Getting Started with Palm™ m100 Series Handhelds

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IMPORTANT Please read the End User Software License Agreement with this product before using the accompanying software program(s). Using any part of the software indicates that you accept the terms of the End User Software License Agreement.

Software Download Available

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

Agency Compliance Information

Product regulatory and compliance information can be found in the Handbook file located on the product CD-ROM.

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AN: 423-3452A-US

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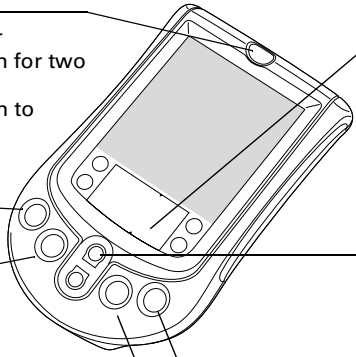
Front panel of Palm™ m100 series handhelds



Power button
Press it to turn on your handheld. Hold it down for two seconds to turn on the backlight. Press it again to turn it off.

Date Book

Address Book

Application buttons
Press each one to turn on the handheld and start an application.

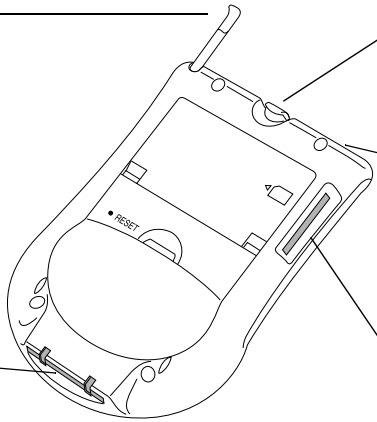
Note Pad

To Do List

Graffiti® writing area
See the next page for details. Graffiti writing is a simple method of writing letters, numbers, and symbols.

Scroll buttons
Press to scroll through screens, go from day to day in Date Book. When your handheld is off, press the Up button to display the **Clock**.

Back panel of Palm m100 series handhelds



Stylus
The tool for everything you do on the handheld. Use it to write Graffiti characters, tap icons and buttons and menu items, select text, drag the scroll bar, and so on.

Universal connector
Your handheld's connection to the HotSync® cradle/cable, and also to a modem, portable keyboard, and other accessories that are sold separately.

Faceplate tab
See page 12 to learn how to change the faceplate.

IR port
Beam data from your handheld to another Palm OS® handheld. See page 11 for details.

Expansion card slot
Increase the space available for data and applications. See page 10 for details.

Graffiti® writing area and surrounding icons

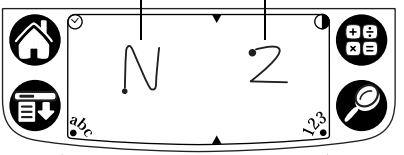
Tap **Clock** to see the time, set an alarm, change the time and date.

Tap **Contrast** to improve screen contrast using slider.

When writing **Graffiti characters**, write letters on the left, numbers on the right.

Tap to open the **Applications Launcher**. All your applications are listed there.

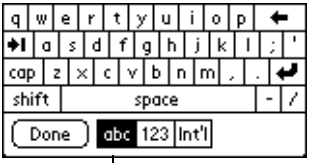
Tap to open the **Calculator**.



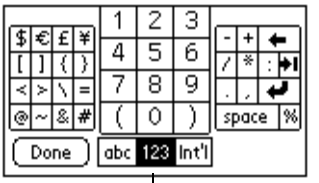
Tap to see **menus** in applications that have them.

Tap to **find** text in all applications.

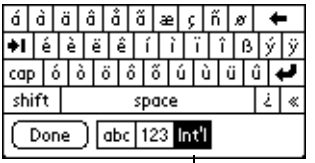
Tap **abc** and **123** to display onscreen keyboards. Then tap characters to enter text.



Tap here to display alphabetic keyboard.



Tap here to display numeric keyboard.



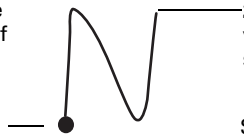
Tap here to display international keyboard.

Graffiti writing

The best way to learn is to practice. To take the Graffiti tutorial on your handheld, tap the Graffiti icon in the Applications Launcher.

Most Graffiti characters are made with a single stroke of the stylus.

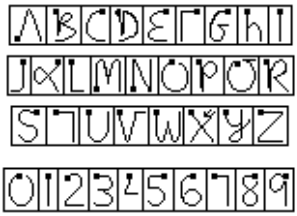
1. Start the stroke where the heavy dot is. Don't try to make the dot; just start there.

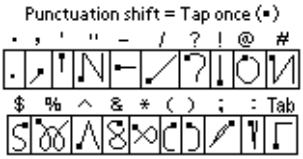


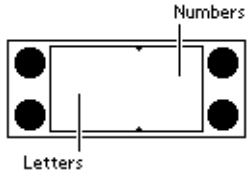
2. Don't lift the stylus until you reach the end of the stroke.

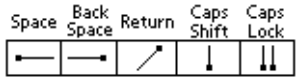
Some characters require a preliminary stroke. For example, to write a quotation mark, tap once and then make the Graffiti stroke for n.

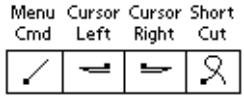
Basic Graffiti characters (there are many more)











Tips

- Characters do not show up in the Graffiti writing area, but on the handheld screen, wherever the blinking cursor is located in the record you're working on.
- Write Graffiti characters BIG, and write at normal speed.
- Press firmly with the stylus.
- You can see tables displaying all Graffiti characters simply by drawing the pen stroke: starting from the bottom center of the Graffiti writing area, drag the stylus to draw a straight, imaginary line to the top of the screen.

Applications on your handheld

In the Applications Launcher, the **category** All shows you all the applications on your handheld. Tap All to select another category from the pick list that drops down. Select Edit Categories to create a new category.

Use the stylus to drag the dark bar of the **scroll bar** so that you can see the rest of the icons on the screen. Or press the Down scroll button.

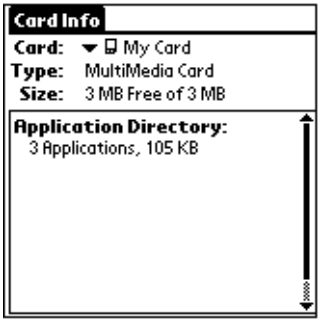
Tips

- To start an application, tap its icon.
- Tap the Welcome icon in the Applications Launcher to go through the Basic Skills and Graffiti tutorials.
- Complete descriptions of the applications are in the electronic *Handbook*.
- For help on a task, tap the Tips icon ⓘ on your handheld.

Address Book. Keep names, addresses, phone numbers, and other information about your personal and business contacts. Enter a last name on the Look Up line to jump to that name.

Calculator. Perform addition, subtraction, multiplication, division, and square root operations. In the Options menu, tap Recent Calculations to see the calculations you made in the current session.

Card Info. Name expansion cards, format them, and review general information about a card and its contents.

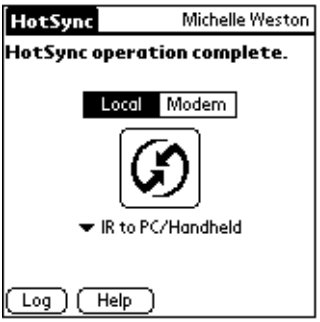


Clock. View the current time and date. Set a wake-up alarm here. In the Options menu, tap Alarm Preferences to select Reveille, Bumble Bee, or another sound.

Date Book. Schedule appointments or any activity associated with a time and date. A diamond marks an untimed event. Tap icons in the lower-left corner to see events in the Day, Week, Month, or Agenda view.

Graffiti. Tap to start the Graffiti tutorial.

HotSync. HotSync operations exchange and update data between your handheld and your computer. You can perform HotSync operations using a cradle or cable, modems attached to your handheld and desktop computer, and the IR ports on your handheld and computer. When synchronization is complete, the following screen appears:

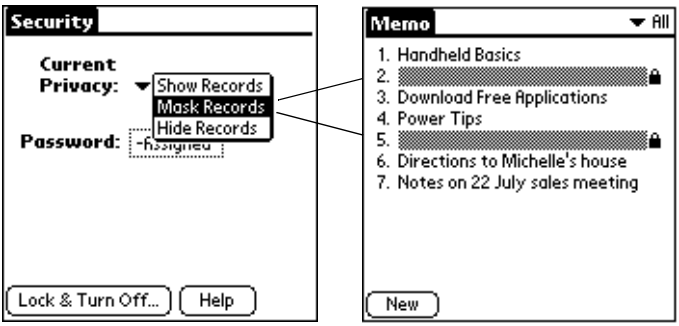


Memo Pad. Store notes, directions, passwords, and other information you can't always remember. Each memo can be up to 4,000 characters long. In the Options menu, tap Font to make text bold or large.

Note Pad. Work right on the screen to make notes in your own handwriting, draw maps, sketch, and so on.

Prefs (Preferences). Customize the way your handheld looks and operates. Tap the pick list in the upper-right corner to go to the various preferences screens.

Security. Set a password here and select whether to mask your private records or hide them completely. Use the same password to lock your handheld.



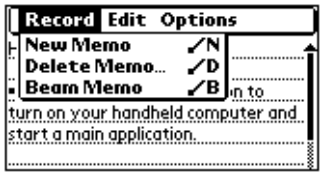
To Do List. Create short reminders of what you have to do. Tap Details to prioritize an item. Use Agenda View in Date Book to see your schedule and To Do List items together.

Welcome. Come back here to recalibrate your screen or review the Basic Skills and Graffiti tutorials.

Menus

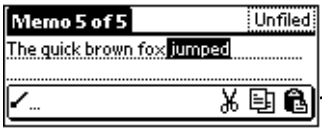
To use menus, tap the Menu icon, or tap the upper-left corner of the screen. The first menu drops down. Tap a menu to open it, and then tap a command to choose it.

Tap the Menu icon (shown at left) in the Graffiti writing area to display the first menu.



To use common commands available in your current context, draw the Graffiti Menu Command stroke. A toolbar appears. Tap the icon of the command you want.

Graffiti Menu Command stroke



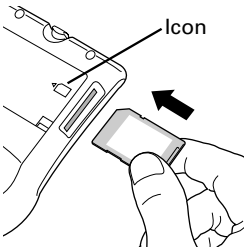
In this context, Cut, Copy, and Paste are available. Just tap an icon.

Expansion card

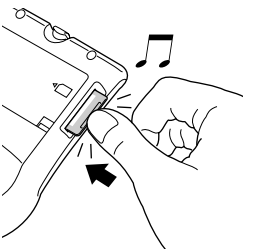
A tiny Secure Digital (SD) or MultiMediaCard (MMC) expansion card (sold separately) increases the variety of tasks you can do and the amount of space available for storing software and data on your handheld.

To insert a card:

1. Insert the card in the direction shown by the icon.

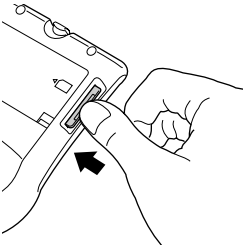


2. Push the card in with your thumb. You feel the card lock and hear the system sound.

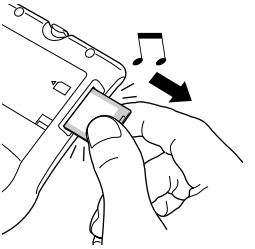


To remove a card:

1. Push lightly against the card with your thumb.



2. When the card is released, you hear the system sound.



When a card is seated in the expansion slot, its name appears in the upper-right corner of the Applications Launcher, and its contents appear onscreen, as shown to the right.

When you want to go back to the applications on your handheld, tap the name of the expansion card, and then tap All in the pick list.

Use the Card Info application to see general information about the expansion card, rename it, and format it.

Keep the expansion card slot clean. Leave the dummy card in the slot when you are not using an expansion card.

Beaming information

The IR (infrared) port on your handheld can beam information to another Palm OS® handheld that's close by and also has an IR port.

You can beam the following information:

- The record or category of records currently displayed in Address Book, Date Book, Memo Pad, Note Pad, or To Do List.
- An application in RAM memory or on an expansion card.
- An Address Book record designated as your business card. To designate the record, simply select the record, tap the Menu icon, tap Select Business Card, and then tap Yes to confirm. To beam your business card, hold down the Address Book button for two seconds.

For best results, handhelds should be between 10 centimeters (about 4 inches) and 1 meter (about 39 inches) apart, and the path between the two handhelds must be clear of obstacles.

To beam:

1. Display what you want to beam onscreen.
2. Tap the Menu icon.
3. In the menu that drops down, tap the Beam command.

To receive beamed information:

1. Turn on your handheld.
2. (Optional) Tap the category pick list and select where you want the information to be stored on your handheld.

Before you move your handhelds out of beaming position, wait for the Beam Status dialog box to indicate that the transfer is complete.

Battery power

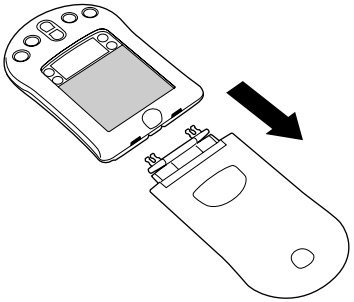
Use two AAA batteries. To conserve battery life, minimize the use of the backlight, and go to General preferences to shorten the idle time before your handheld turns itself off.

If the batteries are so weak that your handheld does not operate, your data is safe for about two weeks. Enough energy may remain to preserve data, but not enough let you turn on your handheld. If your handheld does not turn on when you press the power button, insert new batteries immediately.

Removing and reattaching the flip cover

To remove the cover:

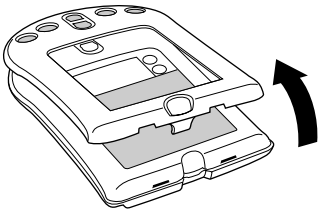
1. Grasp the hinge with your thumb.
2. Gently rock the cover from one side to the other until the hinge prongs release from the handheld.



Changing the faceplate

To remove the faceplate:

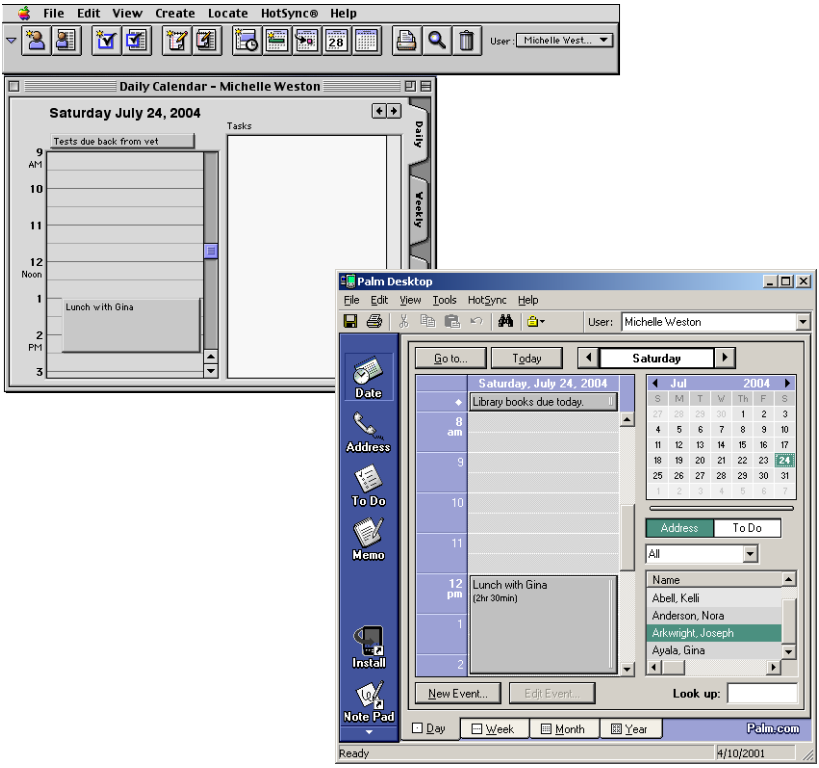
1. Remove the flip cover.
2. Lift the faceplate tab slightly to separate it from the handheld; then pull the faceplate away from the handheld.



To attach the faceplate:

1. Align the bottom edge of the new faceplate with the slot on the bottom edge of the handheld.
2. Gently press the top of the faceplate onto the handheld until it clicks into position.

Palm™ Desktop software



Here are four important reasons why you should use Palm™ Desktop software:

Synchronize to keep your data safe. Develop the habit of performing frequent HotSync operations between your handheld and Palm Desktop software. Then, should anything happen to your handheld, you have a copy of your data in Palm Desktop software.

Enter data in an application on your computer. Then perform a HotSync operation. The data shows up in the corresponding application on your handheld, and data from the handheld shows up in the appropriate application in Palm Desktop software.

Download Palm applications from the web to the Palm\Add-on folder on your computer. Then:

Windows. Click the Install Tool icon.

Macintosh. From the HotSync menu, choose Install Handheld Files.

On either platform, add the application to the Install Tool list and indicate whether the application is to be loaded on your handheld or an expansion card. Then perform a HotSync operation. The application is loaded onto your handheld or expansion card.

Consult the electronic Handbook. Adobe Acrobat Reader opens the comprehensive documentation for your handheld. (If you do not have Acrobat Reader, install it from the CD labeled Palm Desktop software.) To open the *Handbook*, do one of the following:

Windows. From the Help menu of Palm Desktop software, choose Handbook.

Macintosh. Open the Palm folder, and then open the Documentation folder. Double-click the file Handbook.pdf.

The *Handbook* table of contents is located in the pane on the left side of Acrobat Reader. To jump to a section of the book, click the section in the table of contents. You can also click Index to find what you're looking for; then click the index entry to jump to the page.

System requirements

To install and operate Palm Desktop software, your computer system must meet the following requirements:

Minimum requirements: Windows

- IBM-compatible Pentium-class computer
- Windows 98/Me/2000 (Windows 95/NT operating systems require a serial cradle/cable, sold separately)
- 16 MB RAM (64 MB recommended with Windows 2000)
- 30 MB available hard disk space
- VGA monitor or better (the Quick Tour requires 256-color video display; for best results, use High Color:16 bit)
- CD-ROM drive (you can also download the Palm Desktop software from http://www.palm.com)
- Mouse
- One USB port or available serial port (serial cradle/cable sold separately)

Minimum requirements: Macintosh

- Apple Macintosh or compatible with a Power PC processor
- Mac OS 8.5.1 to 9
- One USB port or available serial port (serial cradle/cable and adapters sold separately)
- 25 MB available hard disk space
- 6 MB free RAM

Troubleshooting

If you encounter a problem, try the following:

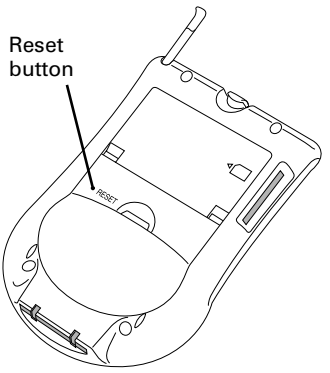
- The suggestions included in this section.
- The suggestions in the "Frequently Asked Questions" appendix of the electronic *Handbook,* accessible from Palm Desktop software.
- The Support pages on the Palm web site: http://www.palm.com

If your problem persists, contact Technical Support. For US and International telephone numbers, go to the Palm web site: http://www.palm.com.

Third-party applications. There are thousands of third-party applications available for Palm OS handhelds. For questions and support, please contact the software developer directly.

I don't see anything on my handheld screen

1. Press an application button to ensure your handheld is turned on.
2. Tap the Contrast icon ◑ in the upper-right corner of the Graffiti writing area. If the Contrast dialog box appears, adjust the contrast by holding down the Up scroll button for a few seconds. If this doesn't work, hold the Down scroll button for a few seconds.
3. Make sure the batteries are fresh and properly installed.
4. Perform a soft reset. Use a paperclip to gently press the reset button on the back of your handheld.
5. If your handheld still doesn't turn on, perform a hard reset by holding down the power button while doing a soft reset. Wait for the Palm™ logo to appear, and then release the power button. If you want to continue and erase all your data, press the Up scroll button.



IMPORTANT With a hard reset, all records and entries stored in your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem. You can restore any data previously synchronized with your computer during the next HotSync operation. See the electronic *Handbook* for instructions on restoring your data.

I can't complete a HotSync operation

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

1. Connect your handheld to the HotSync cradle/cable.
2. Confirm that HotSync Manager is running and enabled.

   Windows. On the Windows desktop, double-click the Palm Desktop icon, click the HotSync icon ™ on the taskbar and make sure Local (USB or Serial, depending on the kind of connection you use) is checked on the menu. If not, click it to insert a check mark.

   Macintosh. Double-click the HotSync Manager icon in the Palm folder. Click the HotSync Controls tab and make sure the Enabled option is selected.
3. Press the HotSync button on the cradle/cable.
4. Watch your monitor to see if the HotSync Progress dialog box appears (you may also hear the HotSync tones on your handheld).

   If the HotSync Progress dialog box does *not* appear, your handheld and computer are not communicating. See "Troubleshooting communication problems" later in this chapter.

   If the HotSync Progress dialog box appears, your handheld and computer are communicating. See "Troubleshooting data synchronization problems" later in this chapter.

Troubleshooting communication problems

Check your connections:

1. Check the contact points on your handheld and on the HotSync cradle/cable and make sure they are clean and free from obstruction.
2. Make sure that your handheld is seated firmly on the HotSync cradle/cable.
3. Check the HotSync cradle/cable connection on the back of your computer to make sure it is properly attached.
4. Press the HotSync button on the cradle/cable to perform a HotSync operation.

   If your problem persists, check your handheld settings.

Check your handheld settings:

1. Turn on your handheld and tap the Applications icon .
2. Tap the HotSync icon .
3. Tap Local above the HotSync icon and select Cradle/Cable from the pick list below the HotSync icon.
4. Tap the HotSync icon to perform a HotSync operation.

   If your problem persists, check your computer settings.

Check your Windows computer settings:

1. Right-click the My Computer icon on your Desktop and choose Properties.
2. Click the Hardware tab, and then click Device Manager.
3. Click the plus sign (+) next to Ports.

   If the port you are using for the HotSync cradle/cable shows an exclamation point, you have a hardware conflict. To resolve this, consult the documentation that came with your computer.
4. Click the HotSync icon on the taskbar and choose Setup.
5. Click the Local tab and make sure the Serial port setting matches the port where you connected the HotSync cradle/cable.
6. From the Speed list, choose the 9600 setting.
7. Click OK and perform a HotSync operation. If you are still experiencing problems, complete steps 8 and 9.
8. Click the HotSync icon on the taskbar and choose Exit.
9. Restart HotSync Manager by selecting Start, Programs, Palm Desktop, and then HotSync Manager.

NOTE If you get a warning that the port is in use, then either move your HotSync cradle/cable to a different COM (serial) port or disable the conflicting device to perform HotSync operations.

Check your Macintosh settings:

1. Double-click the HotSync Manager in the Palm folder.
2. Click the Serial Port Settings tab.
3. Make sure Local is selected and that the port selection matches the port where your HotSync cradle/cable is attached.

NOTE If you get a warning that the port is in use, then either move your HotSync cradle/cable to a different port or disable the conflicting device to perform HotSync operations.

Troubleshooting data synchronization problems

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

NOTE If you are attempting to synchronize with applications other than the Palm Desktop software (for example, Microsoft Outlook or Lotus Notes) using a third-party conduit, please consult the documentation that was provided with that conduit.

Check your desktop configuration:

1. Make sure you selected the user name that matches your handheld.
2. Make sure the date on your computer matches the date on your handheld.

Check the HotSync log:

1. Open the HotSync log.

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

   Macintosh. Double-click the HotSync Manager in the Palm folder and choose View Log from the HotSync menu.

2. Ensure that all applications are marked OK. If not, continue to the next section to check your conduit settings.

Check your conduit settings on a Windows computer:

1. Click the HotSync icon on the taskbar and select Custom.
2. Select the user name that matches the handheld you are attempting to synchronize.
3. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

Check your conduit settings on a Macintosh:

1. Double-click the HotSync icon in the Palm folder.
2. From the HotSync Manager menu, choose Conduit Settings.
3. Select the user name that matches the handheld you are attempting to synchronize.
4. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

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