# VisorPhone™ Module User Guide

handspring™

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Part #:  50-0227-01

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# Getting Started

Congratulations on the purchase of your new VisorPhone™ module. Your VisorPhone module integrates the power of a state-of-the-art digital mobile phone with the simplicity of your Handspring handheld computer.

To use your VisorPhone, you must first activate your account with your mobile phone service provider.

Your account information is located on your SIM (Subscriber Identity Module) card. If a SIM card did not come with your VisorPhone, your service provider will provide one when you subscribe to their service. Your SIM card must be inserted into your VisorPhone before you can use it.

Just follow the eight easy steps in this chapter to get up and running quickly.

## Step 1: Set up your handheld computer

1. If you haven't already set up your handheld, follow the steps that came with your handheld to set it up.

2. (Recommended) Synchronize your handheld with your computer.

**Place your handheld in the cradle and press the HotSync button**
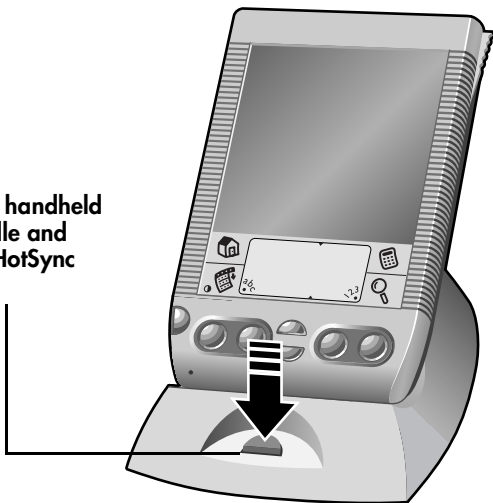
**Tip:** If you need additional information about synchronizing, refer to the *Quick Reference Guide* and *Visor Handheld User Guide* that came with your handheld.

## Step 2: Insert your SIM card into your VisorPhone

The SIM (Subscriber Identity Module) card is a small rectangular plastic piece. The SIM card is included with your service provider's documentation and is often referred to as a "smartcard."

**Note:** If your SIM card is already inserted in your phone, skip to Step 3.

■ Insert the SIM card into the slot.



Slide the SIM card into the slot
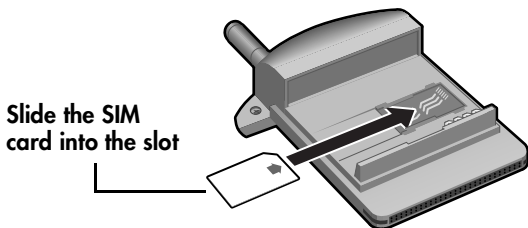
**Tip:** Since calls are billed to your telephone number, you can move your SIM card to any mobile phone that uses a SIM card, and the calls will be billed to your account.

## Step 3: Insert your battery into your VisorPhone

■ Insert the battery into your VisorPhone and secure the latch.



SIM card
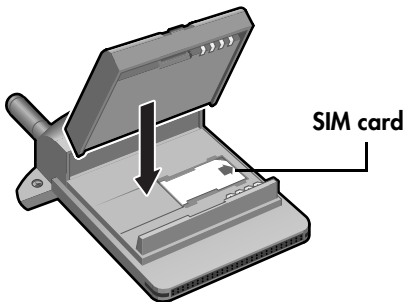
## Step 4: Get to know your phone
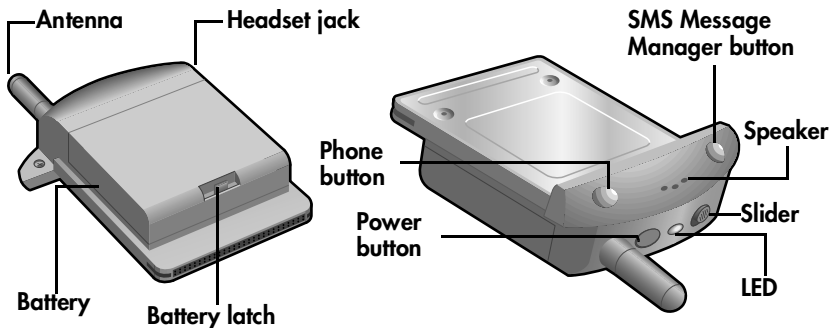


| **Antenna** | Receives and sends signals on your VisorPhone. The antenna does not telescope out of the phone. |
| **Headset jack** | Enables you to connect a headset so you can view your handheld screen while talking on the phone. |
| **Battery** | Powers your VisorPhone. |
| **Battery latch** | Secures the battery to your VisorPhone. |
| **Power button** ⏻ | Turns on your VisorPhone and activates the signal. Your phone stays on until you remove it from your handheld or press the power button to turn it off. |

| | | |
|---|---|---|
| **Speaker** | | Functions as the earpiece on your VisorPhone. |
| | **Tip:** | To adjust the volume during a call, press the scroll buttons on the front of your handheld. |
| **Phone button** | ☝ | Turns on your handheld and starts the Phone application. If another application is running, press this button to switch to the Phone application. If the phone is ringing, press this button to answer calls. |
| **SMS Message Manager button** | 🖹 | Turns on your handheld and starts the SMS Message Manager application so you can view, send, and receive text messages. |
| **Slider** | 📢 | Controls the ringer setting. See "Selecting the ringer settings" on page 71 for details on changing the settings. |
| **LED** | | Provides status information for your VisorPhone. The color of the light and the blink state indicate the status as follows: |

**No light =** Phone off
**Red/solid =** Charger on; battery charging
**Green/solid =** Charger on; battery fully charged
**Red/slow blink =** Phone on; no network service
**Green/slow blink =** Phone on; in service
**Red/fast blink =** Battery low
**Green/fast blink =** Data call active

## Step 5: Connect the phone to your handheld

1. Remove the slot protector from your handheld.

2. Insert your VisorPhone module into the Springboard™ expansion slot.

**Slide the slot protector away from your handheld**
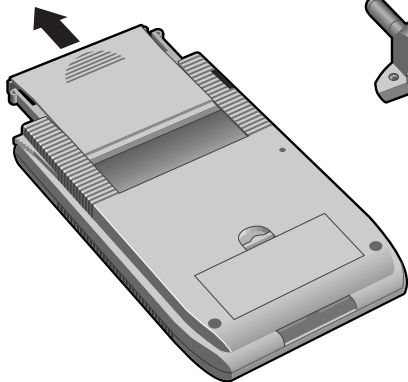
**Slide the module into the Springboard expansion slot**
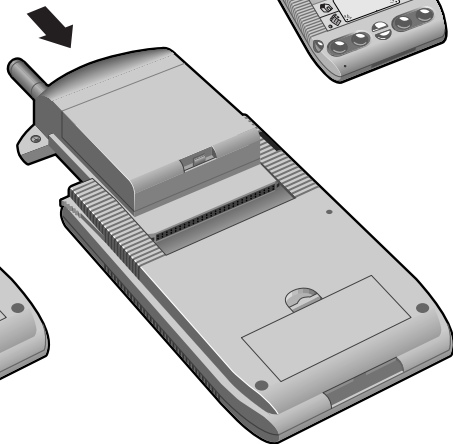


**Tip:** To remove your VisorPhone from your handheld, simply slide it out from the Springboard expansion slot.

## Step 6: Charge the battery

1. Plug the travel charger into a wall outlet.

2. Insert the travel charger cable into the connector on your handheld.

**LED turns solid red when charging and solid green when charged**
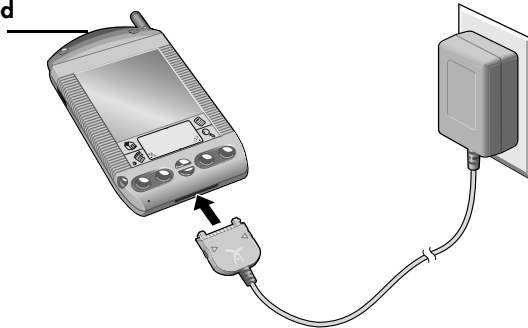


**Tip:** When your phone is on, the charge icon 🔋 appears in the Phone application while your VisorPhone charges. Note that your VisorPhone must be in your handheld while charging, and that it takes about 1.5 hours to fully charge the battery. It's time to recharge the battery when you observe one of the following:

- the LED turns red and blinks quickly

- the LED does not turn on when you turn on your phone

- the battery gauge 🔋 in the top-right corner of the Phone application appears empty when your VisorPhone is on and the Phone application is on the screen

## Step 7: Turn on your phone

After the battery is charged, you can begin using your phone.

1. Press the Power button on your VisorPhone for two seconds until you hear a beep.

   **Note:** If the Unlock Phone dialog appears, see "Unlocking your phone" on page 73 for instructions.

2. Wait up to two minutes for your VisorPhone to locate your service provider's network. Do not tap OK.



**Tip:** When your VisorPhone locates the network, the Network Search dialog displays a Welcome message and your service provider's name appears in the upper-left corner of the Phone application. If you are in an area without coverage, the Network Search dialog displays an "Unable to register to the network" message and "No Service" appears in the upper-left corner of the Phone application.

## Step 8: Activate your account

If you received a new SIM card with your phone, you need to call your service provider to activate your account. Your service provider's phone number is located on the materials that came with your VisorPhone module.

Once you receive your phone number, it may take a few hours to become fully active. Some service providers send a special message with your phone number. Follow these steps to check the phone number:

1. Make sure your phone is on for at least 30 seconds.

2. Press the Phone button 👆 on your VisorPhone to access the Phone application.

3. Tap the Menu icon ▓.

4. Under Options, tap Phone Info.
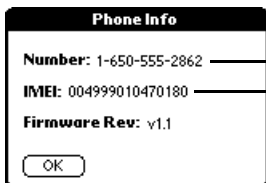
```
┌─────────────────────────────┐
│        Phone Info           │
├─────────────────────────────┤
│ Number: 1-650-555-2862 ──── │  Your VisorPhone number (if available)
│ IMEI: 004999010470180 ───── │  Your equipment ID number
│ Firmware Rev: v1.1          │
│  ┌────┐                     │
│  │ OK │                     │
│  └────┘                     │
└─────────────────────────────┘
```

5. Tap OK.

---

## Congratulations

You're ready to use your VisorPhone module. Keep these things in mind as you use your new phone:

- If you travel outside a coverage area, your phone remains on but you can't make or receive calls. If this occurs, the LED blinks red slowly and the phone periodically tries to register to the network. When you return to a coverage area, the LED blinks green.

- If you travel outside a coverage area, you can't receive SMS text messages. However, the messages are stored by the network and you will receive them when you return to a coverage area.

- Your account includes a voicemail feature so people can always leave you a message even when your phone is off.

- Always use care when operating a mobile phone. If you plan to use your VisorPhone module while driving a car, we recommend using a headset for hands-free operation. See "Connecting a headset" on page 77 to learn how to connect a headset to your VisorPhone.

# Making Voice Calls

There are several ways to make voice calls with your VisorPhone. This chapter describes how to dial a number by:

- Selecting it from your speed dial list
- Entering it on the Dialpad
- Selecting it from your Call History list
- Selecting it from your Address Book
- Dialing from another application
- Returning a missed call
- Dialing an emergency number

After you dial and establish a connection, the Active Call screen appears:

**Voicemail notification icon (not used by all networks)**

**Signal strength icon**

**Battery gauge**

**Network name**

| SERVICE | oo | .ıll █ |
|---------|-----|--------|

📞 **Chris**
767-2676

Active
00:05

| ✕ Hang Up | ❚❚ Hold | ▶ Extra Digits | ⠿ Key Pad |
|-----------|---------|----------------|-----------|

**Tap Key Pad to enter extra numbers such as a PIN code or an extension**

Making Voice Calls                                                                13
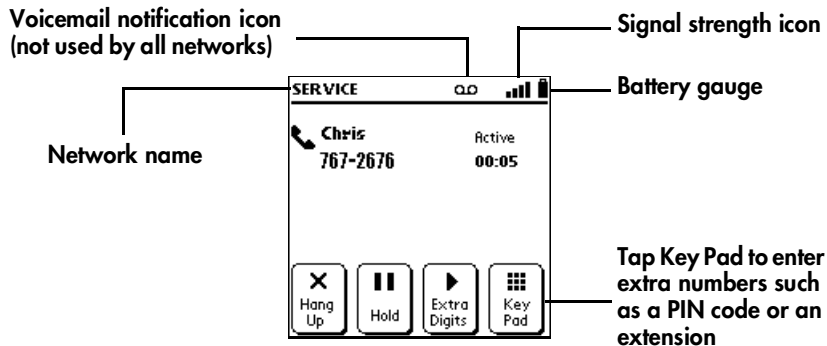
## Calling a speed dial number

Speed dialing enables you to quickly place a call without entering the number. This is particularly useful for numbers you call often, such as your home or office.

**Note:** This section assumes you've already created a speed dial list. To learn how to add numbers to your speed dial list see "Defining speed dial buttons" on page 38.

1. Press the Phone button 🥄 on your VisorPhone.

   **Tip:** If the screen below doesn't appear, tap the Speed Dial icon ▦.

2. Select the number you want to call.

Tap a button to dial a number

Tap a Page icon to view other speed dial pages

Speed Dial, Dialpad, and Call History icons
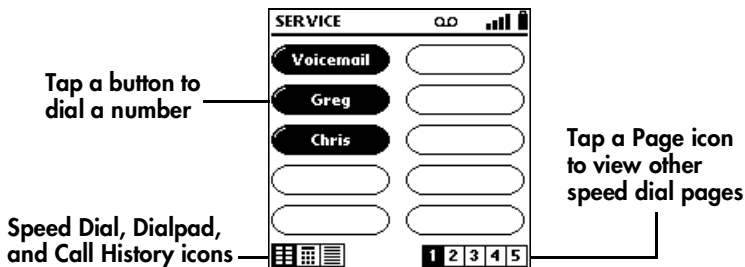
   **Tip:** After you make the connection the Active Call screen appears. If prompted to enter a menu selection, tap Key Pad. If you defined any Extra Digits, such as an extension, tap Extra Digits.

3. Tap Hang Up to end the call.

## Dialing a number with the Dialpad

1. Press the Phone button ☝ on your VisorPhone.

   **Tip:** You can also tap the Phone icon 🌐 in the Applications Launcher to start the Phone application.

2. Tap the Dialpad icon 🔳.

3. Dial the number. If you are dialing an international number, tap the + key before entering the number to automatically insert the international access code upon dialing.

   **Tip:** To display the last ten numbers dialed, press the scroll buttons on the front of your handheld.

Dial box ⎯

**Tap a digit to enter it in the dial box**

**Tap Backspace to erase the last digit**

**Tap CLR to delete the entire entry**

**Tap Send to dial the number in the dial box**

   **Tip:** To edit the phone number, tap the Dial box and then use the keypad, Graffiti® writing, or the onscreen keyboard.

4. Tap Hang Up to end the call.

## Redialing the last number

■ Hold down the Phone button for two seconds to redial the last number you called.

## Redialing previous numbers

1. Press the Phone button ☝ on your VisorPhone.

2. Tap the Call History icon ▤ to view a list of previous incoming and outgoing calls.

3. Select the number you want to call.

**Tap the entry you want to dial**

**Tap Dial to call selected number**

```
Call History                 ▼ All
≫ Wells Brimhall(M)    We 1/3
≫ - no caller ID -      We 1/3
≫ - no caller ID -      Tu 1/2
▶ Vasey McClory         Fr 12/29
◀ Chris(W)              Fr 12/29
◀ Judy(W)               Fr 12/29
◀ Nancy(W)              We 12/27

▤▦▤              (Dial) (Details)
```

**Tap here to select the call category: All, Incoming, Outgoing, or Missed**

**Tap Details to view call information**
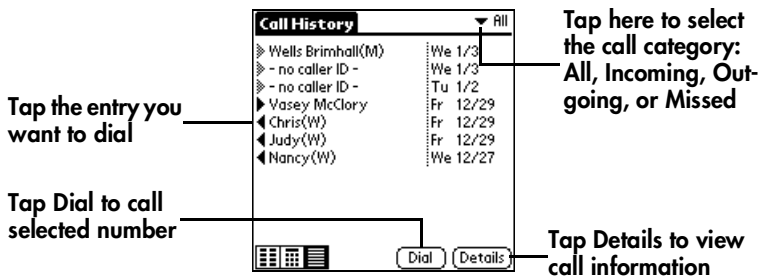
4. Tap Dial.

**Tip:** To add a number to your Address Book or Speed Dial list, tap Details, tap Copy Phone #, then in Address Book or Speed Dial Edit view, tap the line where you want to add the number, and select Paste from the Edit menu to insert the number.

## Calling a number in your Address Book

1. Press the Address Book button  🖊  on the front of your handheld.

2. Select the number you want to call.

**Tap a name to view or edit contact information**

**Tap a number to select a number to dial**

**Tap a number to select it**

| Address | ▼ All |
|---|---|
| Francois, Mic | +33 (0) 100 15 15 15 W |
| Hienrich, Karen | 555-2367 W |
| Lombardi, Gina | 555-9696 H |
| Manicotti, Bill | 408-555-6000 W |
| Martinez, Jose | 415-555-8899 W |
| Mom & Dad | 555-7777 W |
| O'Reilly, Lynne | 510-555-4000 W |
| Shapiro, Greg | 831-555-3792 M |
| Tech Support | www.handspring.co... W |
| Vanderlin, Jan | 650-555-6737 W |
| Wong, Jean | 555-6435 W |

Look Up: _____ ( New )  ▲▼

**Dial Mom & Dad**

555-7777 [Work]
555-1133 [Home]

555-7777

( Dial )  ( Cancel )
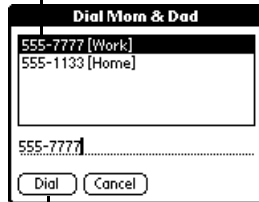
**Tap Dial to call the number**

> **Tip:** If you install a third-party email or SMS application, the Dial button changes to an Email button when you select an email address, or to an SMS button when you select a mobile phone number. See "Assigning dialing applications" on page 69 for details on assigning compatible third-party SMS and Email applications to these buttons.

3. Tap Hang Up to end the call.

## Dialing a number from other applications

You can also dial numbers from other applications such as Memo Pad or To Do List.

1. Highlight the number you want to dial.

2. Press the Phone button  on your VisorPhone.

**Tap here to add an area code or change the number**

**Select a number to dial**
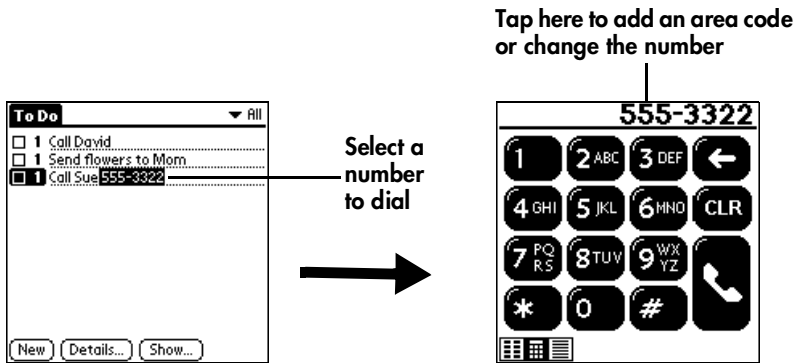
**Tip:** The number automatically appears in the Dial box on the Dialpad screen so you can edit the number if needed.

## Returning a missed call

When your VisorPhone is on and you remain in a coverage area, any calls you miss appear in the Call History list and you receive a missed call alert message. When your phone is off or you travel outside a coverage area, your calls are forwarded to voicemail and they do not appear in the Call History list.

■ If you miss multiple calls, a message appears indicating the number of calls you missed. Follow the steps in "Reviewing missed calls" on page 32 to return the calls.

■ If you miss a single call, the following screen appears:

**Tap OK to dismiss the call without calling back** ——



```
        Missed Call
  ☎  You missed a call.
      Midyne
      1-831-555-6737
      8:12 pm 9/3/00

    ✓          ☎
    OK        Call
              Back
```

—— **Tap Call Back to dial the number**
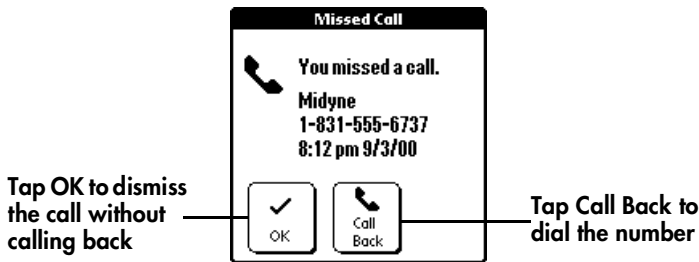
**Tip:** If the caller's phone number is not available, the Call Back button does not appear on the Missed Call screen.

## Calling an emergency number

Your VisorPhone provides easy access to the 911 or 112 emergency numbers.

1. Press the Phone button $\overset{\smile}{\smile}$ on your VisorPhone.

2. Do one of the following:
   - If your phone is unlocked, dial 911 or 112 from the Dialpad screen.
   - If your phone is locked or your SIM card is missing, tap Make Emergency Call from the Unlock Phone or SIM Card Not Found screen.



Tap Make Emergency Call

**Tip:** You don't need to unlock your phone or even have the SIM card installed to call an emergency number.

# Receiving Calls

Whenever your phone is on and you are within a coverage area, you can receive incoming calls. In addition to answering calls, you can also choose several incoming call options. This chapter describes how to:

■ Answer the phone (or reject a call)

■ Respond to a call waiting prompt

■ Forward your calls

## Answering the phone

An incoming call turns on your handheld if it is off.

**Caller's name and phone number if available**

**Tap Answer to accept the call**

**Tap Ignore to send the call to voicemail**

**Tip:** You can also answer a call by pressing the Phone button 🤙 while your VisorPhone is ringing.

## Responding to call waiting

When you are on the phone and receive a second call, the Phone application updates the Active call screen and emits a Call Waiting "beep" tone.

**Tip:** Make sure the Disable Call Waiting option on the Call Preferences screen is off. When this option is off the Disable Call Waiting check box is empty. For more information on enabling and disabling call waiting, see "Disabling call waiting" on page 74.

■ When the Call Waiting dialog appears, tap the appropriate button.

**Caller's name and phone number if available**

**Tap Hold & Answer to place 1st call on hold and answer incoming call**

**Tap Ignore to send the call to voicemail**

**Tap Drop & Answer to end1st call and answer incoming call**
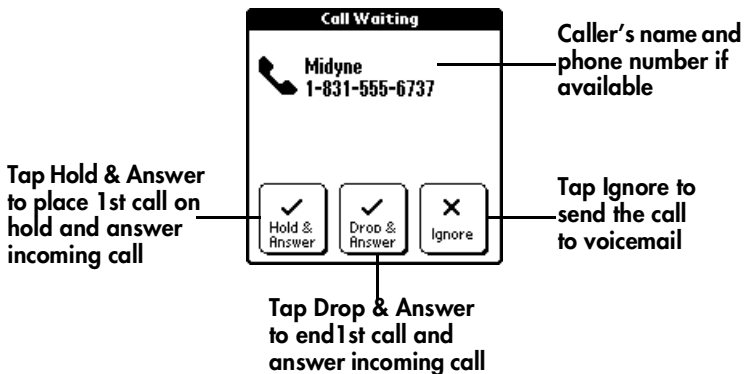
**Tip:** You can also press the Phone button 📞 to place the first call on hold and answer the incoming call.

## Forwarding calls

If you need to turn off your phone or know you will be traveling outside a coverage area, you can forward your calls to another number. Keep in mind that your service provider will still charge you for your forwarded calls.

**Note:** Because call forwarding information is stored by the network, it's a good idea to check the current network settings both before and after you change the call forwarding option.

1. Tap the Menu icon 📖.

2. Under Options, tap Call Preferences.

3. Select the call forwarding option you want to use.

**Tap here to forward all calls to the selected number**

**Call Preferences**

Forward all calls to:
▼ Don't forward calls

☐ **Disable Call Waiting**
☐ **Block outgoing caller ID**

( OK ) ( Cancel ) ( Get Status )
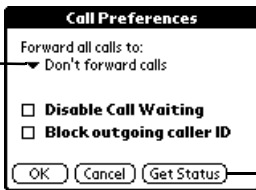
**Tap here to display current network settings**

**Tip:** You can define multiple forwarding numbers. Select Edit numbers from the list to add, change, or delete a number.

4. Tap OK.

# Handling Multiple Calls

You can use the Hold button in the Phone application to handle a variety of situations that involve multiple calls. During an active call, you can receive or place another call, switch between two active calls, and create a 3-way conference call. For example, when you're talking to a friend, you can put them on hold, call a restaurant to make dinner reservations, and return to your friend to confirm the time and place. These features also enable you to receive an important incoming call while you're already on the phone, and to facilitate conference calls when you're on the go.

This chapter describes how to:
- Place a call on hold
- Dial another number while a call is on hold
- Switch between two calls
- Use 3-way calling

## Placing a call on hold

1. Place or answer a call.

**Call status indicator**



**Tap Hold to put the call on hold**

**Tap Off Hold to return to the call**
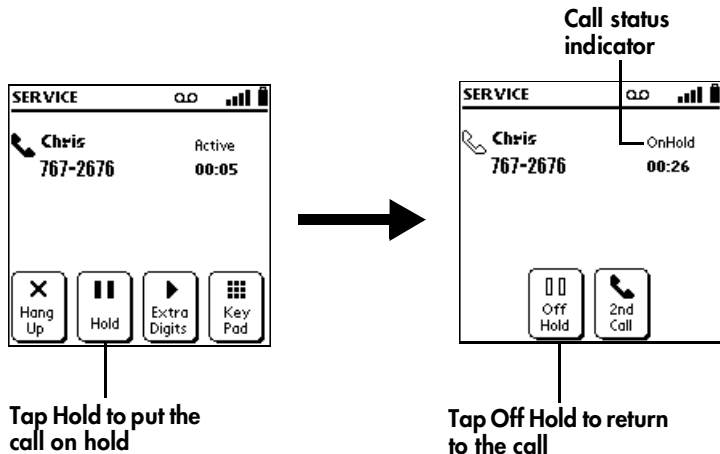
2. Tap Hang Up to end the call.

## Dialing another number while a call is on hold

1. Place or answer a call.

2. Put the call on hold.
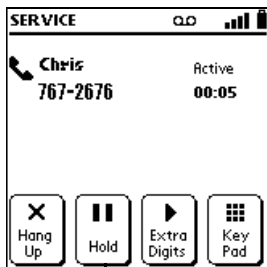


**Tap Hold to put the call on hold**

**Tap 2nd Call to access dial functions**

3. Tap 2nd Call.

4. Dial the number.

**Tip:** You can tap the Applications Launcher icon 🏠 to open another application that has the number you want to dial.

## Switching between two calls

1. Answer or place two calls. See "Dialing another number while a call is on hold" on page 27.

2. Tap Swap, or tap the call status line to switch between calls.

```
┌──────────────────────────────────┐
│ SERVICE          ΩΩ   ▁▃▅▆ █      │
├──────────────────────────────────┤
│ ✎ Midyne          OnHold ─────────── 1st call status
│    1-831-555-6737  00:53           │
│                                    │
│ ✆ Chris           Active  ────────── 2nd call status
│    767-2676        00:05           │
├──────────────────────────────────┤
│  ✕  │  ▐▐  │  ✆✆  │  ▦           │
│ Hang│ Swap │ 3-way│ Key  │── Tap KeyPad to access a
│  Up │      │ Call │ Pad  │   voice prompt system
└──────────────────────────────────┘
          │
          └── Tap Swap to
              change calls
```
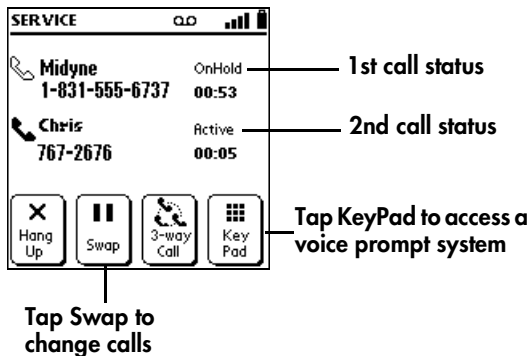
**Tip:** If you called an automated phone system that prompts you to enter a menu selection or phone extension, tap KeyPad to respond to the voice prompts.

3. Tap Hang Up to end the active call.

## Using 3-way calling

1. Answer or place two calls.

2. Join the two calls.

**Tap 3-way Call to speak with both calls at the same time**

**1st call status**

**2nd call status**

```
SERVICE              ᴏᴏ  ᵃᶦᶦ █

📞 Midyne                 OnHold
   1-831-555-6737         00:53

📞 Chris                  Active
   767-2676               00:05

  ×        ▮▮       📞       ▦
 Hang     Swap    3-way    Key
  Up                Call    Pad
```

**Tap Hold to place both calls on hold**

**Tap Hang Up to end both calls**

**Tap Cancel 3-way to return to the previous active call and to place the other call on hold**

```
SERVICE              ᴏᴏ  ᵃᶦᶦ █

📞 Midyne                 Conference
   1-831-555-6737         01:05

📞 Chris                  Conference
   767-2676               00:17

  ×        ▮▮       ×
 Hang     Hold    Cancel
  Up               3-way
```

# Checking Messages

Your VisorPhone is capable of receiving voicemail and text messages and generating missed call messages.

If you miss a call when your VisorPhone is on and you remain in a coverage area, your missed calls appear in the Call History list and you receive a missed call alert message. When your phone is off or you travel outside a coverage area, your missed calls are forwarded to voicemail and they do not appear in the Call History list. Similarly, when your phone is off or you travel outside a coverage area, your service provider stores your text messages until you turn on your phone or return to a coverage area.

**Note:** You may need to contact your service provider to add the text messaging feature to your rate plan. This feature is sometimes referred to as SMS, or Short Message Service.

This chapter describes how to:
- Review missed calls
- Check voicemail
- Check text messages
- Display call history
- Purge call history

## Reviewing missed calls

When you don't answer an incoming call, it appears under Missed calls in your Call History list.

1. Tap the Call History icon ▤.

2. Tap Missed in the pick list in the upper-right corner.

**Tap caller's name or phone number** →

| Call History | ▼ Missed |
|---|---|
| ≫ Wells Brimhall(M) | We 1/3 |
| ≫ - no caller ID - | We 1/3 |
| ≫ - no caller ID - | Tu 1/2 |

▤▦▤   (Dial) (Details)
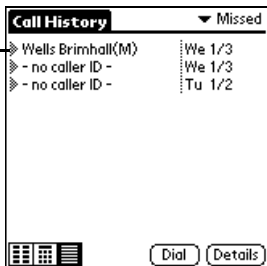
**Tap Dial to return the call**

## Checking voicemail

When your phone is off, you travel outside a service area, or you miss or choose to ignore a call, the caller may leave a voicemail message. When you connect to the network, the phone application notifies you that you received voicemail messages.

1. Dial your voicemail service using one of these methods:
   - Tap the Voicemail button in the Speed Dial view.
   - Tap Listen in the Voicemail alert dialog.
   - Tap the Voicemail icon ⌂⌂ in the upper-right part of the Speed Dial view or the Dialpad view.

   **Tip:** Some service providers do not support the Listen button and the Voicemail icon ⌂⌂.

2. Tap Key Pad on the Active Call screen.

Tap buttons to dial access codes and review messages
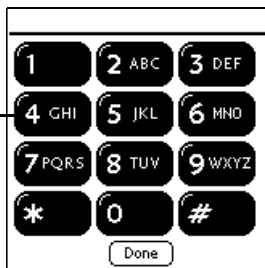
3. Tap Done.

## Checking text messages

When your phone is off or you travel outside a service area, other people can still send you text messages. Your service provider stores the messages for you until you turn on your phone or return to a service area. When you connect to the network, the SMS Message Manager displays the first message in a screen similar to the following:

**Number of new messages**

**Caller's name and phone number if available**

**Tap OK to review messages later**

**Tap Call Back to dial the sender**

**Tap Delete to delete the message**



```
8 New Message(s)
First New Message
From: +16505559589
11/16/00 3:49 pm

Please call me at home tonight. We
need to discuss Ted's proposal.
Thanks,
Allen

  ✓       X       ✎
  OK    Delete   Call
                 Back
```
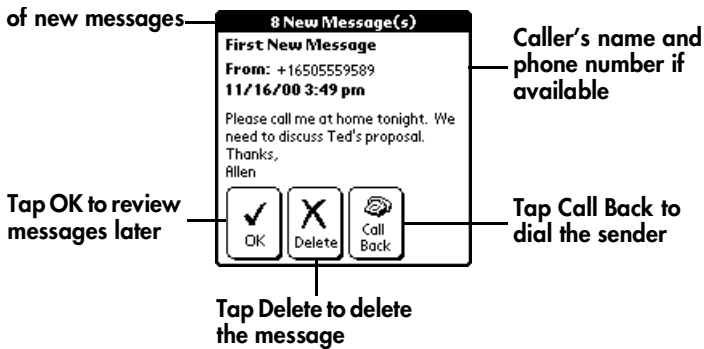
## Displaying call history

The Call History view provides quick access to the previous 1,000 incoming and outgoing calls.

■ Tap the Call History icon 📋.

**Tap arrow to select the call category: All, Incoming, Outgoing, or Missed**

**Missed call** — » Wells Brimhall(M) — We 1/3
» - no caller ID - — We 1/3
» - no caller ID - — Tu 1/2
**Incoming call** — ▶ Vasey McClory — Fr 12/29
◀ Chris(W) — Fr 12/29
◀ Judy(W) — Fr 12/29
**Outgoing call** — ◀ Nancy(W) — We 12/27

**Tap Details to view time and duration**

**Tap Dial to call the selected number**
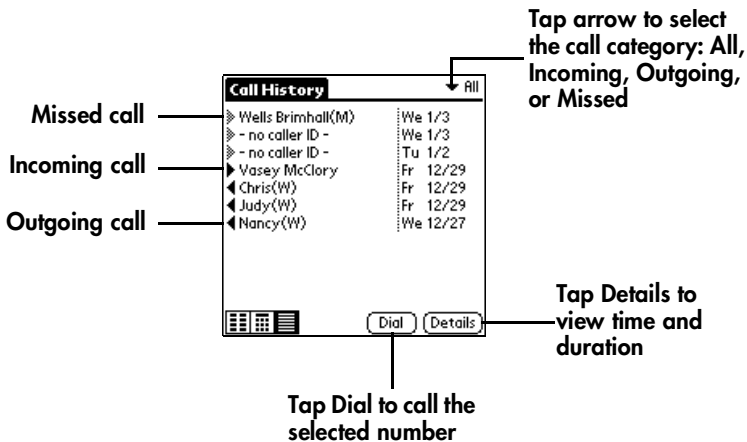
**Tip:** To temporarily store a number in your handheld's memory, tap Details, tap Copy Phone #, and then tap Done. You can now Paste this number into any application on your handheld.

## Purging call history

Your VisorPhone continues accumulating call history information for up to 1,000 calls until you purge the call history list. To conserve storage space, we recommend that you purge this list periodically.

**Note:** Using the Purge function permanently removes the calls from your handheld. You cannot undo this process to restore the information.

1. From the Call History view, tap the Menu icon ✆.

2. Under Record, tap Purge.

   **Tip:** To delete a specific item, select the item from the Call History view and tap Delete Item instead of Purge.

3. Select the purge option you want to use.

**Tap the pick list to choose which calls to purge**

> **Purge**
>
> ⑦ **Delete calls:**
> ▼ older than 1 week
>
> ( OK ) ( Cancel )

4. Tap OK.

# Managing Your Speed Dial List

You can store up to 50 phone numbers in the speed dial list. There are five pages of numbers that hold ten numbers per page.

**Tip:** Keep your speed dial list organized by storing different types of numbers on different pages. For example, create separate pages for family, business, friends, and emergency numbers.

This chapter describes how to:

■ Assign phone numbers to speed dial buttons
■ Add Address Book entries to your speed dial list
■ Change speed dial entries
■ Delete speed dial entries
■ Arrange the speed dial list

## Defining speed dial buttons

1. Tap the Speed Dial icon ⊞.

2. Tap a blank speed dial button.

   **Note:** The first slot on the first Speed Dial page is reserved for your service provider's voicemail service number.

3. In the Edit Entry dialog, enter the Name, Number, and any Extra digits.

**Enter a name for the button**

**Enter the phone number**

**Enter digits to dial after placing the call (such as an extension or access code)**

**Tap Lookup to find a number in your Address Book**

| Edit Entry ❸ |
| --- |
| Name: |
| Number: |
| Extra digits: |
| OK  Lookup  Delete ↑ |
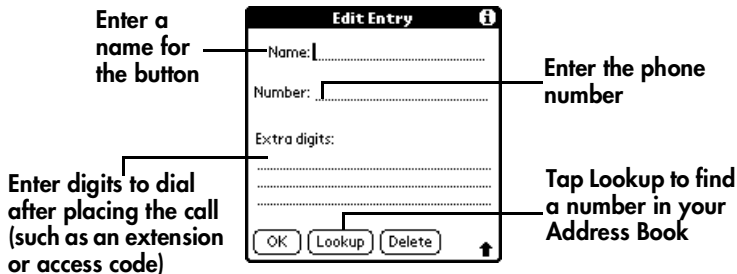
   **Tip:** To insert a pause between Extra digits when dialing, enter a comma (,). Each comma represents a one second pause.

4. Tap OK.

## Adding an Address Book entry to your speed dial list

1. Tap the Speed Dial icon ▦ .

2. Tap a blank speed dial button.

3. Tap Lookup.

4. In the Phone Number Lookup dialog, use the scroll arrows or begin writing the person's last name to find the number you want.

| Phone Number Lookup: | |
|---|---|
| Adams, Becky | 1-800-555-2222 W |
| Alfonso, Maria | 555-1616 H |
| Barker, Todd | 555-1234 W |
| Chu, John | 408-555-9898 W |
| Francois, Michelle | +33 (0) 100 15 1... W |
| Hienrich, Karen | 555-2367 H |
| Lombardi, Gina | 555-9696 H |
| Manicotti, Bill | 408-555-6000 W |
| Martinez, Jose | 415-555-8899 W |
| Mom & Dad | 555-7777 W |
| Mom & Dad | 555-1133 H |
| Look Up: c̲ (Add) (Cancel) ▲▼ | |
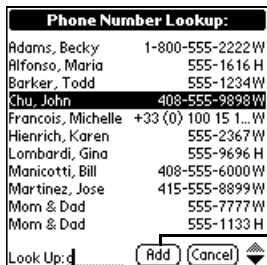
**Tap a number to select it**

**Tap Add to insert the number in the speed dial entry**

5. Tap Add.

   **Tip:** You can edit the number or name by tapping it in the Edit Entry dialog.

6. From the Edit Entry dialog, tap OK.

## Changing a speed dial entry

1. Tap the Speed Dial icon ▦ .
2. Tap the Menu icon ✐ .
3. Under Edit, tap Edit Speed Dial.
4. Select the entry you want to change.

**Tap an entry to select it**

| Edit Speed Dial Buttons ❶ | |
|---|---|
| Voicemail | |
| Midyne | |
| Greg | |
| Chris | |
| | |

Page: ▤ ☐ ☐ ☐ ☐
      1   2   3   4   5

( Done )

**Tap pages to view more entries**

5. In the Edit Entry dialog, enter the new information.
6. Tap OK to save the new information.
7. Tap Done.

## Deleting speed dial entries

1. Tap the Speed Dial icon ▦.
2. Tap the Menu icon ☞.
3. Under Edit, tap Edit Speed Dial.
4. Select the entry you want to delete.

**Tap an entry to select it** ⟶

| Edit Speed Dial Buttons ❶ | |
|---|---|
| **Voicemail** | |
| **Midyne** | |
| **Greg** | |
| **Chris** | |
| | |
| Page: ▤ ☐ ☐ ☐ ☐ | |
| 1  2  3  4  5 | |
| ( Done ) | |

⟵ **Tap pages to view more entries**
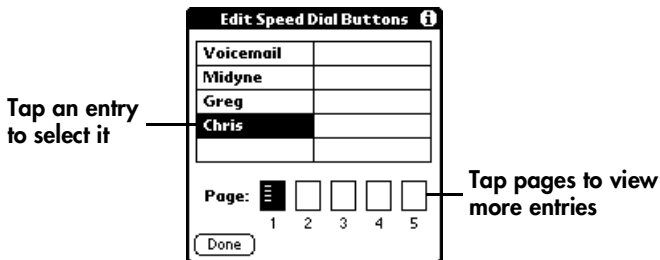
5. In the Edit Entry dialog, tap Delete.
6. Tap OK to confirm deletion.
7. Tap Done.

## Arranging the speed dial list

1. Tap the Speed Dial icon ▦.
2. Tap the Menu icon ✆.
3. Under Edit, tap Edit Speed Dial.

**Drag an entry to another slot or page** ———
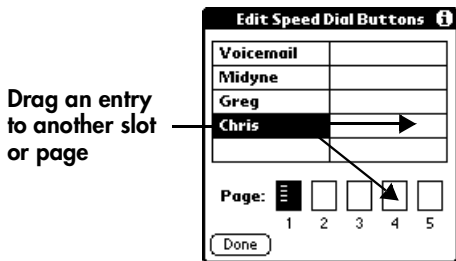


**Tip:** If the new slot is full, the other entries move over one slot as the rows fill from top to bottom. If you drag an entry to a page icon, the entry moves to the first available slot on that page.

4. Tap Done.

---

# Using Your SIM Phonebook

In addition to storing your phone number and billing information, your SIM card also contains a phone list that is separate from your Address Book and speed dial list. Most SIM cards enable you to store more than 50 names and numbers. By storing a phone list on your SIM card, you have immediate access to your phone list when you move your SIM card to another phone.

The SIM Phonebook application is a utility that enables you to view and manage the phone list on your SIM card.

This chapter describes how to:

- Copy entries from your speed dial list to your SIM card
- Copy entries from your SIM card to your speed dial list
- Delete entries from your SIM card
- Dial entries on your SIM card

## Copying entries from your speed dial list to your SIM card

1. Tap the Applications Launcher icon 🏠 on the front of your handheld.

2. Tap the SIM Phonebook icon SIM.

3. Tap Speed Dial in the pick list in the upper-right corner.

4. Tap the entry you want to copy.

   **Tip:** To copy all the numbers in your speed dial list, select Copy All from the Edit menu.

| Phonebook | ▼ Speed Dial | ──── **Tap Speed Dial** |
|---|---|---|
| Chris | 767-2676 | |
| Greg | 555-8712 | |
| Midyne | 831-555-6737 | |

**Tap a name or number to select it**

**Tap Copy to add the entry to your SIM card**

( Copy ) ( Delete ) ( Dial ) ( SMS )
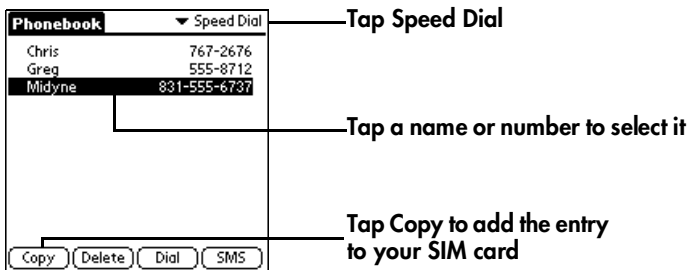
   **Tip:** A check mark indicates that the entry is already on both your speed dial list and your SIM list.

5. Tap Copy.

## Copying entries from your SIM card to your speed dial list

1. Tap the Applications Launcher icon 🔳 on the front of your handheld.

2. Tap the SIM Phonebook icon **SIM**.

3. Tap SIM in the pick list in the upper-right corner.

4. Tap the entry you want to copy.

   **Tip:** To copy all the numbers in your speed dial list, select Copy All from the Edit menu.

| Phonebook | ▾ SIM | ── **Tap SIM** |
|---|---|---|
| Chris | 767-2676 | |
| Greg | 555-8712 | |
| Midyne | 831-555-6737 | |

── **Tap a name or number to select it**

── **Tap Copy to add the entry to your speed dial list**

( Copy )( Delete )( Dial )( SMS )
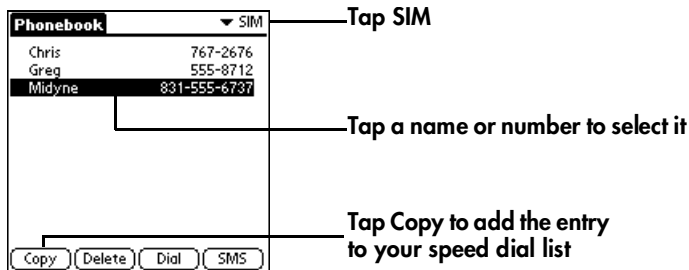
   **Tip:** A check mark indicates that the entry is already on both your speed dial list and your SIM list.

5. Tap Copy.

## Deleting entries from your SIM card

1. Tap the Applications Launcher icon 🔂 on the front of your handheld.
2. Tap the SIM Phonebook icon SIM.
3. Tap SIM in the pick list in the upper-right corner.

   **Tip:** To delete entries from your speed dial list, tap Speed Dial instead.

4. Select the entry you want to delete.
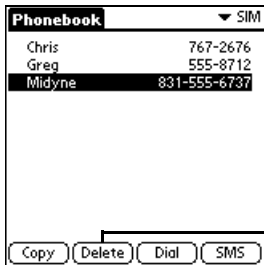
| Phonebook | ▼ SIM | ── **Tap to select SIM or Speed Dial** |
|---|---|---|
| Chris | 767-2676 | |
| Greg | 555-8712 | |
| Midyne | 831-555-6737 | ── **Tap a name or number to select it** |
| | | |
| | | **Tap Delete to remove** |
| | | **the entry** |
| ( Copy )( Delete )( Dial )( SMS ) | | |

5. Tap Delete.
6. Tap OK to confirm deletion.

## Dialing entries on your SIM card

1. Tap the Applications Launcher icon 🏠 on the front of your handheld.

2. Tap the SIM Phonebook icon **SIM**.

3. Tap SIM in the pick list in the upper-right corner.

   **Tip:**   You can also dial entries from your speed dial list by tapping
             Speed Dial instead.

4. Select the entry you want to dial.

   **Tip:**   You can also send a text message to an SMS-enabled mobile
             phone by tapping a mobile phone number and then tapping
             SMS instead of Dial.

| Phonebook | ▼ SIM | — **Tap to select SIM or Speed Dial** |
|---|---|---|
| Chris | 767-2676 | |
| Greg | 555-8712 | |
| Midyne | 831-555-6737 | — **Tap a name or number to select it** |
| | | |
| | | — **Tap Dial to call the number** |
| ( Copy )( Delete )( Dial )( SMS ) | | — **Tap SMS to send a text message** |
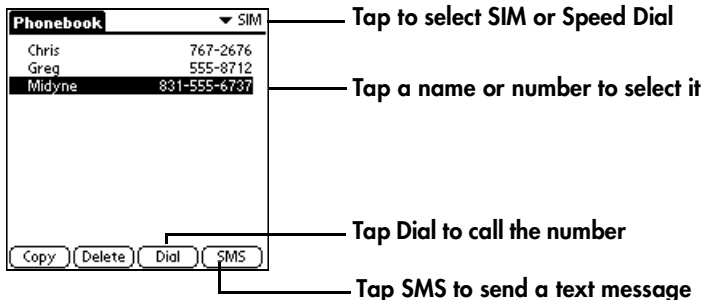
5. Tap Dial.

---

# Working With SMS Text Messages

In addition to dialing and receiving calls, you can use your VisorPhone to send and receive short text messages. These text messages, also called SMS (Short Message Service) messages, are similar to email messages that you send and receive from your computer, but are limited to a few sentences in length. The person receiving your message must also have a GSM mobile phone and a service provider that supports text messages. Some service providers also allow you to use your mobile phone to send text messages to an email address and to receive text messages from a computer. Talk to your service provider for details about their SMS and SMS Email features. This chapter describes how to:

■ Enable SMS and SMS Email

■ View messages

■ Reply to messages

■ Create messages

■ Create message greetings and signatures

■ Set message options

■ Save messages

■ Forward messages

■ Copy message text to the clipboard

■ Modify outgoing messages

■ Sort messages

■ Delete messages

## Enabling SMS and SMS Email

To send and reply to SMS messages, you must subscribe to your service provider's SMS service. If you subscribe to this service, your service provider supplies an SMS Message Center number which appears in the SMS Preferences dialog.

To use SMS Email, you must subscribe to your service provider's SMS Email service and enter their SMS Email Center number in the SMS Preferences dialog. The SMS Email Center forwards the SMS messages to the recipient's email address. Contact your service provider to obtain their SMS Email Center number.

1. Press the SMS Message Manager button 📧 on your VisorPhone.

2. From any SMS Message Manager list view, tap the Menu icon 📖.

3. Under Options, tap Preferences.

| SMS Preferences ⓘ | |
|---|---|
| SMS Message Center number +12099042030 | **Confirm SMS Message Center number** |
| SMS Email Center number 121 | **Enter SMS Email Center number** |
| ☐ Confirm deletions | |
| OK  Cancel | |
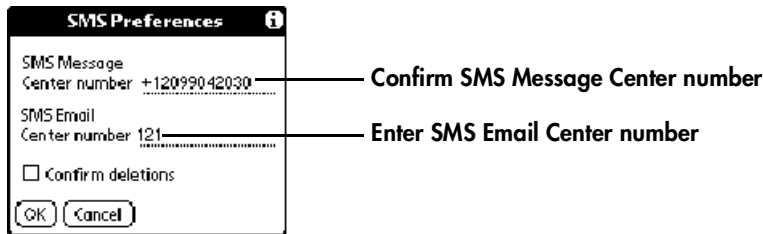
4. Tap OK.

## Viewing messages

You can view SMS messages even if you don't subscribe to your service provider's SMS service.

1. Press the SMS Message Manager button 〰 on your VisorPhone to open the SMS Message Manager Inbox.

**Tap arrow to select the message category: Inbox, Saved, Pending, or Sent**

**Message read**

**Tap New to create a message**

| SMS 12 Msg. 9 New | ▼ Inbox |
|---|---|
| 121 | FM: Janet MSG... | 9/5 |
| 121 | FM: Chris MSG:... | 9/5 |
| +16505... | Good news! M... | 9/5 |
| +16505... | Please meet m... | 9/5 |
| ✓ +16505... | Karl can't mak... | 9/5 |
| +16505... | Please come g... | 9/5 |
| +16505... | Hi,∎Thank you... | 9/5 |
| +16505... | URGENT: I need... | 9/5 |
| +16505... | Please get milk... | 9/5 |
| +16505... | Please call me... | 9/5 |
| ✓ +16505... | I'm running 10... | 9/5 |

(New) (Show...)

**Tip:** When viewing Saved messages, the arrows indicate whether a message was incoming or outgoing.

2. Tap the message you want to view.

3. Press the scroll buttons on your handheld to scroll through a message. At the start or end of a message, it displays the next message.

4. Tap Done.

## Replying to messages

To reply to SMS messages, you must subscribe to your service provider's SMS service. See "Enabling SMS and SMS Email" on page 50 to determine if you subscribed to your service provider's SMS service.

1. Tap the incoming message to which you want to reply.

```
SMS-Message
From: +16505559556
Date: 9/5/00 6:07 pm
Karl can't make it on the 4th. Can we
reschedule to the 12th?
Jack




(Done) (Next) (Delete) (Reply)
```
— Tap Reply to respond to the message

2. Tap Reply.

3. Enter the message text.

   **Tip:** When you reply to an SMS message, the SMS Message Manager fills in the To field for you. When you reply to an email message, you must enter the email address on the first line of the message. See "Creating an SMS Email message" on page 55 for more information.

4. Tap Send.

## Creating messages

SMS Message Manager enables you to create short text messages and send them to a GSM mobile phone number or an email address. If a message exceeds 160 characters, SMS Message Manager divides the text into multiple messages. As you create a message, the status bar indicates how many messages will be sent and the total number of characters in all the messages.

To save time while creating messages, you can insert predefined text from a template. Some templates ask you to enter information such as a meeting time or place. Using a template is similar to filling in the blanks on a form letter instead of writing a letter from scratch. Fortunately, in SMS Message Manager you can easily combine the template text with your own text to personalize your message.

You can create a message at any time, but if you send a message when you are outside a coverage area, your VisorPhone places the message in the Pending category and sends it automatically when you return to a coverage area. While a message is in the Pending category, you cannot edit it, but you can delete it before it is sent.

### Creating an SMS text message

1. From any SMS Message Manager list view, tap New.

2. Address the message to a mobile phone number.

**Tap To to select a number** ⎯⎯⎯⎯

**Tap Text to insert text from a template** ⎯⎯⎯⎯

```
New SMS          0 characters
▼ To: |
▼ Text:
...........................................
...........................................
...........................................
...........................................
...........................................
...........................................
...........................................
...........................................
...........................................
(Send) (Save) (Cancel)
```
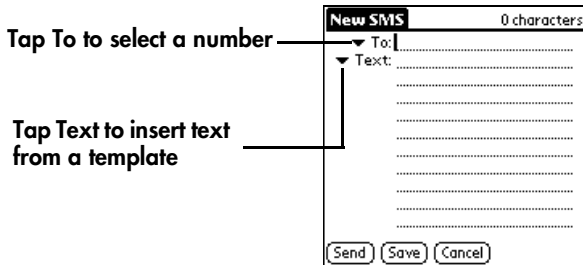
3. Enter text using Graffiti, the onscreen keyboard, or the Text and Greetings pick lists.

4. Tap Send. (The message goes into the Pending category until your phone transmits the message.)

   **Tip:** To store a draft message and send it later, tap Save instead.

After your message transmits, your VisorPhone places a copy in the Sent category. If an error occurs while sending the message, an exclamation point (!) appears next to the message in the Sent category.

### Creating an SMS Email message

To send a message to an email address, you must first enter your service provider's SMS Email Center number. See "Enabling SMS and SMS Email" on page 50.

1. From any SMS Message Manager list view, tap New.

2. Tap the To pick list and select SMS Email Center.

**Tap To to select SMS Email Center**

**Enter email address followed by a space and # symbol**

```
New SMS                16 characters
    ▼ To: SMS Email Center
    ▼ Text: john@anyisp.com #
    _____
    _____
    _____
    _____
    _____
    _____
    _____
    _____
    _____
 (Send) (Save) (Cancel)
```

3. On the first Text line, enter the recipient's email address followed by a space and a # symbol.

4. Enter the remaining text.

5. Tap Send. (The message goes in the Pending category until it transmits.)

   **Tip:** To store a draft message and send it later, tap Save instead.

## Creating message greetings and signatures

When you create a message you can use the greetings pick lists to insert a greeting and signature in your message. You can also add items to these lists or modify the existing items.

1. From any SMS Message Manager list view, tap the Menu icon 📓.

2. Under Options, tap Greetings.

**Tap here to hide the greetings pick lists**

**Tap Add entry to create a new greeting**

**Tap Add entry to create a new signature**

| Greetings |
| --- |
| ☑ Show greetings |
| Add entry... |
| Hi John, |
| Hi, |
| Hi Mr. Doe, |
| Add entry... |
| Ciao |
| Bye |
| See you later |
| (Done) |

3. Tap Done.

## Saving incoming messages

1. Open the message you want to save.

2. Tap the Menu icon 🖹.

3. Under Message, tap Save.

   **Tip:** Saving an incoming message moves the message from your Inbox to the Saved category.

## Copying incoming messages

1. Open the message you want to copy.

2. Tap the Menu icon 🖹.

3. Under Message, tap Put Into Clipboard.

   **Tip:** To create a memo with the text, tap Copy to Memo Pad instead.

4. Open the message or application where you want to insert the message.

5. Tap the Menu icon 🖹.

6. Under Edit, tap Paste.

## Forwarding incoming messages

1. From the Inbox or Saved category, open the incoming message you want to forward.

2. Tap the Menu icon ✆.

3. Under Message, tap Forward.

   **Tip:** You can edit the forwarded message before sending it.

4. Enter the recipient's mobile phone number.

   **Note:** The recipient's phone must be SMS enabled.

5. Tap Send.

## Modifying messages

You can modify any outgoing messages in your Saved or Sent categories.

**Tip:** You can create your own message template by modifying and resending a Sent message.

1. Open the message you want to change.

2. Tap the message text, or tap Edit.

3. Edit the message.

4. Tap Send.

   **Tip:** When modifying a message, you can keep the revised message without sending it by tapping Save instead of Send.

## Sorting messages

1. In the SMS Message Manager, tap Show.

2. Select the sort method you want to use.

**Tap arrow to select sort method**

| Display Options ⓘ |
| --- |
| Sort by: ▼ Date |
| ☑ Show Date |
| ( OK ) ( Cancel ) |

3. Tap OK.

**Tip:** If you sort the list by name, messages from senders that are not in your Address Book appear at the bottom of the list in numerical order by phone number.

## Deleting messages

1. In the SMS Message Manager, tap the pick list in the upper-right corner to select the category containing the messages you want to delete.

2. Tap the Menu icon 📖.

3. Under Message, tap Purge.

4. Select the deletion method you want to use.

**Tap arrow to select deletion method** ————

> **Purge Messages**
> **Purge Inbox messages**
> ▼ older than 1 week
> ( OK ) ( Cancel )

5. Tap OK.

6. If prompted, tap Yes to confirm deletion.

**Tip:** To delete a single message, open it and tap the Delete button.

# Using VisorPhone as a Wireless Modem

In addition to using your VisorPhone as a phone, you can also use it as a modem that operates at 14.4Kbps or 9.6Kbps, depending on the speed of your service provider network. You can use your VisorPhone's modem capabilities with third-party communication software that you download from the Internet, such as web browsers or email applications, and to perform wireless HotSync operations when your cradle is not available.

This chapter describes how to:

- Set up your VisorPhone as a wireless modem
- Use third-party data applications with VisorPhone
- Prepare for a direct wireless HotSync operation
- Prepare for a network wireless HotSync operation
- Perform a wireless HotSync operation

## Setting up VisorPhone as a wireless modem

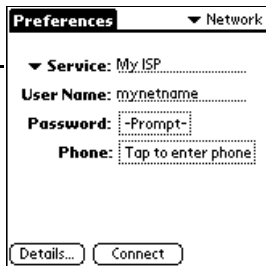To use your VisorPhone as a modem, you must subscribe to the data services feature from your service provider and establish an account with an ISP.

1. Tap the Applications Launcher icon 🔲 on the front of your handheld.

2. Tap the Prefs icon 🌑.

3. Tap Network in the pick list in the upper-right corner.

4. Enter the configuration information for your ISP.

**Select your ISP from the Service pick list** ———

| Preferences | ▼ Network |
| --- | --- |
| ▼ Service: My ISP | |
| User Name: mynetname | |
| Password: -Prompt- | |
| Phone: Tap to enter phone | |

——— **Enter your User Name, Password, and your ISP's phone number**

( Details... )  ( Connect )

**Note:** If your ISP is not on the Service pick list, tap the Menu icon 📋, tap New on the Service menu, and enter the service name.

5. Check your settings by tapping Connect. When your settings work properly, the Connect button changes to a Disconnect button.

To learn more about using your handheld with your ISP, see "Network Preferences and TCP/IP Software" in the *Visor Handheld User Guide*.

## Using third-party data applications with VisorPhone

Before using a third-party communication application, verify with the developer that the application you installed is compatible with VisorPhone.

1. Install the third-party application on your handheld. See "Installing third-party applications" in the *Visor Handheld User Guide* for details.

2. Start the third-party application you installed.

   **Note:** Most third-party applications automatically connect you to your ISP when you start the application. If the application doesn't connect you to your ISP, follow these steps to establish a connection:

   a. Tap the Applications Launcher icon 🏠 on the front of your handheld.

   b. Tap the Prefs icon 📖.

   c. Tap Network in the pick list in the upper-right corner.

   d. Tap Connect and wait for a connection to establish.

3. Disconnect after you finish using the third-party application.

## Preparing for a direct wireless HotSync operation

A direct wireless HotSync operation is when you dial a modem attached to your desktop computer to perform a remote HotSync operation.

1. Tap the Applications Launcher icon 🕼 on the front of your handheld.

2. Tap the HotSync icon 🕉.

3. Tap Enter Phone #.

4. Enter your computer modem number, and then tap OK.

**Enter the number used to call your computer modem**

| Phone Setup | ℹ |
| --- | --- |

Phone #: ........................................

........................................

☐ **Dial prefix:** 9,........................

☐ **Disable call waiting:** 1170,........

☐ **Use calling card:**

_........................................

( OK ) ( Cancel )

5. Tap the Menu icon 📑.

6. Under Options, tap Modem Sync Prefs.

7. Tap Direct to modem, and then tap OK.

8. On a Windows computer, click the HotSync icon 🕉 and check Modem on the HotSync Manager menu. On a Macintosh, open HotSync Manager and select Modem Setup on the Serial Port Settings tab.

## Preparing for a network wireless HotSync operation

A network wireless HotSync operation is when you dial a modem attached to a network, such as a server on a corporate LAN, to perform a remote HotSync operation.

**Note:** This feature is not available for the Macintosh.

1. Tap the Applications Launcher icon 🔓 on the front of your handheld.

2. Tap the HotSync icon 🔁.

3. Tap the Menu icon ✏.

4. Under Options, tap Modem Sync Prefs.

5. Tap Network, and then tap OK.

6. Tap Select Service and configure the Network Preferences panel.

    **Note:** For information on the Network HotSync feature and configuring the Network Preferences panel, see the *Visor Handheld User Guide*.

7. On your desktop computer, click the HotSync icon 🔁 and check Network on the HotSync Manager menu.

8. Click the HotSync icon 🔁 again, select Setup, click the Network tab, and then select your user name.

9. Perform a HotSync operation.

---

## Performing a wireless HotSync operation

Since your VisorPhone operates as a modem at 14.4Kbps or 9.6Kbps, a wireless HotSync operation takes significantly longer than performing a HotSync operation with your cradle. Therefore, we recommend performing a wireless HotSync operation only when your cradle is not available.

**Tip:** To increase the speed of a wireless HotSync operation, select Conduit Setup under Options and reduce the number of applications with which you synchronize.

1. Tap the Applications Launcher icon 🔂 on the front of your handheld.

2. Tap the HotSync icon 🕃.

3. Tap the Modem Sync icon 🕃.

4. Wait for your VisorPhone to connect with the modem on the other end and for the HotSync operation to finish.

**Tip:** If necessary, you can cancel the procedure at any time by tapping the Cancel button.

# Customizing Your Phone

The Phone application Preference screens enable you to customize many of the VisorPhone features to meet your individual needs. For example, you can choose which view appears when you start the Phone application, and set security options to prevent unauthorized use.

This chapter describes how to:

■ Set dialing prefixes

■ Reassign the buttons in your Address Book

■ Change the phone display

■ Select the ringer setting

■ Prevent unauthorized use of your phone

■ Unlock your phone

■ Disable call waiting

■ Block your phone number for outgoing calls

■ Select a different service provider network

■ Connect a headset to your VisorPhone
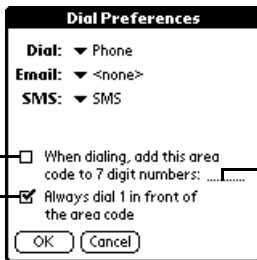
## Setting dialing prefixes

Some service providers require 11-digit dialing. If you already have 7-digit or 10-digit numbers in your Address Book, you can set your VisorPhone to automatically use 11-digit dialing by using a default area code. Using this feature does not change the numbers in your Address Book.

1. Press the Address Book button  on the front of your handheld.

2. Tap the Menu icon .

3. Under Options, tap Dial Preferences.

**Dial Preferences**

Dial: ▼ Phone
Email: ▼ <none>
SMS: ▼ SMS

Tap check box to insert an area code in front of 7-digit numbers before dialing

☐ When dialing, add this area code to 7 digit numbers: .....

Enter default area code here

Tap check box to insert a 1 in front of 10-digit numbers before dialing

☑ Always dial 1 in front of the area code

( OK ) ( Cancel )

4. Tap OK.

**Note:** You may be prompted to enter a default area code the first time you dial a number from your Address Book.

---

## Assigning dialing applications

When you select a phone number or email address in Address Book, you can tap the Dial, SMS, or Email buttons to direct the selected information to a specific application. The default applications for these buttons are the Phone application and the SMS Message Manager. However, if you have third-party SMS or Email applications installed on your handheld, you can assign these buttons to any application that is compatible with the dialing-enabled version of Address Book.

1. Press the Address Book button $\phantom{}$ on the front of your handheld.

2. Tap the Menu icon $\phantom{}$.

3. Under Options, tap Dial Preferences.

**Tap pick lists to assign an application to that button** ——

**Dial Preferences**

Dial: ▾ Phone
Email: ▾ <none>
SMS: ▾ SMS

☐ When dialing, add this area code to 7 digit numbers: ..........
☑ Always dial 1 in front of the area code

( OK ) ( Cancel )
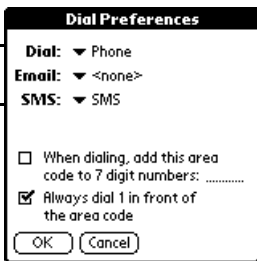
**Tip:** If no other applications appear in the pick lists, then you don't have compatible SMS or Email applications on your handheld.

4. Tap OK.

## Changing the phone display

1. Press the Phone button 🕿 on your VisorPhone.

2. Tap the Menu icon 📋.

3. Under Options, tap Phone Preferences.

4. Select the display options you want to use.

**Tap the view you want to see when you open the Phone application**

**Phone Preferences** ⓘ

**Starting View:** ▦▦▤

**Button View:** ▦▦▤

☑ **Phone Locked**

( Change Lock Password... )

( OK ) ( Cancel )
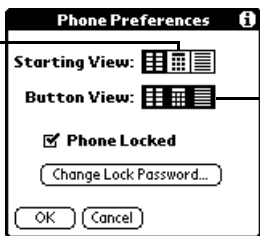
**Tap an icon to skip that view when pressing the Phone button repeatedly**

5. Tap OK.

## Selecting the ringer settings

1. Tap the Menu icon $\mathscr{G}$.

2. Under Options, tap Ringer Preferences.

   **Tip:** The slider on your phone has two positions $\exists \! \triangleright$ and $\triangleleft \! \xi$. The two Ringer Preferences columns control the behavior of the corresponding slider position.

3. Select the ringer settings you want to use.

   **Tap Ring pick lists to select ring style**

   **Tap Volume pick lists to select volume level**

   **Tap Vibrate pick lists to turn vibrate mode on or off**

   | Ringer Preferences | | |
   |---|---|---|
   | | $\exists \! \triangleright$ | $\triangleleft \! \xi$ |
   | Ring: | ▼ Tone 1 | ▼ Tone 1 |
   | Volume: | ▼ Soft | ▼ Off |
   | Vibrate: | ▼ Off | ▼ On |
   | ☑ Play ring when changed | | |
   | ( OK ) ( Cancel ) | | |

   **Tip:** You can use both a ring tone and vibrate alert or use them separately. For example, you can set one position to ring softly and vibrate, and the other position to vibrate only. To preview a new sound, select Play ring when changed.

4. Tap OK.

## Preventing unauthorized use of your phone

You can protect your phone number from unauthorized use by locking your SIM card.

1. Turn on your phone.

2. Press the Phone button ![phone icon] on your VisorPhone.

3. Tap the Menu icon ![menu icon].

4. Under Options, tap Phone Preferences.

5. Select the Phone Locked check box to lock your SIM card.

**Tap here to lock and unlock the SIM card** ———

**Phone Preferences** ⓘ

Starting View: ▦ ▦ ▤

Button View: ▦ ▦ ▤

☑ Phone Locked

( Change Lock Password... ) ——— **Tap here to define a new password**

( OK ) ( Cancel )
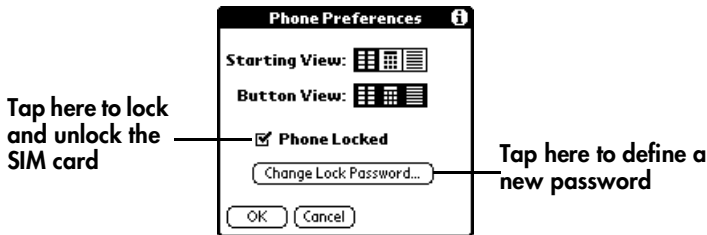
6. Enter your password and tap OK.

   **Note:** If you haven't set a password yet, check your service provider's documentation for the default password. This is usually 1234 or 1111.

7. Tap OK.

## Unlocking your phone

1. Turn on your phone.

2. Press the Phone button 🖐 on your VisorPhone.

3. Enter your password.

   **Note:** If you haven't set your own password, enter the password listed in your service provider documentation. This is usually 1234 or 1111.

   If you are using a SIM card from an established account, enter your existing password.



Tap numbers to enter password

Tap OK to unlock your phone

Tap CLR to erase the entire entry

4. Tap OK.

**Tip:** See "Preventing unauthorized use of your phone" on the previous page to learn about setting your own password.

## Disabling call waiting

If you receive a call while you are talking on the phone, the Phone application notifies you about the second call. If you don't want to be interrupted by other calls, you can disable call waiting.

**Note:** Because call waiting information is stored by the network, it's a good idea to check the current network settings both before and after you change the call waiting option.

1. Tap the Menu icon 📱.

2. Under Options, tap Call Preferences.

3. Disable the call waiting option.

**Tap here to disable call waiting** ———

```
           Call Preferences
Forward all calls to:
  ▼ Don't forward calls

  ☐ Disable Call Waiting
  ☐ Block outgoing caller ID
 ( OK ) (Cancel) (Get Status)
```

**Tap here to display current network settings**
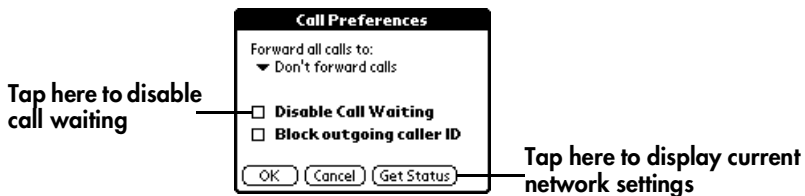
4. Tap OK.

**Tip:** To reactivate Call Waiting, remove the check from the Disable Call Waiting check box.

## Blocking your phone number for outgoing calls

When you place a call from your VisorPhone, the Phone application reveals your phone number to the person you're calling. If your service provider supports caller ID blocking, you can prevent revealing your phone number to people you call.

**Note:** Because caller ID blocking information is stored by the network, it's a good idea to check the current network settings both before and after you change the Block outgoing caller ID option.

1. Press the Phone button 📞 on your VisorPhone.

2. Tap the Menu icon 📖.

3. Under Options, tap Call Preferences.

4. Enable the Block outgoing caller ID option.

**Call Preferences**

Forward all calls to:
▼ Don't forward calls

**Tap here to place anonymous calls**
☐ Disable Call Waiting
☐ Block outgoing caller ID

( OK ) ( Cancel ) ( Get Status )
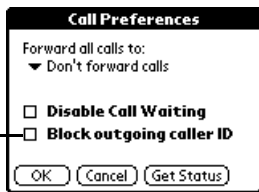
5. Tap OK.

## Selecting a service provider network

If you roam to an area where multiple service providers offer coverage, your VisorPhone automatically selects the provider with the strongest signal. However, if you prefer, you can manually select a service provider network.

**Note:** When you manually select a network, your VisorPhone finds only that network until you either choose another network, or return to Automatic Mode.

1. Press the Phone button 🕭 on your VisorPhone.
2. Tap the Menu icon 🖁.
3. Under Options, tap Select Network.
4. Select a network.

**Tap a network to enter manual mode** ⸻

**Select Network**

**Available networks:**

SERVICE A
SERVICE B

[ OK ] [ Cancel ] [ Automatic Mode ]

**Tap Automatic Mode to return to automatic search mode**
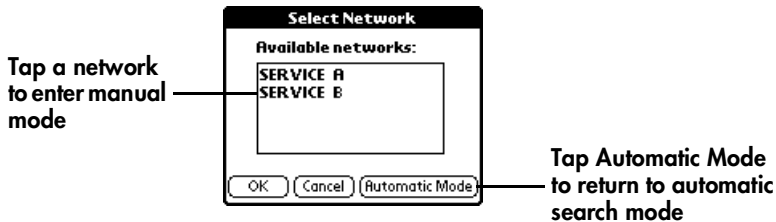
5. Tap OK.

**Note:** Selecting a new network may take 30 seconds or more.

## Connecting a headset

Use the built-in speaker and microphone or connect an optional headset for hands-free operation. For best results, use only headsets from Handspring.



**Headset jack**
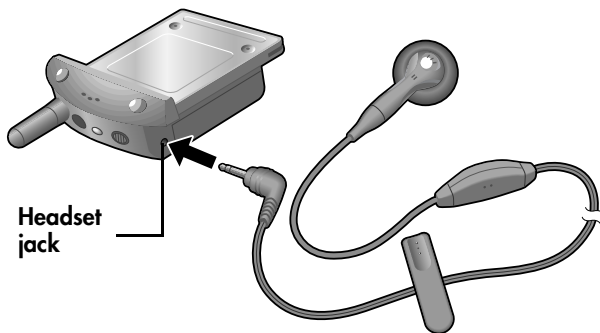
# Using the Menus

This section provides an overview of the menu options available in the Phone, SIM Phonebook, and SMS Message Manager applications. Some of the menu options vary based on which screen is active.

## Phone application Edit menus

| Edit Options |
|---|
| Edit Speed Dial |
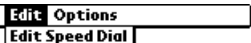
**Speed Dial view**
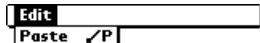
| Edit |
|---|
| Paste ✐P |

**Dialpad view**

**Edit Speed Dial:** Opens a dialog where you can define, change, and delete speed dial buttons. For details, see "Changing a speed dial entry" on page 40.

**Paste:** Inserts a phone number from the clipboard into the dial box.

## Phone application Record menu

| Record Options |
|---|
| Purge |
| Delete Item ✐D |
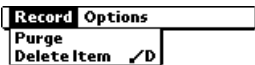
**Call History view**

**Purge:** Opens a dialog where you can remove selected records from the Call History list. For details, see "Purging call history" on page 36.

**Delete Item:** Removes the selected record from the Call History list.

## Phone application Options menus



**Speed Dial and Dialpad views**

Edit **Options**
Phone Preferences...
Ringer Preferences...
Call Preferences...
Select Network
Phone Info
About Phone

**Call History view**

Record **Options**
Phone Preferences...
Ringer Preferences...
Call Preferences...
Select Network...
Phone Info
Font Preference...
About Phone
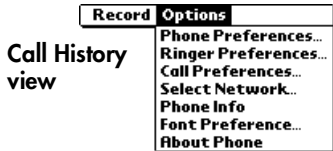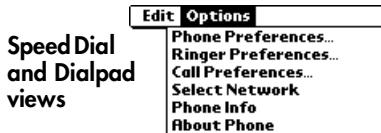
**Phone Preferences:** Opens a dialog where you can change your phone display and lock the phone. For details, see "Changing the phone display" on page 70 and see "Preventing unauthorized use of your phone" on page 72.

**Ringer Preferences:** Opens a dialog where you can choose the ringer settings. For details, see "Selecting the ringer settings" on page 71.

**Call Preferences:** Opens a dialog where you can choose call waiting, call blocking, and call forwarding settings. For details, see "Disabling call waiting" on page 74, "Blocking your phone number for outgoing calls" on page 75, and "Forwarding calls" on page 24.

**Select Network:** Opens a dialog where you can search for and use networks other than your default network. For details, see "Selecting a service provider network" on page 76.

**Phone Info:** Opens a dialog where you can view information about your phone such as the phone number and the IMEI number that uniquely identifies your phone to the network.

**Font Preference:** Opens a dialog where you can choose the font you want.

**About Phone:** Opens a dialog where you can view version and copyright information for the Phone application.

## SIM Phonebook application Edit menu

```
Edit  Options
Copy all...
```
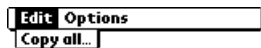
**Speed Dial and SIM views**

**Copy All:** Copies all entries that exist in one phone list to the other phone list. If you are viewing the speed dial list, it copies all new entries to your SIM card. If you are viewing the SIM card list, it copies all new entries to the speed dial list.

## SIM Phonebook application Options menu

```
Edit  Options
       Help
       About
```
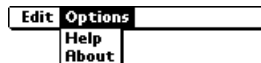
**Speed Dial and SIM views**

**Help:** Opens a dialog where you can view tips about using the SIM Phonebook application.

**About:** Opens a dialog where you can view version and copyright information for the SIM Phonebook application.

## SMS Message Manager application Message menus
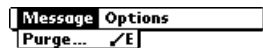


Inbox view
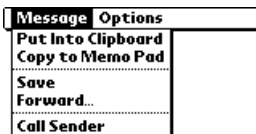


Message view

**Purge:** Opens a dialog where you can choose which messages you want to remove from the Inbox. For details, see "Deleting messages" on page 60.

**Put Into Clipboard:** Copies the selected message to the clipboard so you can paste it into another message or application. For details, see "Copying incoming messages" on page 57.

**Copy to Memo Pad:** Copies the selected message to a new Memo Pad memo. For details, see "Copying incoming messages" on page 57.

**Save:** Stores the selected message in the Saved category.

**Forward:** Creates a copy of the selected message so you can send it to someone else. For details, see "Forwarding incoming messages" on page 58.

**Call Sender:** Dials the person who sent the message.

## SMS Message Manager application Edit menu

```
Edit Options
Undo          /U
Cut           /X
Copy          /C
Paste         /P
Select All    /S
..................
Keyboard      /K
Graffiti Help /G
```
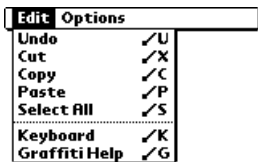
**Undo:** Clears the last action.

**Cut:** Removes the selected text and places it on the clipboard.

**Copy:** Copies the selected text and places it on the clipboard.

**Paste:** Inserts text stored on the clipboard at the current cursor position.

**Select All:** Selects all text in the current field.

**Keyboard:** Opens the onscreen keyboard.

**Graffiti Help:** Opens screens that show you how to form Graffiti characters.

## SMS Message Manager application Options menu



**Font:** Opens a dialog where you can choose the font you want to use.

**Greetings:** Opens a dialog where you can enter predefined opening and closing phrases to use in your messages. For details, see "Creating message greetings and signatures" on page 56.

**Preferences:** Opens a dialog where you can view the SMS Service Center number (if this field is blank, contact your service provider for this information), choose deletion confirmation, and enter your service provider's SMS Email Center number. For details, see "Enabling SMS and SMS Email" on page 50.

**About SMS:** Opens a dialog where you can view version and copyright information for the SMS Message Manager application.

# Troubleshooting and Maintenance

If you encounter a problem with your VisorPhone module, check this section to see if your problem is listed. If your problem isn't listed here, or the suggestions don't resolve your problem, call 716-871-6448 for phone support or visit us at www.handspring.com.

**My VisorPhone won't turn on**

- Make sure your VisorPhone is inserted firmly in the Springboard expansion slot.

- Make sure your VisorPhone battery isn't drained.

- When you turn on your VisorPhone, hold down the power button for at least two seconds, until you hear a beep.

- Turn on your handheld to make sure that the handheld batteries aren't drained. Low batteries will prevent your VisorPhone from turning on.

**I get a message that my SIM card is missing when I turn on my VisorPhone**

- Make sure your SIM card is properly inserted. The metal contacts must face down (away from the battery), and the side with the corner cut must slide into the SIM slot first. For details, see "Step 2: Insert your SIM card into your VisorPhone" on page 3.

- Your SIM card may be damaged. Contact your service provider for a new card.

| **My VisorPhone requires an unlocking code, but I didn't set one** | ■ Your service provider may have set the locking code before you received your VisorPhone**.** Enter the default unlocking code (this is usually 1234 or 1111) and then tap OK. If this doesn't work, contact your service provider. |
| | **Note:** It is actually your SIM card that is locked, not your VisorPhone. |
| | ■ If you see the *Unblock* Phone screen instead of the *Unlock* Phone screen, you entered the *unlock* code incorrectly three times, and your VisorPhone is now blocked. Contact your service provider to obtain the unblock code. If you enter the *unblock* code incorrectly ten times, your SIM is permanently disabled. |
| **I called my service provider to enable my phone service, but it still doesn't work** | Some service providers require 24 hours or more to activate your phone service. If it has been longer than your service provider's activation period, report the problem to your service provider. |

| **My phone number isn't on the Phone Info screen** | Your service provider may need to install your phone number onto your SIM card. Contact your service provider to see if they can send a message to your VisorPhone that writes your phone number onto your SIM card. |
|---|---|
| **My VisorPhone won't register to the network** | ■ You are probably outside a network coverage area. Try using another GSM phone to verify whether coverage is available in your current location.<br><br>■ If coverage is available in your location, try your SIM card in another GSM phone. If it still doesn't, work, your SIM card may be malfunctioning. Contact your service provider for another SIM card.<br><br>■ Turn off your VisorPhone, and then turn it on again. If a dialog appears asking if you want to search for a network, tap Yes. |
| **I tried dialing a phone number, but my VisorPhone just beeps at me** | ■ Make sure you dialed the correct number.<br><br>■ Wait a few minutes and try again. If the network is very busy, calls cannot connect.<br><br>■ Verify that you are in a network coverage area and then move a few yards away and try the call again. If you are in a weak coverage area (1 bar of signal strength or less), you may not be able to complete calls even though you are registered to the network. |

| | |
|---|---|
| **I can't dial international numbers** | For security purposes, most service providers require you to enable international calling on your account. Call your service provider to enable international calling. |
| **Call waiting doesn't work** | Enable call waiting in the Call Preferences dialog. For details, see "Disabling call waiting" on page 74. |
| **Call forwarding doesn't work** | For security purposes, most service providers require you to enable this feature on your account even though there is usually no extra charge. Call your service provider to enable call forwarding. |
| **Caller ID blocking for my outgoing calls doesn't work** | Some service providers require you to enable this feature on your account. Call your service provider to enable blocking your Caller ID. |
| **Some incoming caller's names don't appear in Call History** | ■ Find out if a caller has blocked their Caller ID.<br>■ Call History does not show names for records you marked hidden in your Address Book. |
| **The SIM Phonebook application won't open** | Make sure your SIM card is inserted in your VisorPhone and that your phone has been on for at least 30 seconds. |

| **My SIM Phonebook doesn't display the full name and number** | When a name or number is longer than will fit in the SIM Phonebook display, three dots appear to indicate that the entry contains additional information. SIM Phonebook does not truncate the actual entry, it just does not appear on the screen. |
| **Some phone numbers don't appear in the SMS Lookup** | Make sure the number you want is identified as a mobile number in your Address Book. Only mobile phone numbers appear when you use the SMS Message Manager Lookup button. |

**I can't send SMS Messages**

- Make sure SMS services are enabled on your account by checking the SMS Preferences dialog to see if the SMS Message Center number is on this screen. If the number is missing, contact your service provider for the SMS Message Center number and enter it in the SMS Preferences dialog.

  **Note:** Receiving SMS messages does not indicate that you have a subscription to your service provider's SMS service. You must subscribe to this service to send or reply to messages.

- Verify that you are in a GSM coverage area.

- Make sure the destination number is correct. Some service providers require 11-digit phone numbers for SMS messages.

| **I get an error message when I send an SMS message to an email address** | Make sure you have subscribed to and enabled the SMS email feature. You need to get the SMS Email Center number from your service provider and enter it in the SMS Preferences dialog. This number is different from the SMS Message Center number you use to send messages to other mobile phone numbers. For more information, see "Enabling SMS and SMS Email" on page 50. |
| --- | --- |
| **The applications I assigned to the Dial, Email, and SMS buttons in the Dialing Address Book don't launch** | ■ Check the Dial Preferences dialog in the Address Book to confirm the application is assigned to the Dial, Email, or SMS button. For details, see "Assigning dialing applications" on page 69.<br><br>■ Contact the software developer for the application you want to use when you tap the button, and verify that the software is compatible with the new Dialing Address Book and the version of Palm OS your VisorPhone uses. To take advantage of these buttons, an application must contain special code that registers its capabilities to the Dialing Address Book. |
| **I get a "No Carrier" error when making data calls** | ■ Verify that data calls are enabled on your account.<br><br>■ Verify that you are in a coverage area. |

| I can't synchronize when my VisorPhone is connected to my handheld | Make sure that there are no active calls on your VisorPhone before you begin a HotSync operation. You cannot synchronize while you have an active call, and you cannot make or receive calls during a HotSync operation. |

## Caring for your VisorPhone module

- Keep your VisorPhone and its accessories out of the reach of small children.

- Keep your VisorPhone dry.

- Use your VisorPhone at normal temperatures (between -4 degrees and 130 degrees Fahrenheit). Temperatures outside of this range may cause damage to your VisorPhone.

- Keep your VisorPhone away from dusty or dirty areas.

- Do not disassemble your VisorPhone.

- Do not use harsh detergents to clean your VisorPhone.

- Use only genuine Handspring accessories. Third party accessories are not guaranteed to function properly with your VisorPhone.

- Do not let the Springboard contacts on your VisorPhone come in direct contact with conductive or electronic objects.

- Do not short any contacts on your VisorPhone module or the Springboard connectors.

## Caring for the battery

Your VisorPhone uses a 680mAh Lithium Ion battery. A fully-charged battery provides approximately 3 hours of talk time and more than 70 hours of standby time. Follow these guidelines to get the most from your battery:

- Do not disassemble the battery pack.
- If you are not using your VisorPhone for an extended period of time, disconnect the battery pack from the phone and store it in a cool, dry place; charge the battery at least once every six months when not in use.
- Use your VisorPhone at normal temperatures (between -4 degrees and 130 degrees Fahrenheit). Using your VisorPhone outside of the normal temperature range can severely decrease the battery performance.
- Never throw the battery pack into fire or expose it to extreme heat.
- If the battery pack ever becomes hot or smells odd, stop using it.
- If the battery pack becomes damaged and leaks liquid, stop using it and avoid skin contact with the leaking liquid.
- Use only a genuine Handspring battery pack. Third party battery packs are not guaranteed to function properly with your VisorPhone.
- Always replace the battery pack with the same type of pack. Using another type of battery pack may cause an explosion.
- Do not short any battery contacts or let the contacts come in direct contact with conductive or electronic objects.
- Be sure to properly dispose of the battery. For more information, see "How do I dispose of the battery?" on page 93.

## How do I dispose of the battery?

When your battery fails to hold a charge, you need to replace it.

**Caution:** It is illegal in many areas to dispose of Lithium Ion batteries in household or business trash. Call your local recycling center for instructions on battery recycling, or contact Handspring for safe disposal options. Do not handle a damaged or leaking battery.
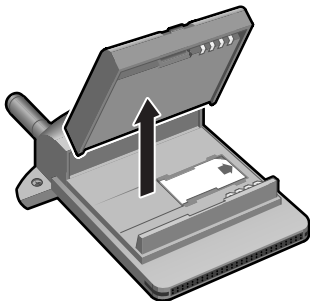
# Warranty and Other Product Information

## Handspring, Inc. Limited Warranty

**HARDWARE:** Handspring, Inc. ("Handspring"), warrants to the original end user ("Customer") that this product will be free from defects in workmanship and materials, under normal intended use, for one year from the date of original purchase from Handspring. Handspring's sole obligation under this express warranty shall be, at Handspring's option and expense, to replace the product or part with a comparable product or part, repair the product or part, or if neither repair nor replacement is reasonably available, Handspring may, in its sole discretion, refund to Customer the purchase price paid for the product or part. Replacement products or parts may be new or reconditioned. Handspring warrants any replaced or repaired product or part, and any hardware upgrade to which Customer is entitled under an agreement between Customer and Handspring, for a period of ninety (90) days from shipment, or through the end of the original warranty, whichever is longer. All products or parts that are replaced become the property of Handspring.

Accessory products, as listed in the applicable Handspring catalogue, are not covered under this Limited Warranty. Handspring shall not be responsible for Customer's software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Handspring for repair, whether under warranty or not.

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## Safety and General Information

IMPORTANT INFORMATION ON SAFE AND EFFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the Safe and Efficient Operation of Your Radio, Observe These Guidelines:

Your radio product contains a transmitter and a receiver. When it is ON, it receives and transmits radio frequency (RF) energy. The radio operates in the frequency range of 800 MHz to 1990 MHz and employs digital modulation techniques. When you use your radio, the system handling your call controls the power level at which your radio transmits. The output power level typically may vary over a range from .001 Watts to 2 Watts.

# Exposure to Radio Frequency Energy

Your VisorPhone Radio Product is designed to comply with the following national and international standards and guidelines regarding exposure of human beings to radio frequency electromagnetic energy:

- United States Federal Communications Commission, Code of Federal Regulations;
  47 CFR part 2 sub-part J
- American National Standards Institute (ANSI) IEEE. C95. 1-1992
- National Council on Radiation Protection and Measurements (NCRP). Report 86
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- National Radiological Protection Board of the United Kingdom, GS 11, 1988
- Verband Deutscher Elektrotechniker (VDE) DIN-0848
- Department of Health and Welfare Canada. Safety Code 6

To comply with the above FCC Regulations governing human exposure to radio frequency energy, users MUST adhere to the following procedure:

- To comply with FCC RF exposure guidelines during body-worn operation, use the Handspring Belt Clip or the Handspring Holster. Use of other body worn accessories that have not been tested with the VisorPhone for RF exposure compliance may not comply.

To assure optimal radio performance, always adhere to the following procedures:

- When placing or receiving a phone call hold the radio as you would a telephone.
- Speak directly into the microphone and position the antenna up over your shoulder.
- DO NOT hold the antenna when the radio is "IN USE." Holding the antenna affects call quality and may cause the radio to operate at a higher power level than needed.

# Interference to Medical and Personal Electronic Devices

Most electronic equipment is shielded from RF energy. However, certain equipment may not be shielded against the RF signals from your wireless phone.

## Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six inches (6") be maintained between a handheld wireless 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:
■    ALWAYS keep the phone more than six inches from their pacemaker when the phone is turned ON.
■    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.

## Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

## Other Medical Devices

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.

## Interference to Other Electronic Devices

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.

Turn your radio OFF before boarding any aircraft to prevent possible interference to aircraft systems. Regulations of the United states Federal Aviation Administration prohibit use when the aircraft is in the air and require you have permission from a crew member to use your radio while the aircraft is one the ground.

# Safety and General Use While Driving

Check the laws and regulations on the use of telephones in the area where you drive. Always obey them.

When using the phone while driving, please:
- ■ Give full attention to driving and to the road
- ■ Use hands-free operation, if available
- ■ Pull off the road and park before making or answering a call if driving conditions so require.

# FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** 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.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

**Caution:** Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

## Responsible Party:

CE

## Canadian RFI Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

## Acknowledgments

We would like to thank the following developers whose contributions were an integral part of the Handspring product:

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