appendix on page 234 has tips for preserving battery life.



Move Around the Pre

Aside from making calls (and sometimes even then), cellphones can be so complex that they'd stymie a CIA code-breaker. Going from an address book to a Missed Calls screen, for example, can involve labyrinthine menus and confusing "soft" keys.

On the other hand, *smartphones*—mobile phones that you can use to check your email and browse the web—typically hamstring you in other ways, like limiting you to one task at a time. You can send an email, but not while listening to music. Or you can surf the web, but you can't check your calendar, too. As a result, you usually end up opening and closing programs all day long. That's not the way your desktop PC works, and it shouldn't be the way your smartphone works, either.

Fortunately, the Pre sets things right: It simplifies menu navigation with a library of easy-to-use gestures, lets you open multiple applications at once, and lets you switch among them easily and logically.

In this chapter, you'll learn how to control the Pre using gestures, how to switch from one program to another, and how to take advantage of some special characteristics of the Pre's keyboard.

Finger Tips: Six Ways to Navigate the Pre

You interact with the Pre through a variety of *gestures*, finger motions that the Pre recognizes as commands. The six techniques described below will have you finger-tapping your way through the Pre in no time. But first, you need to know where to make these gestures.

Touchscreen vs. Gesture Area

As you'll see in this chapter, you have to do some finger gestures on the touchscreen, some in the gesture area below the touchscreen, and some you can do across both areas. In other words, *where* you perform gestures matters, too.

Gestures in the gesture area do things similar to what physical buttons on traditional cellphones do. For example, when you do the right-to-left swipe or back gesture (see next page) in the gesture area, it takes you up one level in the hierarchy of screens. On a conventional cellphone, you'd probably use a Back button to do this.

On the other hand, when you swipe in either direction on the touchscreen with, for example, the Photos application open (page 210), you go back and forth from one picture to the next.

Tap

Fred Astaire never tapped as often as you will on the Pre. You tap the touchscreen to open an application, select menu options, and position the cursor.

To tap, touch the screen with your fingertip using a fast and firm motion. The Pre confirms your tap by displaying a white ripple where you touched the screen.



Swipe

To perform a swipe, move your finger across the screen in one quick, smooth, constant motion, and then lift your finger just as quickly. Swiping serves a couple of purposes on the Pre, depending on whether you swipe in the gesture area or on the main touchscreen, and on whether you move left to right or right to left. Below are some examples of each type of swipe.

The right-to-left swipe

This motion, commonly known as the *back swipe*, is the star of the swipe team. You use it often in the gesture area, and here's why: As you go deeper into a program, this motion lets you retrace your steps screen by screen, so you can back up one level at a time until you return to your starting point, the program's opening screen.

For example, say you want to listen to the song "Speed of Sound," by the band Coldplay. You go to Music Library→Artists→Coldplay→Speed of Sound (page 192 has more about the music library). Then you decide you'd rather hear "Viva La Vida." Back swipe in the gesture area to go up one level to Coldplay's songs list, and then tap "Viva La Vida." If you then decide to listen to Pink instead, back-swipe twice to go up two levels to Artists, and then tap "Pink."



The back swipe serves a couple of other purposes:

- If there's no previous screen when you back swipe within an application, you return to Card view (see page 36).
- If you're watching a video, it moves the video back 10 seconds.

Tip In most cases, when you move back from one screen to another using the back swipe, the Pre automatically saves what you were working on. For instance, if you're writing a memo and perform the back gesture to get back to a list of all your memos, the Pre saves the memo you were composing. (If you see a Done button after a back swipe, you have to tap Done to save your work.)

The left-to-right swipe

The Pre rarely uses this gesture. You use this kind of swipe to move a video ahead. How far ahead depends on the length of the video: 30 seconds for videos longer than a minute, 10 seconds for all others.



Drag

This gesture—where you slowly move your finger across the touchscreen without lifting it—lets you:

- Move within a page that's too large for the Pre's display area. For example, you can drag your finger in any direction (including diagonally) to move a web page or map around so you can focus on a particular area.



- Scroll through a list line by line; simply lift your finger when you see the menu item or name you're looking for.
- Reposition cards and program icons (see page 38).
- Close programs (see page 39).
- Delete items from lists.

Dragging is great for things you want to do slowly and carefully. But it's **too** slow when you want to do something quickly, like zip through a list of 200 song titles. In cases like that, flicking is the gesture you want.

Flick

Flicking is the primo way to scroll through **long** lists, like a set of contacts or your music library. To perform this gesture, you do just what you'd expect: Put your finger on the Pre's touchscreen, move your finger really quickly either up or down or left or right, and then lift it.

Once you flick a list, it starts out scrolling fast, then slows down, and, after a few seconds, finally stops. The faster you flick, the farther up or down (or right or left) in a list you go. If you skitter past the point where you want to stop, tap the screen to stop the scroll, and drag the list back to the name or list item you want.

Pinch-and-Spread

Sometimes you want to zoom in on an area of a screen—to make it easier to read the content on a web page, for example, or to enlarge a map or photo. That's where this gesture comes in: Put your thumb and forefinger together, place them on the touchscreen, and then spread them apart (this is called **pinching out**).



The downside to zooming in is that you can't see a whole page. To regain your bearings, zoom out by *pinching in*, bringing your separated thumb and forefinger together on the touchscreen.

Double-Tap

Pinching isn't the only way to zoom. Double-tap an area of the touchscreen, such as a column of a news story on the web, and the Pre enlarges the area you touched. Double-tap a second time to zoom back out. Double-tap zooming works for web pages, photos, and documents.



Tip If you're having trouble getting the Pre to respond to your gestures, see page 239 in Appendix C for some possible fixes.

The Program-to-Program Shortcut

- If you have an application open and you want to switch to another open program, you normally have to jump to Card view first (see page 38). But there is a way to go from program to program without stopping at Card view along the way. To do so, you use a gesture that's similar to the swipes you learned on page 27. Before you can use it, though, you have to change one of the Pre's settings:
- From the third page of the Launcher (page 33 explains how to get there), tap Screen & Lock→Advanced Gestures. Tap the button beside Switch Applications to move it from Off to On.
- Now that your settings are correct, you can use this spiffy shortcut: When you're in an application and you do a full swipe in the gesture area (move your finger left to right across the entire gesture area), your Pre opens the last application you were working in, instead of going to the previous screen of your current application (as it would if you hadn't turned on the Switch Applications setting). Swipe the other way, from right to left, and you go to the next application in line.
- The order of the applications depends on the order you opened them in Card view. For example, say you open application A, then application B, and finally application C. Then you start working in application B. With Switch Applications on, a left-to-right swipe takes you to application A, and a right-to-left swipe (aka a back swipe) takes you to application C.
- Does this mean you can't use a back swipe to switch to a previous screen anymore? No, but you have to modify that gesture slightly: Your back swipes need to be much shorter and more controlled than full swipes, spanning no more than halfway across the gesture area.

Working with Programs

One of the Pre's big advantages is that it can *multitask*—have several programs open and active at once. In this section, you'll learn how to open programs, move among them, and work within them.

The Pre gives you three ways to open programs: The first two are through the Quick Launch panel and the Launcher. You'll learn about the third way, using the Pre's universal search feature, a little later in this chapter.

Quick Launch Panel

As you learned in the last chapter, Palm figures you'll use certain programs all the time, so they've put shortcuts for those programs—Phone, Email, Contacts, and Calendar—in the *Quick Launch panel*. Tap one of the program's icons to open that program.



The Quick Launch panel is always at the bottom of the Pre's touchscreen (see page 12) when you're in Card view (page 36). But you're not always in Card view. For example, if you're working in an application, you don't see the Quick Launch panel. In cases like that, you can pull up a "floating" version of the panel, which looks like something out of the psychedelic '60s.



Here's how to do that: Drag your finger from the gesture area toward the center of the touchscreen. As you cross the border between the two, a bendy version of the Quick Launch panel pops up, looking a bit like a shape-shifting boomerang. Keep your finger on the panel, and slide it over to the program you want to open. The Pre displays the application's name to confirm your choice. Simply lift your finger to open that application.

Customize Quick Launch

If *your* list of most-used programs differs from Palm's, you can replace any of the first four shortcuts in the Quick Launch panel with one of your choosing (you can't replace the fifth icon, which opens the Launcher).

First, you need to free up space in the panel: In the Quick Launch panel, tap and hold the icon you want to replace until a blue halo appears around it, and then drag it onto the Launcher icon and let it go. Next, go into the Launcher and tap and hold the icon you want to add to Quick Launch, and then drag *that* icon to the Quick Launch panel's now-vacant slot and let go.

Note You don't *need* to have five icons in the Quick Launch panel. If you want, you can remove all the icons from the panel except the Launcher's. But you might as well use the panel for the applications you cherish the most.

The Launcher

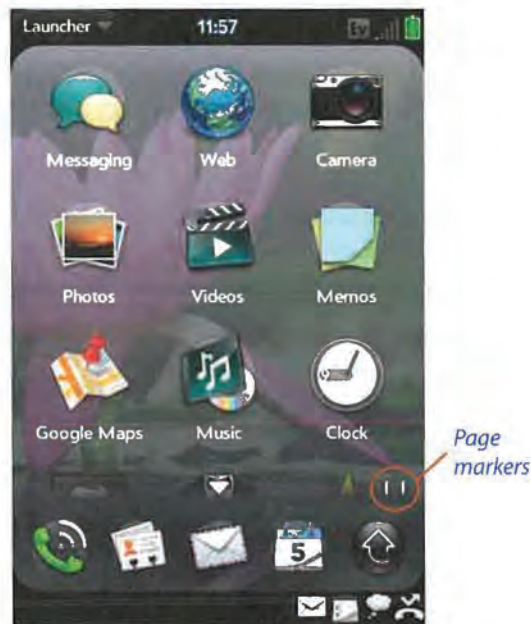
While the Quick Launch panel is a handy way to open often-used programs, it can't show you all the programs on your Pre. To see the complete list, you need to go to Quick Launch's big brother, the Launcher, which you can think of as the Pre's version of the "home" screen you find on other smartphones.

Open the Launcher in one of these ways:

- In Card view (see page 36), tap the Quick Launch panel's Launcher icon.
- In Card view, flick from the gesture area toward the touchscreen.
- In any other view, press the center button (see page 18) to switch to Card view, and then tap the Quick Launch panel's Launcher icon.
- From within an application, flick twice from the gesture area toward the touchscreen. (This takes practice; you may inadvertently drag up the Quick Launch panel until you get the hang of it.)

With the Launcher open, you'll see icons for all the programs on your Pre. Launcher icons behave just like the ones in the Quick Launch panel—simply tap one to open a program. To reposition a Launcher icon, tap and hold it until you see a blue halo around it, and then drag the icon to the new spot and release it.

The Launcher is actually made up of three screens. On the first Launcher screen, you see two short, vertical white bars at the bottom-right edge of the screen, which lets you know that there are two other screens. If you flip to the second screen by swiping from right to left, one of these white bars appears on the screen's bottom right, and another at the bottom left, to let you know you can move either forward or back to another screen. And if you're on the third Launcher screen, both markers are at the bottom left.



Frequently used programs like Web (see page 160), Camera (see page 203), and Photos (see page 207) programs appear on the first Launcher screen. On the second screen, you'll find entertainment applications like Sprint TV (see page 199), Amazon MP3 (see page 185), and YouTube (see page 197). Settings like Sounds & Ringtones (see page 93), Wi-Fi (which this book will refer to as WiFi; see page 157), and Bluetooth (see page 97) are on the third. Palm says it considered how often applications are likely to be used in determining the order of the icons. If you like, you can change what appears on each screen by dragging icons off one screen and parking them on another.

Out of the box, your Pre already has more applications than the Launcher can display on its three screens, so you may have to scroll up or down a screen to find the program you're looking for. Tiny arrows at the top and bottom of the Launcher screen indicate whether there are icons above or below what's showing on a screen. For example, if you're at the top of a long screen, you see a tiny arrow at the bottom to let you know that you can scroll down to find more icons. A faster way to find applications you add—page 225 explains how to add programs—is the universal search feature you'll learn about on page 47.

To close the Launcher, place your finger in the middle of the touchscreen and flick straight down into the gesture area. (Flick back up to open it again.) Do the same thing when you're in Card view, and the center card becomes the active application.

The Concept of Cards

When you open multiple programs, you need a way to see them all at once and to switch from one to another. In Windows, you do that with the taskbar, and on the Mac, you use the Dock, but those setups won't work on the Pre's small screen. So Palm came up with a new metaphor: a set of cards. The Pre represents each of your open applications with an *activity card*, a miniature picture of the application. If you have five programs open, five activity cards are laid out side by side across the middle of the screen. This is called *Card view*, which you'll learn more about in a second. Depending on the size of the cards and how many there are, you may not be able to see them all at once. (And if you have no programs open, you won't see any cards.)



Even though they're tiny, these cards are exact representations of the programs they stand for. So, for example, if you have the Web application (see page 160) open, the web page shown on the Web card gets updated if the info on that page changes. You can drag (see page 28) or flick (see page 29) these cards to move between the applications. To start working with a program, tap its card. That application takes over the screen, and from that point on, you're working in that program.

Card View: Your Programs at a Glance

The best way to understand Card view is to try it out. Go to the Quick Launch panel, tap the Launcher icon, and then tap the icon labeled "Memos." The Memos program opens full-screen, and you're working within that application. To switch to Card view, use the back swipe gesture you learned earlier (see page 27): From the Memos main screen, swipe from right to left in the gesture area. The Pre shrinks the Memos program down to an activity card and takes you to Card view.



In the image above, you only see one card, for the Memos program, because that's the only application you have open. To make things a little more interesting, go to the Quick Launch panel at the bottom of Card view and tap the phone icon.

The Pre opens the Phone program and fills the display with the application's opening screen (the dial pad). To get back to Card view, back swipe in the gesture area just as you did before. Now you see two cards: One for Memos and one for Phone. The card representing the program you just came from (in this case, Phone) always appears in the center of the Card view. If you want to switch to Memos again, drag the cards to the right until the Memos card is centered, and then tap it.



Note There's a limit to how many cards you can have open simultaneously, but it's not a hard-and-fast number: It's based on memory use, so you may be able to keep 10 or more cards open at once. When you bump up against the limit, you'll get a not-so-subtle onscreen message saying that, before you can open a new card, you have to discard another.

As you learned in this example, you can use the back-swipe gesture to go to Card view. But Card view is so important—it's your hub for switching from one program to another—that the Pre gives you several ways to get there. Perhaps the most prominent is the center button.

The center button

The *center button* is a fail-safe way to get to Card view, no matter where you are on the Pre. It's the only physical button on the front of the Pre.



When you press the center button while you're in a program, the program shrinks down and becomes the center card in Card view, and it's flanked by cards for any other programs you have open.

Note Little hidden lights sit on either side of the center button, and there's one in the center button itself. These light up when you perform gestures in the gesture area. Oddly, the center button *doesn't* light up when you press it to go into Card view.

Other paths to Card view

You can reach Card view in a couple of other ways. From within an application, do one of the following:

- Flick from the gesture area to the center of the touchscreen.
- From within an application, keep doing the back-swipe gesture until you've reached the last possible screen in the program. One more back swipe takes you to Card view.

Rearranging cards

You can change the order of cards in Card view if, for example, you want to keep all your open web pages grouped together, or if you want to group your email messages.

To reorder cards, simply drag and drop them: Tap and hold a card until it shrinks and becomes transparent; when you do, all the other cards shrink to an even smaller degree. (Alternatively, you can tap near—but not on—a card to make them all shrink at once.) Then drag the transparent card to a new spot and lift your finger.

Notifications and Updates

The Pre reserves a small strip of screen real estate at the bottom edge of the touchscreen to flag important events, such as incoming or missed calls, voice-mails, email and text messages, low battery warnings, and so on. Palm calls it the **notification area**, and its size changes depending on how many notifications you have; if you don't have any, the notifications area is hidden.

Notifications pop up as you work, without interrupting what you're doing. They initially appear as tiny icons with a few words of text. To respond to one, tap it, and the Pre opens the appropriate program. For example, if you tap an email message notification, the Pre transports you to the Email application and opens the new message. (Don't worry—tapping a notification won't close whatever else you're working on.)



Tip Notifications are meant to be unobtrusive, but you may be put off by the bell clang that accompanies them. If so, go to **Launcher**→**Sounds & Ringtones**→**System Sounds**, and set the volume slider to an appropriate level. You can also silence the bell completely by turning the **System Sounds** setting from **On** to **Off**, or by sliding the ringer switch on top of the Pre to its off position (see page 6).

If you're busy and don't respond to a notification right away, it morphs into a mini-icon in the lower-right portion of the screen, which is still technically part of the notification area. If you set an alarm (see page 19), the alarm notification begins life as a bell-shaped icon in that lower-right corner. At the appointed time, the alarm notification takes over the bottom of the screen—you have the option to dismiss it or to tap **Snooze** to get a 5-minute respite. Some notifications, like the one for "Charging Battery", are just FYI—you don't need to do anything.

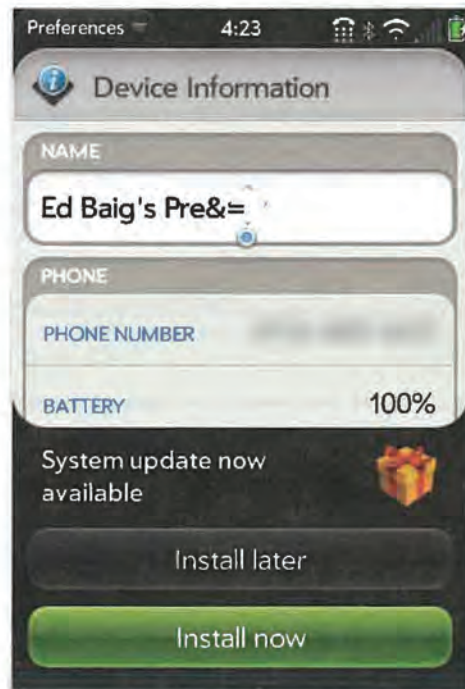
Tap on one of these mini-icons to make that notification reappear in what's called the **notifications dashboard**. This dashboard grabs part of the touch-screen from whatever application you're working on, or, if you're in Card view, it covers up the Quick Launch panel.



If you have several notifications in the notification dashboard, they get stacked on top of each other. If one notification is more important than another, you can reorder the stack by tapping, holding, and dragging a notification to a new spot. To delete a notification, simply drag it off the side of the screen.

System Updates

From time to time, Palm improves the Pre's operating system, webOS (see page 5). If Palm notifies you of a system upgrade, you can install it immediately (by tapping Install Now) or whenever you want (by tapping Install Later).



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The important stuff you need to know

- **Your Programs, All in One Place.** Say hello to a phone that multitasks as well as you do: Browse the Web, read and answer email, schedule appointments, and take pictures as fast as your fingers can fly.
- **Navigation, Finger-Style.** Master the Pre's finger gestures and learn how its application "cards" let you flick between programs.
- **The Web, Always On.** IM with friends, read emails the moment they arrive, and watch web pages update on the fly (latest sports scores, anyone?).
- **Your Life, Integrated.** Say goodbye to flipping between work and home calendars, emails, and contacts. The Pre weaves all this info together in real time. Learn how to get the most out of this timesaving—and life-changing—feature.



Why I started the Missing Manual series.

People learn best when information is engaging, clearly written, and funny. Unfortunately, most computer books read like dry catalogs. That's why I created the Missing Manuals. They're entertaining, unafraid to state when a feature is useless or doesn't work right, and—oh, by the way—written by actual writers. And on every page, we answer the simple question: "What's this feature for?"

David Pogue is a *New York Times* technology columnist, bestselling author, and creator of the Missing Manual series.

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