HP iPAQ hw6500
Mobile Messenger series

How Do I…?

Look inside to find answers to frequently asked questions about product setup, features, and more.

⚠ **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

⚠ **CAUTION:** Alerts the user that failure to follow a procedure exactly as described can result in either loss of data or damage to hardware or software.

How Do I …?

HP iPAQ hw6500 Mobile Messenger series
First Edition (June 2005)

Document Part Number: 378870-001

How Do I

How Do I

How Do I…?

This document is intended to answer the most frequently asked questions regarding the HP iPAQ hw6500 Mobile Messenger series. For complete setup and installation instructions, refer to the printed *Getting Started* document in the box or the *User's Guide* located on the Companion CD.

To receive further support from a qualified technical support specialist in the United States, choose from the following:

- Contact Cingular at **1.866.Cingular (1.866.246.4852)** or dial **611** from your Cingular phone (available 24 hours a day, 7 days a week)
- Visit **www.cingular.com**

If you purchased the product in the United States but are traveling internationally and need support, call **1.916.843.4685** (available 24 hours a day, 7 days a week).

How Do I Find Out What's On My CD?

The Companion CD is located in the box and contains:

- Microsoft ActiveSync 3.8
- Microsoft Outlook 2002
- HP Add-On Software Applications
- *HP iPAQ hw6500 Mobile Messenger series User's Guide*
- *How Do I…? Guide* (this document)
- *Know Your Options* (Accessories Information)
- Important Safety Information

NOTE: All of the documents located on the Companion CD are in printable format, if you prefer a hardcopy document.

All of the software and documents are designed to be installed on your personal computer to enhance your ability to use your HP iPAQ to its fullest potential. The CD also contains software and drivers that can be installed directly onto your HP iPAQ for use on the go.

NOTE: Save the original packaging for the CD because the Microsoft product key for installing Microsoft Outlook is located on the sticker on the CD packaging. You need that information if you ever need to reinstall Outlook on your personal computer.

How Do I Install Microsoft ActiveSync?

Microsoft ActiveSync, located on the Companion CD, is the software that allows your HP iPAQ and your personal computer to communicate with each other.

Before you connect your HP iPAQ to your computer, insert the Companion CD into your computer and let the **HP iPAQ Setup Wizard** guide you step-by-step in setting up your HP iPAQ and computer.

NOTE: If the **HP iPAQ Setup Wizard** detects an earlier version of ActiveSync or Outlook on your computer, it prompts you to install the most recent version from the Companion CD. It is recommended that you do so; however, be sure to back up your files before installation begins.

To run the **HP iPAQ Setup Wizard** and install Microsoft ActiveSync:

1. Insert the Companion CD that came with your HP iPAQ into the CD-ROM drive on your computer. The **HP iPAQ Setup Wizard** starts automatically.
2. Select **Start Here.**
3. Read the **Welcome** page, make sure your HP iPAQ is not yet connected to your computer, and select **Next.**
4. Select **Next** again and the **Steup Wizard** starts scanning your system. When the **Setup Wizard** scans your system, it recommends programs for you to load.

NOTE: If you want to synchronize your calendar, contacts, inbox, notes, and/or tasks, it is recommended that you allow the **Setup Wizard** to install Outlook 2002. Microsoft Outlook Express **does not** work with the HP iPAQ and ActiveSync.

5. Likewise, the **Setup Wizard** scans your system to detect earlier versions of Windows Media Player and HP Image Zone. It is recommended that you allow the Wizard to install these programs in order to take advantage of all functions on your HP iPAQ. Select **Next** to continue.

6. When the **Connecting your HP iPAQ to your PC** screen displays, connect your HP iPAQ to your personal computer. The **Setup Wizard** automatically takes you to the next step after you connect your HP iPAQ with your personal computer.

7. Follow the online screen instructions.
8. When the **Set Up Microsoft ActiveSync** window displays, click **Next.**

9. When the **Select Installation Folder** for Microsoft ActiveSync window displays, accept the default location offered, or select **Change…** to specify a different location.
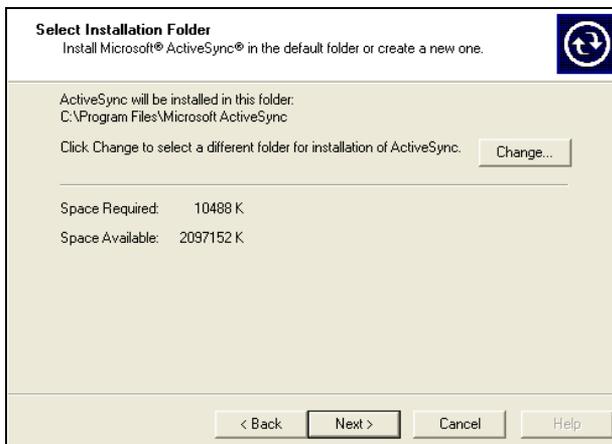
10. When the **File Download** window displays, click **Open.**

You will know ActiveSync installed successfully when you see the **Set Up a Partnership** screen. Proceed to the next section,

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📝 **NOTE:** If you are having trouble installing ActiveSync and have firewall software installed, try disabling the firewall software before the ActiveSync installation and enabling it again after the installation is complete.

Using Microsoft Exchange ActiveSync

Exchange ActiveSync in Microsoft Exchange Server 2003 allows the HP iPAQ to access corporate information on a server running Exchange server software. It allows ActiveSync enabled devices to synchronize mailbox items over a GPRS or wireless connection without using a desktop computer, cradle, and desktop synchronization software.

You can also synchronize your mobile device with the Exchange server using the desktop pass-through option present in all Windows Mobile-based devices. For more information on Microsoft Exchange ActiveSync, refer to "Using ActiveSync" in Chapter 3 of the *User's Guide* located on the Companion CD.

How Do I Create an ActiveSync Partnership?

A Microsoft ActiveSync partnership allows your HP iPAQ and your personal computer to communicate with each other. To synchronize your HP iPAQ and your personal computer, you must first create a partnership using ActiveSync. You only need to create a partnership once.

These instructions provide information on creating a basic partnership. Other partnership options are available. For more detailed instructions, refer to "Using ActiveSync" in Chapter 3 of the *User's Guide* located on the Companion CD.

To create an ActiveSync partnership between your HP iPAQ and your personal computer:

1. When the **Get Connected** screen is displayed during ActiveSync installation, connect the HP iPAQ Cradle to your personal computer by attaching the free end of the USB cable to the USB port on your personal computer. Then connect one end of the AC adapter to the cradle and the other end to an electrical outlet.

2. Turn on your HP iPAQ by pressing the **Power** button, and then insert it into the cradle.

3. When the **Set Up a Partnership** screen displays, select **Standard Partnership** and click **Next.**

4. When the **New Partnership** screen displays, select **Synchronize with this desktop computer,** and then click **Next.**

5. When the **Select Number of Partnerships** screen displays, choose whether you want to synchronize with one computer or two (e.g., home and office).

New Partnership

Select Number of Partnerships
Select whether you want to synchronize with just this computer.

Your device can have up to two partnerships or a partnership with only this computer. Do you want your device to have a partnership and synchronize with only this computer?

● Yes, I want to synchronize with only this computer

   Remove any existing partnerships on my device and set up a new partnership with just this computer.

○ No, I want to synchronize with two computers

   Set up a partnership with this computer, but do not remove any existing partnerships on my device.

    < Back   Next >   Cancel   Help

6. When the **Select Synchronization Settings** screen displays, check the items you want to synchronize between your HP iPAQ and your personal computer.

New Partnership

Select Synchronization Settings
Select the type of information you want to synchronize.

To synchronize a particular type of information, select its check box. To stop synchronization of that information, clear its check box.

Mobile Device	Desktop Computer
☐ AvantGo	AvantGo Channels
☑ Calendar	Microsoft Outlook
☑ Contacts	Microsoft Outlook
☑ Favorites	Internet Explorer
☐ Files	Synchronized Files
☑ Inbox	Microsoft Outlook
☐ Notes	Microsoft Outlook

To find out more about and to customize what gets synchronized, click on that information type in the list and then click Settings.

    Settings...

    < Back   Next >   Cancel   Help

7. When the **Setup Complete** screen displays, click **Finish.** ActiveSync immediately begins synchronizing.

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Do you want to learn more about:

- setting up a guest partnership?
- setting up a partnership with a server?
- setting up a partnership with two computers?
- setting up a partnership for two handheld devices?
- setting up and using AvantGo?

Refer to the Microsoft Windows Mobile Web site at **www.microsoft.com/windowsmobile**. Under **Help and How To** on the left side of the window, select **For Pocket PC.** Fill in your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left side of the window, select **ActiveSync.**

How Do I Synchronize My HP iPAQ to a Personal Computer?

Synchronizing your HP iPAQ and your personal computer allows you to keep the same information (such as calendar, contacts, and e-mails) in both places, making it available when you work on your personal computer or when you take your HP iPAQ on the go. There are several ways to synchronize your HP iPAQ with your personal computer:

- HP iPAQ Cradle
- Autosync cable
- Bluetooth
- Infrared
- GPRS/EDGE

To synchronize your personal computer and your HP iPAQ using the cradle:

1. Be sure ActiveSync is installed on your personal computer. Refer to "How Do I Install Microsoft ActiveSync?" in this document for more information.

2. Connect the USB connector on the cradle ❶ to the USB port on your computer.

3. Connect one end of the AC Adapter ❷ to the cradle and connect the other end to an electrical outlet to charge the unit.

4. Insert the HP iPAQ in the cradle ❸ and push firmly to seat it. Synchronization begins automatically.
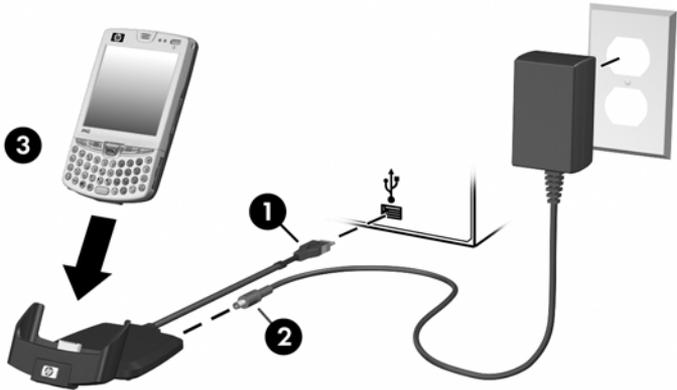
⚠ **CAUTION:** To avoid damaging your HP iPAQ or the cradle, check to be sure the HP iPAQ and cradle connectors are properly aligned before pushing the unit into the cradle.

To synchronize your personal computer and your HP iPAQ using the autosync cable:

1. Be sure ActiveSync is installed on your personal computer. Refer to "How Do I Install Microsoft ActiveSync?" in this document for more information.

2. Plug the AC adapter into an electrical outlet, then connect the other end of the AC adapter to the AC connector on the autosync cable.

3. Connect the 22-pin connector on the autosync cable to the universal sync connector on the bottom of your HP iPAQ.

⚠ **CAUTION:** To avoid damaging your HP iPAQ or the autosync cable, be sure the HP iPAQ and cable connectors are properly aligned before pushing the cable into the universal sync connector.

4. Connect the other end of the autosync cable to the USB port on your computer. Synchronization begins automatically.

📝 **NOTE:** If you must log onto a server such as your company's Virtual Private Network (VPN), you might receive a message from ActiveSync telling you it is unable to synchronize. You must first log onto the server for ActiveSync to synchronize.

If ActiveSync does not begin synchronizing, start it manually:

On your personal computer, open ActiveSync by clicking **Start > Programs > Microsoft ActiveSync > Sync.**

Occasionally when attempting to synchronize to a personal computer, you might receive an "Unable to Detect Device" error message. This usually means your cradle is not properly connected to the USB port on your computer or your HP iPAQ is not seated firmly in the cradle.

If you get this error:

1. Make sure the USB connector is securely connected to your cradle and your personal computer.
2. Make sure that your HP iPAQ is connected to the communications port in the cradle.

Once the connection issue is resolved, ActiveSync begins synchronizing automatically.

NOTE: If you have numerous e-mails and contacts on your personal computer, you may have to synchronize your HP iPAQ with your PC several times before all of the information downloads to your HP iPAQ.

To find out how to resolve other error messages, refer to "Troubleshooting" in Chapter 14 of the *User's Guide* located on the Companion CD.

There are many error messages that can be received when synchronizing. For the best answers to troubleshooting these errors, refer to the Microsoft Windows Mobile Web site at **www.microsoft.com/windowsmobile**. Under **Help and How To** on the left side of the window, select **For Pocket PC.** Fill in your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left side of the window, select the Support Topic that best applies to the error message you received.

Do you want to learn more about:

-   synchronizing using Bluetooth?
-   synchronizing using Infrared?
-   synchronizing using GPRS/EDGE?
-   troubleshooting synchronization connection problems?

Refer to the *User's Guide* located on the Companion CD.

How Do I Perform a Soft ("Normal") Reset?

A soft reset (also known as a normal reset) stops all running applications, but does not erase any programs or saved data.

Perform a soft reset when:

- you want to stop all running applications
- after installing a new application
- if your HP iPAQ "locks up"

⚠ **CAUTION:** Be sure to save your data in all currently open applications before performing a soft reset since a soft reset erases all **unsaved** data.

To perform a soft reset:

1. Locate the recessed **Reset** button on the bottom right side of your HP iPAQ.
2. Use the stylus to lightly press and release the **Reset** button.

The HP iPAQ restarts and displays the **Today** screen.

📝 **NOTE:** A soft reset does not change any Bluetooth or ActiveSync settings on your HP iPAQ.

How Do I Perform a Hard ("Full") Reset?

Perform a hard reset (also known as a full reset) when you want to clear all settings, programs, and data from Random-Access Memory (RAM).

⚠ **CAUTION:** If you perform a hard reset, your HP iPAQ returns to its default settings and loses all information (files, settings, etc.) that is not recorded in Read-Only Memory (ROM). However, information stored in iPAQ File Store will not be lost. For more information on using iPAQ File Store, refer to "Using iPAQ File Store Folder" in Chapter 2 of the *User's Guide* located on the Companion CD.

To perform a hard reset:

1. Press and hold the **Power** button.
2. While holding the Power button, use the stylus to lightly press the **Reset** button on the bottom right side of the HP iPAQ for about five seconds.

3. Once the HP iPAQ screen fades, release the **Power** button and remove the stylus from the **Reset** button.

How Do I Use the TodayPanel to Monitor My System Resources?

The TodayPanel displays halfway down the **Today** screen as icons or as text bars for quick and easy accessibility to the following:

- today settings and options
- battery power
- storage and program memory
- memory used in the iPAQ File Store folder
- backlight
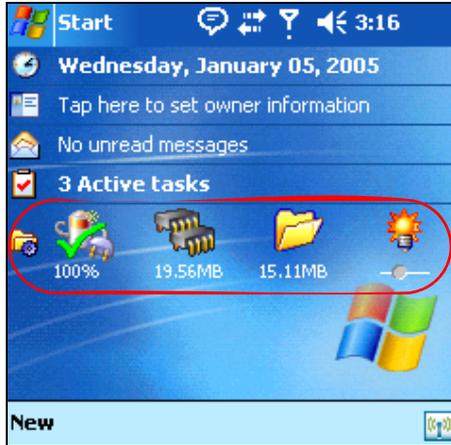
You select how you want the shortcuts displayed by:

1. Tapping the **File folder** icon on the far left of the **TodayPanel** bar.
2. Tap **Options** from the drop-down menu.
3. On the **TodayPanel** screen, next to **Display Mode,** tap the drop-down arrow and select **Icons** or **Compact.**
4. Tap **OK** to save the changes.

You select if you want the shortcuts displayed on the **Today** screen by:

1. Tapping **Start > Settings > Today** icon **> Items** tab.
2. Under **Checked items appear on the Today screen,** tap in the **TodayPanel** checkbox to remove the checkmark if you do not want the TodayPanel to appear on the **Today** screen, or place a checkmark in the checkbox to display the TodayPanel.
3. Tap **OK** to save the changes.

How Do I Migrate Data from Palm Desktop Software to Windows Mobile 2003?

If you used a Palm Operating System (OS) based device before purchasing your HP iPAQ, you need to migrate your data from the Palm Desktop software to Windows Mobile 2003.

Migrating your data from Palm software to Windows is a two-part process. First, you will transfer the Palm data to Microsoft Outlook. Then, using ActiveSync, you synchronize the Outlook data on your personal computer with your HP iPAQ.

NOTE: Do not insert your HP iPAQ into the cradle until you have installed ActiveSync and are prompted to do so.

To migrate data from Palm Desktop to Windows Mobile 2003:

1. If you do not already have Microsoft Outlook 98 or higher installed on your personal computer, install Outlook 2002 from the Companion CD as described in "How Do I Install Microsoft ActiveSync?" in this document.

2. Insert the CD that came with your Palm device into your computer's CD-ROM drive.

NOTE: Microsoft Outlook must be set as your default e-mail program to properly synchronize with the Palm Desktop software. If you need to change your settings, open Microsoft Outlook, then click **Tools > Options > Other** tab and check the **Make Outlook the default program for E-mail, Contacts, and Calendar** checkbox. Click **Apply > OK,** and then restart your personal computer.

3. Use the HotSync software located on the CD that came with your Palm unit to synchronize your Palm information with Outlook. Refer to the instructions that came with your Palm unit for help installing or using HotSync.

4. When Outlook is synchronized with your Palm device, uninstall Hotsync from your personal computer. Click **Start > Control Panel >** double-click **Add or Remove Programs.** Select **Palm Desktop,** and then click **Remove.** Follow the on-screen instructions.

5. Install ActiveSync on your personal computer as described in "How Do I Install Microsoft ActiveSync?" in this document.

6. Create a partnership between your HP iPAQ and your personal computer as described in "Using Microsoft Exchange ActiveSync" in this document.

7. Synchronize your HP iPAQ with Outlook as described in "How Do I Synchronize My HP iPAQ to a Personal Computer?" in this document.

How Do I Keep Files Synchronized on My Personal Computer and My HP iPAQ?

If you would like to be able to take files (such as photos, documents, presentation files, etc.) you created on your personal computer with you on your HP iPAQ, follow these steps:

1. On your personal computer, click **Start > Programs > Microsoft ActiveSync.**
2. In ActiveSync, click **Tools > Options.**
3. Under the **Sync Options** tab, check the **Files** checkbox.

4. When the **File Synchronization** screen displays, click **OK.**

5. Click **OK** to save your changes, and then click **File > Close** to close ActiveSync.
6. If your HP iPAQ is in the cradle, synchronization begins automatically. A folder is created on your desktop that is named after the name you gave your HP iPAQ when you set up your partnership (for example, Pocket_PC My Documents). If your HP

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iPAQ is not in the cradle, synchronization begins and the folder is created when you place your HP iPAQ in the cradle.

📝 **NOTE:** If synchronization does not begin automatically on your personal computer, open ActiveSync and click **Tools > Options > Schedule** tab. Under **Desktop schedule,** select either **Continuously** or **On connection** from the drop-down list box, and then click **OK** to save the changes.

7. Copy any files you want to synchronize to your HP iPAQ to the Synchronized Files folder for transfer during synchronization.

8. To verify that the files were synchronized successfully with your HP iPAQ, tap **Start > Programs > File Explorer > My Documents** folder.

△ **CAUTION:** If you delete a file from your computer, it is removed from your HP iPAQ the next time synchronization occurs. This same rule applies if you delete a file from your HP iPAQ. The next time synchronization occurs, the file is deleted from your computer.

How Do I Insert the Subscriber Identity Module (SIM) Card Correctly?

The SIM card is the intelligence that operates the phone features on your HP iPAQ. The SIM card contains a computer chip with information about your phone number, service, registration information, and contacts. The SIM card also contains the memory to store speed dial numbers and text messages that you receive. With the exception of emergency calls, the SIM card must be inserted into the SIM slot under the battery on the back of your HP iPAQ to place a call.

📝 **NOTE:** If the battery is already installed, you must remove the HP iPAQ battery cover before inserting the SIM card. For information on how to remove the battery, see "How Do I Insert and Remove My Battery Correctly?"

To insert the SIM card into the HP iPAQ:

1. Align the notched corner on the SIM card with the notched corner in the SIM slot.

2. With the metal contacts facing down, slide the SIM card horizontally into the slot.
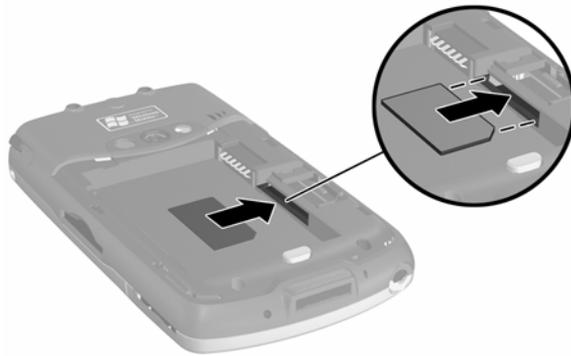
3. Replace the battery and battery cover. For information on how to re-insert the battery, refer to "How Do I Insert and Remove My Battery Correctly?" in this document.

To remove the SIM card:

1. Remove the battery and battery cover, if you have not already done so.

2. Insert the stylus into a square opening on the right side of the SIM slot ❶ and push the SIM card out from the SIM slot ❷ until the SIM is removed ❸. Do not touch metal contacts.
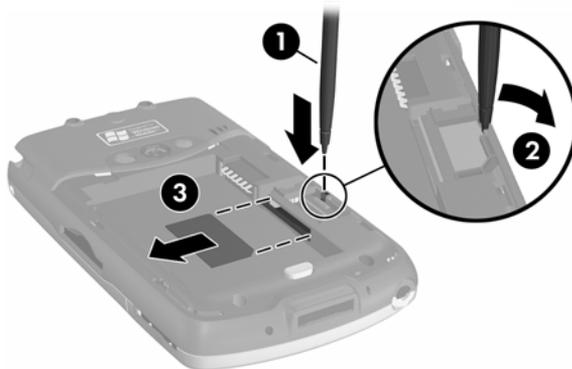
How Do I Manage Available Storage?

Your HP iPAQ normally manages storage for you by moving available space back and forth between storage memory (memory used to store data and document files) and program memory (memory used to run programs) as needed. However, there are a variety of ways you can manage storage space yourself to maximize the memory capacity of your HP iPAQ.

You can choose any or all of the options below.

Option A: Changing Storage Settings Manually

To temporarily change the storage settings manually:

1. On your HP iPAQ, tap **Start > Settings > System** tab **> Memory.**
2. Use the stylus to slide the **Storage/Program** bar as necessary.
3. Tap **OK** to save your changes.

Option B: Stopping Running Programs

To stop programs that are running in the background:

1. Tap **Start > Settings > System** tab **> Memory > Running Programs** tab.
2. Select one or more of the programs in the **Running Program List.**
3. Tap **Stop.**
4. Tap **OK** to close the Running Programs List.

Option C: Removing Unused Programs

To permanently uninstall programs you have installed yourself:

1. Tap **Start > Settings > System** tab **> Remove Programs.**
2. Select a program to remove.
3. Tap **Remove.**
4. Tap **Yes** to permanently remove the selected program.
5. Tap **OK** to close Remove Programs.

Option D: Using iPAQ File Store

The iPAQ File Store is an unused portion of Read-Only Memory (ROM) where the operating system and built-in programs are stored. Files stored in iPAQ File Store will not be deleted if you perform a full (hard) reset.

To store files in iPAQ File Store:

1. Copy the file(s) you want to store in iPAQ File Store.
2. Tap **Start > Programs > File Explorer > My Device** drop down list box **> iPAQ File Store.**
3. Tap **Edit > Paste.**
4. Tap **OK** to close File Explorer.

To view available memory in iPAQ File Store:

1. Tap **Start > Settings > System** tab **> Memory > Storage Card** tab.
2. Select **iPAQ File Store** from the drop-down list box.
3. Tap **OK** to close.

Option E: Using Optional Storage Expansion Cards

To maximize the memory capacity of your HP iPAQ, purchase a Secure Digital (SD) or Mini-SD memory card for your unit. The SD or Mini-SD card can be installed in the expansion slots located on the right side of the HP iPAQ. For a picture of the SD and Mini-SD slots, refer to the graphic under "How Do I Save Pictures to a Memory Card?"

For more information on purchasing expansion cards, visit the HP Web site at **www.hp.com/go/ipaqaccessories**.

Do you want to learn more about:

- what you can do with optional expansion cards?
- using expansion cards in your HP iPAQ?

Refer to "Expansion Cards" in Chapter 11 of the *User's Guide* which is located on the Companion CD.

How Do I Insert and Remove My Battery Correctly?

△ **CAUTION:** Use only an HP approved battery for your HP iPAQ. Inserting a battery that does not comply with HP requirements might cause the unit to malfunction and will void the HP iPAQ limited warranty.

To install the removable/rechargeable battery in the HP iPAQ hw6500 Mobile Messenger series:

1. Press the battery release button on the battery cover, and then slide off the cover.
2. Insert the battery at an angle (metal contact side first) ❶, and then seat the battery ❷.
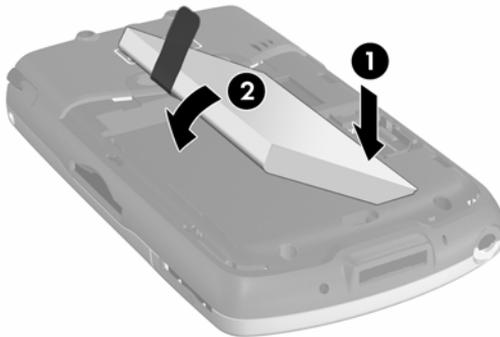
3. Be sure the pull tab is exposed so the battery can be removed, if needed.
4. Replace the battery cover.

📝 **NOTE:** If the battery is not fully charged, you must connect the AC adapter to the HP iPAQ to fully charge it before continuing. It can take up to four hours to fully charge a completely drained battery.

To remove the battery in the HP iPAQ hw6500 Mobile Messenger series, perform these same instructions in reverse order. However, be sure to save your data in all currently open applications on the HP iPAQ before you remove the battery cover. Removing the cover initiates a soft reset, which erases all unsaved data.

The HP iPAQ has a small internal backup battery that (when charged) allows you to change the main battery without losing RAM data (user-installed programs and data) as long as it is replaced within 15 minutes. Use the backup battery to "bridge" the time you need to re-install a new standard or extended battery or to find your serial number. You can check the charge level of the back up battery by referring to "How Do I Maximize Battery Life and Check Battery Charge Levels?" in this document. The internal battery can only be removed by a qualified HP Technical Support Representative.

How Do I Maximize Battery Life and Check Battery Charge Levels?

There are a number of ways to ensure your battery lasts as long as possible between charges. You can use as many as necessary to maximize your battery life.

- From the TodayPanel on the **Today** screen, tap the **Battery** icon **> Advanced** tab to set the HP iPAQ to turn off after a short time if it is not being used. For information on the TodayPanel, refer to "How Do I Use the TodayPanel to Monitor My System Resources?" An alternate way to access the same information is to tap **Start > Settings > System** tab **> Power > Advanced** tab.

- From the TodayPanel on the **Today** screen, tap the **Light bulb** icon to set the backlight to go off quickly after you stop using your HP iPAQ. An alternate way to access the same information is to tap **Start > Settings > System** tab **> Backlight.**

- Turn off Bluetooth power when not in use. To turn off Bluetooth, from the **Today** screen, tap the **iPAQ Wireless** icon in the Command bar, and then tap the **Bluetooth** icon.

- Leave your HP iPAQ connected to AC power at all times when you're not using it.

- From the **Today** screen, tap **Start > Settings > Connections** tab **> Beam,** then uncheck the "Receive all incoming beams" checkbox to receive infrared beams manually.

- To ensure you always have battery power available, purchase a spare standard or extended battery. The spare battery can be charged in the Battery Charger. For more information on purchasing optional batteries, visit the HP Web site at **www.hp.com/go/ipaqaccessories**.

To check your battery charge level:

- From the TodayPanel on the **Today** screen, tap the **Battery** icon **> Main** tab.

- Or from the **Today** screen, tap **Start > Settings > System** tab **> Power > Main** tab.

You can view the amount of battery power remaining for both the main battery and the backup battery.

The main battery provides the HP iPAQ with power when it is not physically connected to the cradle or AC adapter. The internal backup battery provides the HP iPAQ with enough power to maintain data when you remove the battery for short periods of time. When the backup battery is fully charged, it maintains data for up to 15 minutes. However, you should always replace the main battery (extended or standard) immediately to minimize the drain on the backup battery.

If the main or backup battery charge level is low, recharge the battery by connecting the HP iPAQ to AC power using the cradle or the AC adapter or insert a fully charged battery into the HP iPAQ. When the HP iPAQ turns off (due to low battery level) and does not turn on again, you have **only** up to 72 hours to recharge the battery before you lose data.

For information on purchasing an optional standard or extended battery, visit the HP Web site at **www.hp.com/go/ipaqaccessories**.

△ **CAUTION:** Do not allow the battery installed in your HP iPAQ to discharge completely. Doing so will not harm your HP iPAQ or battery, but your HP iPAQ will lose all data not stored in File Store (ROM). Discharging the battery completely is similar to performing a hard reset. Refer to "How Do I Perform a Hard ("Full") Reset?" in this document for more information.

How Do I Place and Receive Phone Calls?

Once you subscribe and request mobile phone service and install your SIM card, you can place local or long distance domestic calls. Also, you can place international calls, if you requested setup.

Placing a Call

When you turn on the Phone, the Phone keypad displays on the HP iPAQ screen. To turn on the phone and place a call:

1. From the **Today** screen, tap the **iPAQ Wireless** button in the Command bar.

2. Tap the **Phone** icon on the iPAQ Wireless screen.

    Alternate: Tap the 📶 icon in the Navigation bar **> Turn off flight mode** (activates the wireless radio which turns on your phone).

3. Press the green 📞 **Answer/Send** button on the Thumb keyboard or from the **Today** screen, tap **Start > Phone.**

4. Tap the number you want to call, and then tap **Talk** or press the green 📞 **Answer/Send** button from the Thumb keyboard.

NOTE: Press the Blue key to access the numbers on the Thumb Keyboard.

*   Other ways to make a call:

    *   Making a Conference Call (refer to "How Do I Make a Conference Call?" in this document.)

    *   Using the Speakerphone (refer to the section on "Enabling Speakerphone Mode" in the *User's Guide* located on the Companion CD).

    *   From Contacts (refer to the section on "Making a Call From Contacts" in the *User's Guide* located on the Companion CD).

    *   Using Speed Dial (refer to the section on "Making a Call Using Speed Dial" in the *User's Guide* located on the Companion CD).

- From Call History (refer to the section on "Making a Call from Call History" in the *User's Guide* located on the Companion CD).

Receiving a Call

When you receive a phone call, the HP iPAQ rings (or vibrates) and a message appears on the screen, giving you an option to either answer or ignore the incoming call.

- Tap **Answer** on the Phone keypad or press the green **Answer/Send** button on the Thumb keyboard to receive the call.

📝 **NOTE:** To silence the phone and reject the call, tap **Ignore.** This option either sends the caller to your voicemail or sends a busy signal, depending on your service provider.

Helpful Tips Using the Phone

Here are some basic tips when using some of the general phone functions on your HP iPAQ.

Muting an Active Voice Call

During a call, you can mute your microphone so that the person with whom you are speaking cannot hear you, but you can still hear him or her. This is useful if you do not want the other person to hear a conversation or background noise on your side of the call.

- From the Phone keypad, tap the mute icon 🎤✖ in the Command bar to mute or unmute a call.

Placing a Call On Hold

During a phone call, tap **Hold** on the Phone keypad to put the call on hold. The call on hold appears on the top right of the dialer screen. You can switch between calls by tapping the call on hold.

📝 **NOTE:** You can have only one call on hold while the other call is active. Also, when a call is placed on hold, the call is not disconnected.

How Do I Set Up and Access My Voicemail?

The first speed dial location is set as a default for your voice mailbox number. When you insert your Subscriber Identity Module (SIM) card into your HP iPAQ, it sets (as default) the voice mailbox number of your mobile service provider. You might need to configure your phone to the Voicemail setting by dialing or setting the Voicemail dial number.

To retrieve your voicemail:

- With the Phone turned on and the Phone keypad visible on the screen, press and hold the left side of the 5-Way Navigation Button (shown below) and release, select **1** Voicemail, and then press the green 📞 **Answer/Send** button.
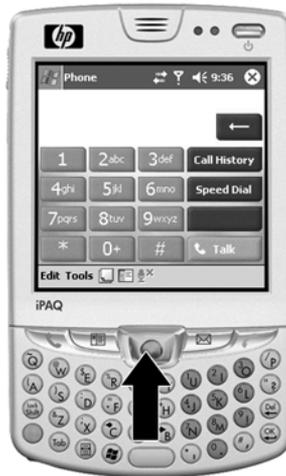
How Do I Make a Conference Call?

You can create a three-way conference call between yourself and two other parties.

From the on-screen Phone keypad, dial the first number, tap **Talk** and after the call is initiated, tap **Hold,** dial the second number, tap **Talk** and then tap **Conference.**

How Do I Use the HP iPAQ Phone Outside of Your Home Country?

Your HP iPAQ phone comes equipped with an automatic band-switching function that allows you to use your phone outside of your home country, if a GSM network is present. This feature is built-in so there is no user setup or action required; however, your service plan must support international roaming. To verify that your service plan supports international roaming, contact your mobile phone service provider.

How Do I Change My Phone Services Settings?

Your HP iPAQ phone has several phone services you can change, such as Call barring, Caller ID, Call Forwarding, Call Waiting, Voicemail and Text messages.

You can configure the phone service settings you subscribe to through your mobile phone service provider. For example, you may want to block certain types of incoming and/or outgoing calls, forward incoming calls to a different phone number based on your situation, be notified of incoming calls when you're already in a phone session, or let others know your identity when making calls.

You can change service settings by either of the following methods:

- On the Phone keypad, from the Command bar, tap **Tools > Options > Services** tab. Tap the appropriate service you want to change, and then tap **Get Settings.** Make your changes and tap **OK.**
- From the **Start** menu, tap **Settings > Phone > Services** tab, tap a service, and then tap **Get Settings.** Make your changes and tap **OK.**

How Do I Change the Call Forwarding Settings?

Use call forwarding to forward all incoming calls to a different phone number.

1. From the Phone keypad, tap **Tools > Options > Services** tab.
2. Tap **Call Forwarding > Get Settings.**
3. Select **Forward all incoming phone calls,** and specify the phone number to receive the forwarded calls.

You can also use call forwarding to forward incoming calls to a different number based on your situation.

- Select **Unavailable** to forward calls only when your phone is turned off or you are unreachable.
- Select **Busy** to forward calls only when the line is busy.

How Do I Send, Receive, and Reply to Text Messages?

You can send and receive text messages on your HP iPAQ by using the phone option. These text messages are sent and received through your wireless phone service provider by using a phone number as the message address.

A single text message can be no longer than 160 alpha-numeric characters and contain no images or graphics. Messages longer than 160 alpha-numeric characters will be sent as multiple text messages. A character count is visible when text messages (**New/Reply/Forward**) are composed. The count also shows how many text messages will be generated when the message is sent.

NOTE: You must have a Subscriber Identity Module (SIM) card installed in your HP iPAQ to send and receive text messages. A SIM card either came with your unit or must be purchased from a mobile phone service provider or electronics store.

You can send text messages by using the Phone keypad or from Messaging:

1. From the **Today** screen, tap **Start > Phone > Tools > Send Text Message**. From Messaging, tap **Accounts > Text Messages > New.**

2. In the **To** field, enter the text message phone number of one or more recipients, separating them with a semicolon. To access phone numbers from Contacts, tap **Address Book** in the Navigation bar.

3. Enter a subject and your message. To quickly add a canned message, tap **My Text** and tap a desired message.

4. To check spelling, tap **Tools > Spell Check.**

5. When the message is finished, tap **Send.** If you are in an area with no service coverage, the message is moved to the Outbox folder and is sent the next time you connect.

NOTE: If you are sending a text message and want to know if it was received, before sending the message, tap **Tools > Options,** and select **Request message delivery notification.**

To receive a message:

1. When you receive text messages, the e-mail icon ✉ displays in the Navigation bar and the message displays on the HP iPAQ screen. If the HP iPAQ is turned off (or not currently being used), the message is stored in the Text Messaging Inbox folder.

2. Tap **Reply, Call, Delete** or **Close** after reading the message.

NOTE: The e-mail icon ✉ also notifies you of e-mail and MMS messages as well.

To reply to a message:

1. Tap **Reply** while the message bubble displays. The message bubble displays for only a few seconds.

2. Enter your response. To quickly add common messages, tap **My Text** and tap a desired message.

3. To check spelling, tap **Tools > Spell Check.**

4. Tap **Send.** If you are in an area with no service coverage, the message is moved to the Outbox folder and is sent the next time you connect.

NOTE: Selections in the **Tools > Options > Message** tab determine whether the original text is included with the outgoing message.

How Do I Set Up And Manage an E-mail Account on My HP iPAQ?

You can send and receive e-mail messages by connecting wirelessly to an e-mail server using GSM or GPRS/EDGE. If you have already created a connection to a network or an ISP, you must still set up an e-mail account in Inbox.

NOTE: The network or ISP connection must use a POP3 or IMAP4 e-mail server and an SMTP gateway.

To create an e-mail account on your HP iPAQ:

1. From the **Start** menu, tap **Messaging > Accounts > New Account...**

2. Enter your e-mail address and tap **Next.**

NOTE: Enter the e-mail address provided by your ISP or network administrator, such as *username@servername.com* or *username@servername.net.*

Your HP iPAQ automatically attempts to configure your e-mail settings.

3. Tap **Next** when the status says "completed," or tap **Skip** to bypass this screen.

4. Enter your name and password, and then tap **Save password** if you want a password on the account.

5. Check that your Account Type and Name shows a POP3 or IMAP4 connection and tap **Next.**

6. In **Incoming mail,** enter the name of your e-mail server provided by your ISP (for a POP3 account) or network administrator (for an IMAP4 account).

7. In **Outgoing mail,** enter the name of your Simple Mail Transfer Protocol (SMTP) host provided by your ISP (for a POP3 account) or network administrator (for an IMAP4 account).

8. If the server connection requires a domain, enter the domain name.

9. Tap **Options** to access additional settings for the following:

   • Change the time intervals for downloading new messages by tapping the **minute(s)** box and entering a new number of minutes.

   • Download attachments.

   • Limit the amount of messages downloaded.

📝 **NOTE:** Inbox automatically picks the correct connection to use for the e-mail account you create. If you want to use a specific connection, select that connection from the Connection list. Connecting automatically may result in higher connection charges.

10. Tap **Finish.**

To connect to an e-mail account:

1. From the **Start** menu, tap **Messaging.**

2. In the Command bar, tap **Accounts > Connect.**

To change options for an account:

1. From the **Start** menu, tap **Messaging > Accounts > Accounts.**

2. Tap the name of the account, and follow the instructions on the screen.

To delete an account:

1. From the **Start** menu, tap **Accounts > Accounts.**

2. Tap and hold the name of the account, and then tap **Delete.**

📝 **NOTE:** Remember you can set up several e-mail accounts in addition to your ActiveSync account, but you can set up only one MMS account.

📝 **IMPORTANT:** You cannot add a new account while connected to an account. Tap **Accounts > Disconnect** to disconnect.

How Do I E-mail Using My HP iPAQ?

Once you have set up an e-mail account on your HP iPAQ, you can start using e-mail. To send an e-mail:

1. From the **Start** menu, tap **Messaging > New.**

2. Enter the e-mail address of one or more recipients, separating them with a semicolon. To access addresses and phone numbers from Contacts, tap **To.**

3. Enter your message. To quickly add a canned message, tap **My Text**, and then tap a desired message.

4. To check spelling, tap **Tools > Spell Check.**

5. Once you are finished, tap **Send.**

📝 **NOTE:** If you are working offline, the message is moved to the Outbox folder and is sent the next time you connect.

How Do I Use GSM, GPRS and EDGE?

Use the following table to familiarize yourself with basic terms pertaining to GMS, GPRS and EDGE technology.

Table 1-1 GSM, GPRS and EDGE terms

Term	Definition
Enhanced Data Rates for Global Evolution (EDGE)	A technology that delivers faster data speed than GPRS to mobile devices. It allows you to connect to the Internet and send and receive data, including digital images, web pages, and photographs faster than with an GSM/GPRS network. If a network provider does not have EDGE technology deployed, the HP iPAQ defaults to GPRS data transfer rates. Because EDGE is integrated into GPRS technology when it is enabled by your service provider, there is no visible means of identifying when it is being used. You will only be aware of it by faster data transmission.
General Packet Radio Service (GPRS)	Technology that provides data transfer and is typically used for Web browsing and to send and receive small bursts of data such as e-mail and Multimedia Messaging Service (MMS) messages.
Global System for Mobile (GSM) Communication	Technology used to make mobile phone calls and provide data service with roaming capabilities in designated areas.
Multimedia Messaging Service (MMS)	Allows you to exchange multimedia communications (such as audio and video clips, pictures, and text) between your HP iPAQ and other devices.
Subscriber Identity Module (SIM)	Intelligence module that operates the phone features on your HP iPAQ. It contains a computer chip with information about your phone number, service, registration information, and contacts. It also contains the memory to store speed dial numbers and text messages. A SIM card either comes with your HP iPAQ or must be purchased from a mobile phone service provider or electronics store.
Text Messages	A way of sending messages using up to 160 characters to mobile devices that use GSM.

GSM/GPRS/EDGE technology is integrated into your HP iPAQ. To send or receive data over a GSM/GPRS/EDGE network, you must have an account with a mobile phone service provider that supports GSM/GPRS/EDGE data services and an activated Subscriber Identity Module (SIM) card. The service provider must enable the GPRS/EDGE data features on your account to activate it.

NOTE: Using GPRS/EDGE data services are typically an additional charge to your standard GSM mobile phone service. Check with your mobile phone provider for GPRS service and cost.

When would I use GSM/GPRS/EDGE?

GSM technology is typically used for voice calls and text messaging, whereas GPRS/EDGE technology provides a connection to the Internet that can be used for Web browsing, MMS messaging, or accessing your corporate network - all when you are outside of a Wireless Local Area Network (WLAN).

How Do I Turn on GSM?

To turn on GSM from the **Today** screen, tap the **iPAQ Wireless** icon (ᵗ) in the Command bar, and then tap the **Phone** icon.

How Do I Connect to a GPRS/EDGE Network?

A General Packet Radio Service (GPRS) connection provides data transfer and is typically used for Web browsing and to send and receive small bursts of data such as e-mail and Multimedia Messaging Service (MMS) messages.

An Enhanced Data Rates for Global Evolution (EDGE) connection operates the same way as a GPRS connection. An EDGE connection is faster, however, than a GPRS connection, with higher data transfer rates.

To connect to a GPRS/EDGE network:

▲ Tap the **Connectivity** icon ⁺ₓ in the Navigation bar and, from the pop-up menu, tap **Connect GPRS.**

NOTE: The mobile phone service provider must enable the GPRS/EDGE data features on your account for them to work.

Do you want to learn more about:

- manually selecting the GSM/GPRS/EDGE carrier network?
- creating a GSM connection?
- configuring your GSM connection on your HP iPAQ?

For more detailed information on GSM, GPRS, or EDGE, refer to "Using GSM/GPRS/EDGE Connections" in Chapter 7 of the *User's Guide* located on the Companion CD or go to the HP Web site and chat with an online agent. For instructions on how to chat with an online agent, refer to the question "How Do I Find Information On Topics Not Covered in This Booklet?" at the end of this document.

How Do I Get Started Using GPS Navigation on the HP iPAQ?

📝 **NOTE:** GPS Navigation is available only on select HP iPAQ models.

Your HP iPAQ includes Global Positioning System (GPS) Navigation technology. GPS Navigation technology is based on a worldwide system of GPS satellites orbiting the earth to continuously transmit digital radio signals. These radio signals contain data on the satellites' locations and their exact clock times and are used to determine your location on the earth.

With your GPS capable device, you can use navigation software from other third-party companies. For GPS navigation solutions recommended by HP, visit **www.hp.com/go/gpsnavigation**. However, before you purchase, download or install any GPS software, you **must** determine that the application is compatible with this device. Check with the GPS software supplier to see if their software is compatible with the HP iPAQ hw6500 Mobile Messenger series.

📝 **NOTE:** To access GPS satellites and establish your exact position, a line of sight is required. This means your position must be situated outdoors or close to a window.

⚠ **WARNING!** When using hardware and software navigation aids, in a vehicle or elsewhere, it is your sole responsibility to place, secure, and use these aids in a manner that will not cause accidents, personal injury, property damage or obstruct your view.
You are solely responsible for observing safe driving practices. Do not operate this product while driving. Park the vehicle first.
GPS Navigation is intended for automotive use. It's not appropriate for use as an Aviation, Maritime or pedestrian navigation system.

Setting Up Your HP iPAQ

First follow the instructions in the printed *Getting started* guide until you complete creating a partnership with your personal computer. This includes installing the Subscriber Identity Module (SIM) and battery, synchronizing your HP iPAQ with your personal computer, and establishing a partnership.

Setting Up Internet Access on Your HP iPAQ

Now that you have completed the steps in the *Getting started* guide, verify you have Internet access on your HP iPAQ by visiting a web site such as **www.google.com** or **www.yahoo.com**. If you cannot access the Internet, refer to the instructions under "Accessing the Internet on Your HP iPAQ."

Using HP iPAQ Quick GPS Connection Utility

To improve connection performance, you need to enable the HP iPAQ Quick GPS Connection Data Utility and download the latest data file. Even though the GPS radio on your HP iPAQ is able to connect to the GPS satellites without enabling the Quick GPS Connection Utility, it may take a few minutes longer and even up to five minutes to locate the satellites if you do not use this utility.

The default settings on the HP iPAQ Quick GPS Connection Utility are set where the device cannot receive automatic updates **unless** you enable the update feature.

To change the default settings:

1. From the **Start** menu, tap **Settings > Connections > Quick GPS Connection** icon.

2. In the **Settings** tab, tap the check boxes to enable or disable the following settings:

   • Enable updates—This setting allows you to enable or completely disable the Quick GPS Connection capability. If you disable it, then your HP iPAQ will no longer receive Quick GPS Connection updates and your GPS start-up times could take a few minutes in unfavorable conditions.

   • Initiate GPRS Connection for updates—This setting allows Quick GPS Connection updates to your device over the air when enabled.

   • Show expiration reminders and warnings—This setting reminds you by notification when your satellite location file is out-of-date. If this setting is not enabled, notifications do not occur.

   • Show tray icon on today screen—This setting turns on a Quick GPS Connection icon in the Command bar that notifies you by its color if your satellite location file is up-to-date.

      • Blue icon—Up-to-date settings

      • Blue/Gray icon—Less than 50% time remaining until settings expire

      • Gray icon—Expired settings

📝 **NOTE:** The Quick GPS Connection data on your HP iPAQ can be automatically updated using a wireless (GPRS) connection. This setting is called "Initiate GPRS Connection for updates" as described above. Since the update files are small, you should be able to download them wirelessly with little impact to device performance.

Downloading the Quick GPS Connection Data File

1. Verify the correct date and time on your HP iPAQ. If the date and time are not correct, tap the **Clock** icon 🕐 on the Today screen to adjust.

2. Access your Quick GPS Connection status by tapping **Start > Settings > Connections > Quick GPS Connection** icon .

3. If your HP iPAQ shows that the file has expired, again verify the date and time on the HP iPAQ is correct and press **Download Now.**

4. Tap **OK** to close the program.

☼ **TIP:** In the future, you can access the Quick GPS Connection Utility by tapping in the Command bar **> Download Now.**

After the GPS Quick Connection data file has been downloaded, GPS performance improves. Over time, the data file updates automatically when you enable the default setting to automatically update. However, you can manually force an update by tapping **Start > Settings > Connections > Quick GPS Connection** icon **> Download Now.**

Also, the Quick GPS Connection Utility icon turns gray within a few days letting you know when to update your satellite locations again.
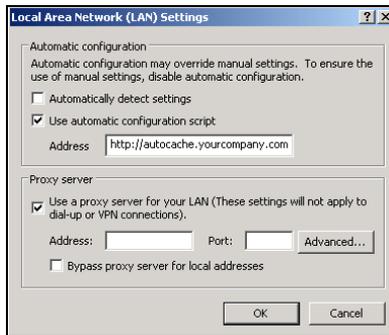
Accessing the Internet on Your HP iPAQ

You must have Internet access on your HP iPAQ to be able to download GPS navigation maps and the Quick GPS Connection data file. To do this:

1. Place the HP iPAQ in the cradle and make sure it is connected to ActiveSync, as described in the *Getting started* guide.

2. Verify you have an Internet connection by using Internet Explorer. To do this:

a. Keep the HP iPAQ in its cradle.

b. Tap **Start > Internet Explorer.**

c. In the text box at the top of the screen, enter your favorite web site such as **www.google.com** or **www.yahoo.com** and tap on the green arrow to the right.

If you have an Internet connection, you may skip to the "Using HP iPAQ Quick GPS Connection Utility" section in this document.

If you do not have an Internet connection, Internet Explorer displays an error message and you may have to access the Internet through

a proxy server. To find out if you are using a proxy server, launch Internet Explorer on your **personal computer** and click **Tools > Internet Options > Connections** tab **> LAN Settings** button.


If the "Use automatic configuration script" option is selected and the associated "Address" field is filled in, then you may be accessing the Internet through a proxy server. Contact your network administrator for the proxy server name and port number.

If the "Proxy server" option is selected, write the proxy server "Address" and "Port" number in the margin of this document. You will need to enter this information into your HP iPAQ.

To set up proxy server settings on your HP iPAQ:

1. From the **Today** screen on the HP iPAQ, tap **Start > Settings > Connections** tab **> Connections** icon **> Tasks** tab.

2. Under **My Work Network,** tap **Edit my proxy server > Proxy Settings** tab.

3. Tap the **This network connects to the Internet** and **This network uses a proxy server to connect to the Internet** check boxes.

4. In the **Proxy server** box, enter the proxy server address.
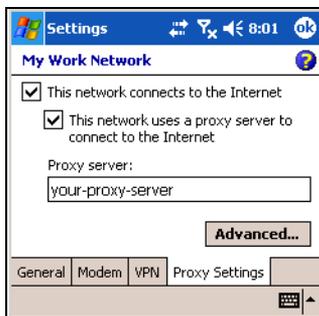
5. To change the port number, tap the **Advanced** button and enter the number in the HTTP proxy port box.

6. Tap **OK** to exit the program. Depending on where you are in the program, you may have to tap **OK** several times to exit.

NOTE: At this point, be sure your HP iPAQ is cradled and you have synchronized with your personal computer using ActiveSync.

7. Verify you have Internet access on your HP iPAQ by visiting a web site such as **www.google.com** or **www.yahoo.com**.

If you still cannot access the Internet, take your HP iPAQ out of the cradle and use a GPRS connection. For details, refer to "Creating a GPRS/EDGE Connection" in Chapter 7 of the *User's Guide* that is located on the Companion CD.

📝 **NOTE:** If you are going to use GPS Navigation in your vehicle for an extended period of time, connect your HP iPAQ to an Auto adapter to save battery power. If you don't have an Auto adapter, you can order one at **www.hp.com/go/ipaqaccessories**.

For more information, tap the **Help** icon in the Quick GPS Connection settings application.

How Do I Use the Built-in Digital Camera to Take and Send Pictures?

📝 **NOTE:** The built-in camera is available only on select HP iPAQ models.

If you purchased a HP iPAQ with a built-in camera, the camera allows you to turn your HP iPAQ into a mobile digital imaging center. You can share images through e-mail or the Web, print from your HP iPAQ using Bluetooth, or transfer files to the HP iPAQ for storage.

The software programs described in the following table below are included on the HP iPAQ or on the Companion CD.

Table 1-2 HP Camera Software

Software	Function
HP Photosmart	Snap images and modify settings for your built-in HP iPAQ Camera.
HP Image Zone	Review and share images from your HP iPAQ. Print, send, record sounds and e-mail images directly from your HP iPAQ, or create slideshows to share your pictures with friends and family.
HP Image Transfer	Transfer images from your HP iPAQ to your personal computer. This software is included on the Companion CD and must be downloaded and installed before you can use it.

To take a picture:

1. From the **Start** menu, tap **Programs > HP Photosmart.**

2. Locate the camera lens in the middle on the back of the HP iPAQ and frame the subject to be photographed in the digital viewfinder on the HP iPAQ screen.

3. Tap the ⊕ icon to zoom in on the subject or tap the ⊞ icon on the screen to zoom out.

📝 **NOTE:** You can also press the top side of the Navigation button to zoom in or press the bottom side of the Navigation button to zoom out. Pressing the Navigation button in the middle snaps a picture.

4. Make sure that both you and your subject do not move to ensure a clear image.

5. Press the **Shutter** button on the side of the HP iPAQ or tap the **Shutter** icon ◯ on the screen to snap a picture.

When you snap a picture, your HP iPAQ makes an audible shutter sound (if you have not muted the sounds). The clock indicates a picture has been taken and the HP iPAQ processes the picture. It might take a few seconds to process and store the picture, depending on its size, quality, and complexity.

Immediately after taking a picture, Instant Review automatically displays three icons so you can decide to either delete, e-mail, or keep the picture.

6. Tap one of the three icons to perform the following functions:
   • Trash can icon - to delete the current picture
   • Envelope e-mail icon - to attach the picture to an MMS message and e-mail it
   • OK icon - finished reviewing the picture and decide to keep it

For more information on troubleshooting the way pictures appear on your HP iPAQ screen, refer to "Using the Camera Features" in Chapter 10 of the *User's Guide* located on the Companion CD.

How Do I View Pictures That I've Already Taken?

NOTE: The built-in camera is available only on select HP iPAQ models.

To view pictures using your HP iPAQ, follow these steps:

1. From the **Start** menu, tap **Programs > HP Image Zone.**
2. Tap a thumbnail (i.e., a small representation of a larger image) to select the picture. A preview of the picture and information about it displays.

To view images in a different folder:

1. Tap the **Folder** icon located in the Command bar at the bottom of the screen.
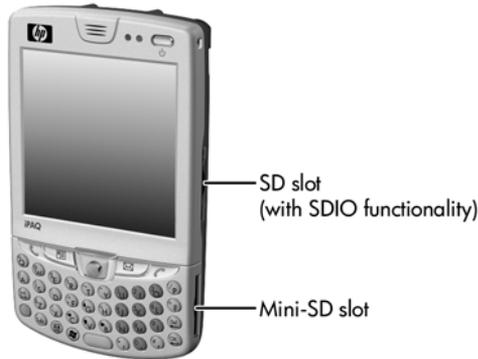2. Select the desired folder.
3. Tap **OK.**

How Do I Save Pictures to a Memory Card?

📝 **NOTE:** The built-in camera is available only on select HP iPAQ models.

To set the camera to automatically save a picture to your removable Secure Digital (SD) or Mini-SD memory card, follow these steps.

SD slot
(with SDIO functionality)

Mini-SD slot

1. From the **Start** menu, tap **Programs > HP Photosmart > Menu** icon 📋 **> File** tab **> Open Folder** icon 📂 next to the **Save Picture in:** list box.
2. On the "Save to:" screen, tap **SD Card** or **Mini-SD.**

📝 **NOTE:** Make sure to insert the expansion card into the SD or mini-SD expansion slot located on the right side of the HP iPAQ. If the memory card is not present in the expansion slot, the HP iPAQ does not list the storage card(s) as an option on the "Save to" screen.

3. Tap **OK** twice to return to the camera application.

📝 **NOTE:** The same process applies to either saving pictures to a SD or Mini-SD memory card.

To verify you saved the picture, you can view the picture(s) using HP Image Zone. You can also move or copy pictures to a SD or Mini-SD memory card by using File Explorer or the HP Image Zone application.

How Do I Send Pictures Using Multimedia Messaging Service (MMS) or E-mail?

📝 **NOTE:** The built-in camera is available only on select HP iPAQ models.

Multimedia Messaging Service allows you to exchange multimedia communications (such as audio and video clips, pictures and text) between your mobile phone and other devices.

NOTE: You must have mobile phone data service to use MMS.

To send a picture via MMS:

1. From the **Start** menu, tap **Programs > HP Photosmart.**
2. Take a photo and the Instant Review feature automatically comes up displaying three icons.

3. Tap one of the three icons to perform the following functions:
   - Trash can icon - to delete the current picture
   - Envelope e-mail icon - to attach the picture to an MMS message and e-mail it
   - OK icon - finished reviewing the picture and decide to keep it
4. Tap the e-mail icon when you are ready to send the picture using MMS.
5. Tap **MMS > Next,** and then enter the appropriate e-mail address or tap the **Contacts** icon in the Navigation bar and select the appropriate Contact name(s).
6. Enter the subject and/or message, if any.
7. Tap **Send.**

To e-mail a picture from your e-mail account:

1. From the **Start** menu, tap **Programs > HP Image Zone.**
2. Tap the thumbnail of the image to be e-mailed.
3. Tap **File > Send > E-Mail Attachment > Next,** and then enter the appropriate e-mail address or tap the **Contacts** icon in the Navigation bar and select the appropriate Contact name(s).
4. Enter the subject and/or message, if any.
5. Tap **Send.**

How Do I Find Out More About Expansion Cards?

You can expand the memory and connectivity of your HP iPAQ by using SD (Secure Digital), Mini-SD, SDIO (Secure Digital Input Output), or MMC (Multimedia Memory) expansion cards. Use these optional expansion cards for:

- Adding functionality such as the HP Photosmart Camera, Bar Code Scanners, etc.
- Expanding the memory of your HP iPAQ for data storage
- Viewing the content of memory cards (SD/Mini-SD/MMC)
- Adding data exchange functionality such as Wi-Fi

NOTE: Mini-SD cards offer all the benefits of a standard SD card, but in a much smaller size. It is more than 60% smaller than a full-sized SD card and can store digital images, video, MP3 files, and other data on the HP iPAQ.

NOTE: Expansion cards must be purchased separately and are not included with your HP iPAQ.

For more information about expansion cards, visit the HP Web site at **www.hp.com/go/ipaqaccessories**.

How Do I Communicate If I am Using a Headset?

Using a Wired Headset

When you plug a headset in to the HP iPAQ, the internal microphone on the HP iPAQ becomes disabled. If you are using either the headset HP ships with the HP iPAQ or the HP recommended Plantronics stereo headset, the caller will be able to hear you. However, if you are using a headset without a built-in microphone, you will be able to hear the caller, but the caller will not be able to hear you.

To be able to communicate with the caller again, disconnect the headset from the HP iPAQ so the microphone can re-engage. After disconnecting the headset, the caller should be able to hear you.

For more information about purchasing a headset, visit the HP Web site at **www.hp.com/go/ipaqaccessories**.

Using a Bluetooth Hands-Free Headset

The Bluetooth Hands-Free headset allows you to use Bluetooth wireless technology to communicate with your HP iPAQ up to 10 meters (approximately 33 feet).

NOTE: The 10 meter range is dependent upon environment, number of users, and other wireless devices within the immediate proximity.

Consult the User's Guide that comes with your Bluetooth headset for specific information on each headset.

For more information on Bluetooth headsets compatible with the HP iPAQ hw6500 Mobile Messenger series, go to **www.hp.com/go/ipaqheadset**.

How Do I Use Bluetooth?

Your HP iPAQ comes with built-in Bluetooth technology that allows short-range connections and provides fast, reliable, wireless communication.

With Bluetooth powered on, you can send information or perform the following tasks wirelessly between two Bluetooth devices, within a range of 10 meters (approximately 33 feet):

*   Exchange contacts, calendar items, and tasks
*   Send or exchange business cards
*   Transfer files
*   Synchronize with a computer through an ActiveSync connection
*   Partner with a Bluetooth notebook and use the HP iPAQ as a wireless modem
*   Connect to other Bluetooth devices (Virtual COM port)
*   Connect to Bluetooth Wireless Local Area Networks (WLANs)
*   Print to a Bluetooth printer
*   Use a Bluetooth headset
*   Create a personal area network (PAN) to chat, play games, etc.

NOTE: Use of dial-up and wireless Internet, e-mail, corporate networks, and other wireless communications, such as Bluetooth devices, may require separately purchased additional hardware and other compatible equipment, in addition to a standard Wireless Local Area Network (WLAN) infrastructure and a separately purchased service contract. Check with your service provider for availability and coverage in your area. Not all Web content may be available. Some Web sites may not be formatted to fit Pocket PC screens and may require installation of additional software.

For more information on Bluetooth, refer to "Using Bluetooth" in Chapter 9 of the *User's Guide* located on the Companion CD or go to the HP Web site and chat with an online agent. For instructions on how to chat with an online agent, refer to the question "How Do I Find Information On Topics Not Covered in This Booklet?" found at the end of this document.

How Do I Turn Bluetooth On and Off?

To turn on Bluetooth from the **Today** screen, tap the **iPAQ Wireless** icon in the Command bar, and then tap the **Bluetooth** icon. When Bluetooth is on, the **Bluetooth** LED on the top of your HP iPAQ blinks blue.

Now that you have turned on Bluetooth, you are ready to transfer files, connect to a Bluetooth printer, synchronize with your computer, and more.

To turn off Bluetooth, tap the **Bluetooth** icon again. When Bluetooth is off, the Bluetooth LED stops blinking and no incoming or outgoing Bluetooth connections are possible.

🔆 **TIP:** To save battery power, turn Bluetooth off when you are not using it.

How Do I Make My HP iPAQ Invisible to Other Bluetooth Devices?

If you want to change your Bluetooth settings on your HP iPAQ so that your unit cannot be seen by other Bluetooth devices, follow these steps:

1. From the **Today** screen, tap **Start** then **Settings**.
2. Under the **Connections** tab, tap the **Bluetooth** icon.
3. Under the **Accessibility** tab, uncheck the **Other devices can discover me** checkbox.

📝 **NOTE:** If you want other Bluetooth devices to be able to connect to your device (all devices or only paired devices), check the **Allow other devices to connect** checkbox. If you uncheck this option, no devices are able to discover or connect to your HP iPAQ. For more detailed information on Bluetooth, refer to "Using Bluetooth" in Chapter 9 of the *User's Guide* located on the Companion CD.

4. Tap **OK** to save your changes.

How Do I Use Bluetooth to Transfer Files to a Pocket PC, Computer or Printer?

Bluetooth is a wireless feature that allows you to exchange information with other Bluetooth devices located within 10 meters (approximately 33 feet) of your HP iPAQ. To transfer files from your HP iPAQ to another Bluetooth device, such as a Pocket PC, personal computer, or printer, you must first create a file transfer connection.

Creating a File Transfer Connection

From the **Today** screen, tap the **iPAQ Wireless** icon in the Command bar, tap **Bluetooth**, and then tap the **Manager** box next to Bluetooth.

📝 **NOTE:** You must turn on Bluetooth before you can select the **Manager** or **Settings** boxes.

The first screen that displays is **My Shortcuts.**

1. Tap **New > Browse files on a remote device > Next.**
2. The Bluetooth Connection Wizard Screen displays the devices within a 10 meter range of your HP iPAQ. Tap the name of the remote device when it displays on the screen.

📝 **NOTE:** The remote device must have Bluetooth turned on and set up to allow discovery before the connection can occur.

Sending Files

1. Tap and hold a file transfer shortcut icon, and tap **Connect.**
2. Tap **File > Send a File...**
3. Locate the file(s) to send.
4. Tap the file(s) to send them.
5. Tap **OK.**

For more detailed information on Bluetooth, refer to "Using Bluetooth" in Chapter 9 of the *User's Guide* located on the Companion CD or go to the HP Web site and chat with an online agent. For instructions on how to chat with an online agent, refer to the question "How Do I Find Information On Topics Not Covered in This Booklet?" found at the end of this document.

How Do I Protect My HP iPAQ from Screen Damage or Cracking?

⚠ **CAUTION:** The screen and camera lens of your HP iPAQ is made of glass and can be damaged or broken by drops, impacts, or pressure.

✎ **NOTE:** HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your HP iPAQ for more information.

You should observe the following practices to protect the screen and camera lens of your HP iPAQ from damage.

- When transporting your HP iPAQ in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, hit, or sat on.
- When not in use, close the flip cover on your HP iPAQ and store it in a case. You can select from a wide variety of case options at **www.hp.com/go/ipaqaccessories**.
- Do not place anything on top of your HP iPAQ.
- Do not bang your HP iPAQ against hard objects.
- Never use any device other than the stylus that comes with the HP iPAQ or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can order extras at **www.hp.com/go/ipaqaccessories**.
- Clean your HP iPAQ by wiping the screen, the camera lens, and the exterior with a soft, damp cloth lightly moistened only with water.

⚠ **CAUTION:** To reduce the risk of damage to the internal components, do not spray liquid directly on the screen or allow excess liquid to drip inside your HP iPAQ. Using soap or other cleaning products on the screen may discolor the finish and damage it.

How Do I Find the Product ID, Serial Number, and IMEI Number on My HP iPAQ?

The Product ID, Serial Number, and IMEI Number for your HP iPAQ can be found on the label under the battery or in the Asset Viewer program. It is recommended that you have this information available before contacting Customer Support, particularly if you are calling for in-warranty support.

To receive further support from a qualified technical support specialist in the United States, choose from the following:

- Contact Cingular at **1.866.Cingular (1.866.246.4852)** or dial **611** from your Cingular phone (available 24 hours a day, 7 days a week)

- Visit **www.cingular.com**

If you purchased the product in the United States but are traveling internationally and need support, call **1.916.843.4685** (available 24 hours a day, 7 days a week).

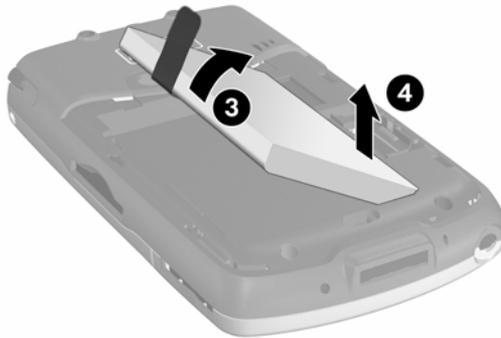Option A—To locate the Product ID, Serial Number, and IMEI Number in Asset Viewer:

1. Tap **Start > Settings > System** tab **> HP Asset Viewer.**
2. To locate the Product ID, tap **System** tab.
3. To locate the Serial Number, tap **Identity** tab.
4. To locate the IMEI Number, tap **GSM** tab.

Option B—To view the label:

1. On the back of your HP iPAQ, press the battery release button down ❶, and then remove the cover ❷.

2. Pull on the tab to lift the battery ❸.

3. Remove the battery ❹ from the device.

4. The label containing the Product ID, Serial Number, and IMEI Number is beneath the battery.

✐ **NOTE:** Before reinserting the battery, write the Product ID, Serial Number, and IMEI Number, which are located in the battery compartment, on the inside front cover of the *Getting started* guide included in the box. You need these numbers if you call HP for product or warranty support.

How Do I Find Information On Topics Not Covered in This Booklet?

For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. The *User's Guide* is in a printable format, if you prefer a hardcopy document.

If you have questions about using your HP iPAQ that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at **www.hp.com/support/ ipaqforums**.

To receive further support from a qualified technical support specialist in the United States, choose from the following:

• Contact Cingular at **1.866.Cingular (1.866.246.4852)** or dial **611** from your Cingular phone (available 24 hours a day, 7 days a week)

• Visit **www.cingular.com**

If you purchased the product in the United States but are traveling internationally and need support, call **1.916.843.4685** (available 24 hours a day, 7 days a week).

To find information on the support Web site for your specific product, be sure to have your model or product name available.

To access HP Instant Support:

1. On your personal computer, open your Web browser (for example, Internet Explorer) and type in the URL **www.hp.com/support**.
2. Select your country or region.
3. Select **See support and troubleshooting information,** and then type your product model number.
4. Click the **>>** button.

Windows Mobile™ 2003 software for Pocket PC
First Edition, June 2005.