
14 Synchronization

Connect and synchronize your e-mail, tasks, and contact details between your HP iPAQ and your computer. After connecting, transfer files that are stored on your computer to your HP iPAQ. You can also transfer data stored on your HP iPAQ to your computer. Synchronize e-mails, tasks, and contact details between your HP iPAQ and your computer.

Synchronization software

If your computer is running Windows XP or an earlier version of Windows, synchronization settings are managed through Microsoft ActiveSync. Microsoft ActiveSync 4.5 is available on the *Getting Started* CD, or go to <http://www.microsoft.com/windowsmobile> and click on the **Starting Out** tab to download the latest version of Microsoft ActiveSync.

If your computer is running Windows Vista, synchronization settings are managed through Windows Mobile Device Center (WMDC). WMDC 6.1 is available on the *Getting Started* CD, or go to <http://www.microsoft.com/windowsmobile> and click on the **Starting Out** tab to download the latest version of WMDC.

 **NOTE:** Microsoft ActiveSync or WMDC must be installed on your computer before you connect your HP iPAQ to the computer.

Set up the Synchronization application

After installing the Synchronization software, you can configure your HP iPAQ through the synchronization setup wizard.

To configure your HP iPAQ using the sync setup wizard:

1. Connect your HP iPAQ to the computer using the Micro-USB synchronization cable and wait for the synchronization software to launch (WMDC for Windows Vista and ActiveSync for Windows XP).
2. Click **Next** after the sync setup wizard is displayed.
3. Select one of the following options:
 - Select the **Synchronize directly with a server running Microsoft Exchange. To do this now, you will need to have the server address and your logon credentials** check box and click **Next**. Enter the required information on the screen to configure your e-mail account using the Exchange Server.
 - To sync your HP iPAQ to the Outlook e-mail account on your computer, clear the **Synchronize directly with a server running Microsoft Exchange. To do this now, you will need to have the server address and your logon credentials** check box, and then click **Next**.
4. Select the item to synchronize from the **Information Type** list and select either **Windows PC (This PC)** or **Microsoft Exchange** from the **Source** list.
5. Click **Next** and click **Finish** to complete the setup.

 **NOTE:** Configuring the synchronization program is a one time activity. After the set up is completed, synchronization takes place every time your HP iPAQ is connected to your computer.

After installing the synchronization application you can synchronize Outlook, Contacts, e-mails, Calendar, Task, etc. You can also copy files to and from the computer using ActiveSync or WMDC.

Synchronize data and copy files

To copy files when setting up the synchronization application:

1. Connect your HP iPAQ to the computer using the Micro-USB synchronization cable and wait for the synchronization software to launch (WMDC for Windows Vista or ActiveSync for Windows XP).
2. Click **Next** after the sync setup wizard is displayed.
3. Select one of the following options:
 - Select the **Synchronize directly with a server running Microsoft Exchange. To do this now, you will need to have the server address and your logon credentials** check box and click **Next**. Enter the required information on the screen to configure your e-mail account using the Exchange Server.
 - To sync your HP iPAQ to the Outlook e-mail account on your computer, clear the **Synchronize directly with a server running Microsoft Exchange. To do this now, you will need to have the server address and your logon credentials** check box, and then click **Next**.
4. Select the item to synchronize from the **Information Type** list. To copy the files select **Files** and to copy media files select **Media**.
5. Follow the instructions displayed on the screen.
6. Click **Next** and click **Finish** to complete the setup.

To copy files using ActiveSync without using the sync setup wizard:

1. Connect your HP iPAQ to the computer using the Micro-USB synchronization cable and wait for the synchronization software to launch (WMDC for Windows Vista or ActiveSync for Windows XP).
2. After the sync setup wizard launches, click **Cancel** to continue copying files without using the wizard.
3. On the computer, select **Start > Applications > Microsoft ActiveSync**.
4. In the **ActiveSync** window, select **Explore**.
5. Double-click **My Windows Mobile-Based Device** and select the files to be copied to or from your computer.
6. Open **Windows Explorer** on your computer and locate the files to be copied to or from your HP iPAQ.
7. Drag and drop the files between your HP iPAQ and the computer. ActiveSync converts the files so that they can be used by the Microsoft® Office Mobile programs, if necessary.



NOTE: You cannot copy pre-installed files or system files.

To copy files using WMDC:

1. Connect your HP iPAQ to the computer and wait for WMDC to launch automatically.
2. Click **File Management** to access the **Mobile Device** folder for your device.
3. In the **Mobile Device** folder, navigate to and select the file to copy on your device or computer.

Move the files directly into **My Documents** on your HP iPAQ, or into a folder inside **My Documents**.

Port data to Microsoft Windows Mobile 6.1

If you were using a different device prior to purchasing HP iPAQ, you can port the existing data in that device to Microsoft Windows Mobile 6.1.

To port data to Windows Mobile 6.1:

1. Make sure that you have Microsoft Outlook 98 or later installed on your computer.

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

2. Switch synchronization from your synchronization software to Outlook. See the documentation provided with your device.
3. Use the software to synchronize the information on your device with Outlook. See the documentation provided with your device.

Synchronize your existing device with Outlook.

 **NOTE:** Use the latest synchronization software to synchronize your existing device with Outlook. To synchronize your existing device with Outlook, see the documentation provided with that device.

4. Synchronize the information from Outlook to your HP iPAQ.

 **NOTE:** Disconnect the existing device before you synchronize your HP iPAQ.

Troubleshoot synchronization issues

The following symptoms might indicate synchronization issues for Windows Vista:

- WMDC does not launch even after installation.

Following is a list of symptoms that might indicate synchronization issues for Windows XP:

- No **ActiveSync** tone plays (or  gray icon displays), and there is no activity in the **ActiveSync** window on your computer.
- The **ActiveSync** tone plays, and the **ActiveSync** icon on your computer changes to  swirling green icon. The **Retrieving settings** message displays on your computer, but the **ActiveSync** connection drops before establishing the partnership.
- **ActiveSync** is searching for a connection but cannot establish one. ( green icon on your computer continues to spin.)
- Synchronization has been established between your HP iPAQ and computer but the connection is dropped. ( green icon on your computer stops spinning and grays out.)
- A firewall or other network protection software message box is displayed for **ActiveSync** to access the network or Internet.

Try suggestions from the following list of troubleshooting tips if you experience difficulty while synchronizing your HP iPAQ and computer.

- Check your computer OS before you begin synchronizing information between your HP iPAQ and computer. The synchronization method varies depending on the OS running on the computer.

If your computer is running Windows XP or an earlier version, synchronization settings are managed through Microsoft ActiveSync. Microsoft ActiveSync 4.5 is available on the *Getting Started* CD. Visit <http://www.microsoft.com/windowsmobile> and click on the **Starting Out** tab for more information or to download the latest version of Microsoft ActiveSync.

If your computer is running Windows Vista, synchronization settings are managed through WMDC. WMDC 6.1 is available on the *Getting Started* CD. Visit <http://www.microsoft.com/windowsmobile> and click on the **Starting Out** tab to download the latest version of Windows Mobile Device Center.



NOTE: HP does not guarantee functionality of any third party programs with Windows XP or Windows Vista.

- If you are running **ActiveSync** 4.5 or later and personal firewall software on your computer, add **ActiveSync** to the firewall program's exception list.

Firewall software, such as Sygate Personal Firewall, TrendMicro PC-cillin Internet Security 2005, Norton Personal Firewall, McAfee Personal Firewall, or Zone Alarm Security Suite might block synchronization. See the documentation that came with your firewall program to determine how to add ActiveSync 4.5 or later to the program's exception list. To further troubleshoot a firewall program and enable ActiveSync 4.5 or later. For more information, go to <http://www.microsoft.com/windowsmobile>.
- If, during the **ActiveSync** installation, you inadvertently selected the **Microsoft Exchange Server** option check box and are not planning to connect to an Exchange Server, follow these steps:
 - Connect your HP iPAQ to your computer. Make sure an **ActiveSync** connection is established.
 - On your computer, click **Start > Applications > Microsoft ActiveSync**.
 - Click **Tools > Options**.
 - Clear the boxes for the sync items listed under the **Server group**.
 - Select the check boxes under the **Computer group** for those items to synchronize.
- Disconnect your HP iPAQ from your computer and wait for the **ActiveSync** message confirming that your device is no longer connected. Reconnect your HP iPAQ to your computer. Wait to see if your HP iPAQ connects to your computer.
- On your computer, in **ActiveSync**, select **File > Connection Settings**. Confirm that USB is selected as a potential connection method.
- Connect your HP iPAQ to a different USB port on your computer.
- Check your Micro-USB synchronization cable.
- Try synchronizing through a Bluetooth connection.
- Unplug your HP iPAQ from your computer, and then re-connect.
- Uninstall **ActiveSync** from your computer, and then reinstall it. To uninstall **ActiveSync** from your computer, click **Start > Control Panel > Add or Remove Programs > Microsoft ActiveSync**. Next, click **Remove > Yes**.

Reinstall your programs on your HP iPAQ after the hard reset is complete by using ActiveSync on your computer. After your HP iPAQ is synchronized correctly, go to **ActiveSync** on your computer, select **Tools > Add/Remove Programs**, and then select any programs to reinstall.

Customized links in WMDC

Set up your device to synchronize the Outlook contacts, e-mail, and other information on your device, or just connect the device by skipping the setup process.

After the device is connected to your computer, the following links are displayed on your computer:

- **Programs and Services**
- **Pictures, Music, and Video**
- **File Management**
- **Mobile Device Settings**

To view a list of customized links, navigate to **Programs and Services**. Click **more>>** to view additional links for the various HP services and click **<<back** to go back to the previous screen.

15 Applications

Enjoy your HP iPAQ by listening to your favorite MP3 music using Windows Media Player. You can also record voice clips to be sent as an attachment to family and friends. Use Office Mobile applications to view presentations, spreadsheets, and documents.

ArcSoft Streaming Player

Use the ArcSoft Streaming Player to access music and video files on your HP iPAQ. In addition to viewing video files stored on your HP iPAQ, you can also access and select streaming files from the internet browser, and the streaming player will automatically open and play the file.

When you access a file from the Internet, you need to download the entire file to your device and then view it. With streaming, you can watch the video or listen to the audio while it is being downloaded.

To play a streamed file from the Internet:

1. Press **Start > Media > Streaming Player**.
2. Press **Menu > Open**.
3. Enter the Web site including the name of the file to be streamed in **Enter URL**.

 **NOTE:** You need to specify the entire Web site including the file name and the extension to open and play the media file in the browser.

4. Press **Connect**.

To close the player:

- ▲ Press **Menu > Exit**.

Global Positioning System (GPS)

Use GPS

Use your HP iPAQ to connect to GPS satellites and determine your exact location. You can also download maps from the Internet.

Your HP iPAQ is capable of providing turn-by-turn navigation instructions. Use the navigation software available for your country/region. Please refer to the detailed instructions from the navigation software vendor on how to use the navigation program, as it varies from country/region.

 **NOTE:** You will have to purchase a turn-by-turn navigation solution software separately.

 **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. The HP iPAQ GPS navigation solution is intended for automotive use only.

If you intend to use GPS navigation in your vehicle for an extended period of time, charge your HP iPAQ using an auto adapter to ensure continuous and smooth operation.

Common reasons for interference when using GPS software:

Interference Type	How to Avoid
Vehicles with thermal glass windows and windshields.	Place the HP iPAQ where there is a clear view of the sky or on the dashboard of a vehicle that does not have thermal glass windows.
Cell Phones or other equipment radiating Radio Frequency (RF) energy or emitting strong electromagnetic radiation. For example, microwave ovens, high-power cordless phones, CB radios, Walkie-talkies, HAM equipment, or X-ray and MRI machines.	Move away from interference source or switch off the interference source.
Tall buildings, large trees, and very cloudy or overcast skies.	Move away from the interference source so there is a clear view of the sky.

Use GPS Connection Utility

Use the GPS navigation software on your HP iPAQ to track your initial position, to retrieve information from GPS satellites, and to navigate. Third-party GPS solutions might take some time to get a fix on your initial position. Use the **GPS Connection Utility** to reduce the time to first fix (TTFF). The **GPS Connection Utility** downloads information from the Internet and stores this information on your HP iPAQ. The GPS navigation software can use this information to track your initial position quickly.

 **NOTE:** The **GPS Connection Utility** downloads new data if the last downloaded data has expired. The expiration time on the data is set to 24 hours.

Be aware that enabling the **Connection Utility** might involve additional data connection charges.

To enable the **GPS Connection Utility**:

1. Press **Start > Settings > Connections > GPS Connection Utility**.
2. Select the **Automatic Update** check box.

To disable the **GPS Connection Utility**:

1. Press **Start > Settings > Connections > GPS Connection Utility**.
2. Clear the **Automatic Update** check box.

Google Maps™ for mobile

Google Maps™ for mobile offers street maps, a route planner, and business locator.

 **NOTE:** Your mobile service providers might charge data-service rates for downloading and using the program if you have a limited data plan or no data plan.

This application is not available on all models.

Google Maps™ for mobile includes the following features to help you enhance your travel experience:

- **Real-time traffic** - Identify the location where congestion exists and estimate delays.
- **Detailed directions** - Display maps with step-by-step directions whether you plan to walk or drive.
- **Integrated search results** - Display local business locations and contact information all in one place, integrated on your map.

- **Easily movable maps** - Zoom in or out on maps. Move in all directions to orient yourself visually.
- **Satellite imagery** - Get a bird's-eye view of your desired location.

To launch Google Maps™ for mobile:

- ▲ Press **Start > Google Maps**.

To navigate Google Maps™ for mobile:

1. Press **Start > Google Maps**.
2. Press **Menu > Directions...**
3. Enter your current location in the **From location** box and destination in the **To location** box.
4. Press **OK** to start the search.

 **NOTE:** The **My Location** feature enables you to find your current location on a map by pressing **0** on your HP iPAQ. You can use this feature even when GPS is turned off.

Google Search

Use Google Mobile Web Search to search for Web sites that are specifically designed for mobile phones and devices.

 **NOTE:** This application is not available on all models.

Launch Google Search

To launch Google Search:

1. Press **Start > Google Search**.
2. Enter your search criteria in the **Search** box.
3. Press **Search** to start the search.

HP Help and Support

HP Help and Support increases the visibility, accessibility, and usability of the HP iPAQ.

To access **HP Help and Support**:

- ▲ Press **Start > HP Help and Support**.

HP Asset Viewer

Use the **HP Asset Viewer** program to view information about the system, integrated modules, and attached accessories.

To access HP Asset Viewer:

1. Press **Start > HP Help and Support > HP Asset Viewer**.
2. Select the following topics to view additional system information:
 - **Identity** - displays the HP iPAQ serial number and the user information.
 - **Memory** - displays the device memory size for ROM and RAM on your HP iPAQ. It also displays information about the ROM flash, flash chip type, flash block size, and PSM driver version.

- **Version** - displays the product revision level, ROM date, ROM revision, OS version, BootLoader version, and execute in place (XIP) version.
- **Display** - displays settings, such as screen color, horizontal pixels, vertical pixels, color depth, display type, and panel ID.
- **System** - displays information about the manufacturer, product ID, model ID, processor type, processor revision, language, country ID, and UUID (Universally Unique Identifier).
- **Bluetooth** - displays information about available radio, firmware version, hardware revision, driver version, software version, and MAC address.
- **Camera** - displays camera details, such as the module installed, hardware revision, hardware and software driver versions, camera API interface version, and camera information.
- **Wi-Fi** - displays information about the hardware revision, driver version, software version, IP address, and MAC address, available radio, firmware version.
- **GSM** - displays information about the available radio, radio firmware version, and IMEI number.
- **Keyboard** - displays information about the module present, firmware version, hardware version and driver version and software version.
- **GPS** - displays information about the GPS status, manufacturer, revisions level, driver version, firmware version and software version.

Getting Started

Use the **Getting Started** program to learn how to perform frequently used tasks and to set up your HP iPAQ. To launch the program, select **Getting Started** on the **Home** screen or press **Start > HP Help and Support > Getting Started**. Select the task that you want to learn about.

Customer Support

Customer Support displays help topics and locations where you can find more information.

HP Enterprise Mobility Suite

Use the **HP Enterprise Mobility Suite**  to configure and manage your HP iPAQ remotely.

The **HP Enterprise Mobility Suite** is not available in all countries/regions.

 **NOTE:**  **HP Enterprise Mobility Suite** is activated remotely by a licensed HP Enterprise Mobility server, which is sold separately. To download the **HP Enterprise Mobility Suite**, press **Start > Applications > Accessories > HP EMS**. Go to <http://www.hp.com/go/ems> for more information or contact your IT administrator to check if your company is currently using the **HP Enterprise Mobility Suite**. The **HP Enterprise Mobility Suite** provides the ability to remotely configure mobile services, diagnose the device, add and remove programs, lock and unlock the device, and clean the information on the device if it is lost or stolen.

HP iPAQ DataConnect

The first time you use your SIM Card, the **HP iPAQ DataConnect** program automatically detects the phone network and operator, and configures GPRS/EDGE settings. Although automatic detection is the recommended method, you can also configure the data settings manually.

To configure the data settings manually:

▲ Press **Start > Applications > Accessories > HP iPAQ DataConnect**.

△ **CAUTION:** Do not edit network parameters unless you are being assisted by your mobile phone service provider.

HP iPAQ Key Guard

The **Key Guard** program deactivates your HP iPAQ keys to prevent accidental activation of the HP iPAQ or any of its functions. When the display turns off, **Key Guard** is activated and you can confidently place the device in your pocket or bag. To lock your HP iPAQ, press the **Key Guard** button, the first button on the left panel of your HP iPAQ. Press the **Center** button to unlock your HP iPAQ. For more information, see [Use Key Guard on page 22](#).

Internet Explorer®

Launch the **Internet Explorer** by pressing **Start > Internet Explorer**.

Use **Internet Explorer** to view and download Web pages as well as, browse Web sites through synchronization, and when connected to the Internet.

To open a link using the favorite:

1. Press **Start > Internet Explorer**.
2. Select **Favorites** and select the required link.
3. Press **Menu > Favorites...** to see the list all your favorite sites and then press **Menu > Add To Favorites** to add a new URL to your favorites list.

Internet Sharing

You can use your HP iPAQ as a wireless modem. The **Internet Sharing** software on your HP iPAQ guides you during the connection process. Insert a data-enabled SIM into your HP iPAQ before setting up **Internet Sharing**. You might also need to install Microsoft ActiveSync (or WMDC for Windows Vista) on your computer. Before you begin using **Internet Sharing**, make sure you have a cellular connection. If you do not have an active connection, you cannot use the **Internet Sharing** program.

To connect to a computer using a USB data connection

You might need to install Microsoft ActiveSync (or WMDC for Windows Vista) on your computer before connecting. If your computer has automatically added your HP iPAQ as a new modem, skip the following steps:

1. Connect your HP iPAQ to the computer using the Micro-USB synchronization cable (WMDC for Windows Vista and ActiveSync for Windows XP). Your computer might prompt you for the wireless USB modem driver with a **New hardware wizard** menu screen. Otherwise proceed to **To set up a USB modem connection**.
2. Click **Next** on the welcome screen of the **Install Wizard**.
3. Select the **Search for a suitable driver for my device (recommended)** option.
4. Select **Specify a Location** and browse to the C:\ drive folder that contains the USB driver.

 **NOTE:** Click **Next** to allow your computer to automatically search for and download the USB driver file.

5. Click **Finish**.
6. After the driver is installed, **Smartphone USB Modem** is added to the device list in the Device Manager.

After the setup is completed, you can access the Internet.

To connect to a computer using Bluetooth data connection

Follow the instructions in your synchronization software helps to configure Bluetooth on your computer.

To set up a Bluetooth modem connection:

1. Make sure that your HP iPAQ is disconnected from your computer.
2. Press **Start > Applications > Internet Sharing**.
3. Select **Bluetooth PAN** from the **PC Connection** list.
4. In the **Network Connection** list, select the type of GPRS connection to use.
5. Make your HP iPAQ visible and detectable. Connect the Bluetooth PAN to your computer and create a partnership between them.
6. Press **Connect** after the partnership is established.

Java Virtual Machine

Use the Java Virtual Machine to install and use Java applications on your HP iPAQ. You can download the installers, saved as .jar files, from the Internet to your computer and then transfer the files to your HP iPAQ. You can also directly download the installers using your HP iPAQ's GPRS connection.

To install a Java application using the computer:

1. Connect your HP iPAQ to your computer.
2. Press **Start > Applications > SUN Java**.
3. Press **Menu > Install > Install from Local**.
4. Select the .jar file.
5. Press **Menu > Install**, and accept any confirmations that the installer prompts.

You can also manage the installed Java applications.

 **NOTE:** You might need to use your GPRS/3G/HSPA connection for some software to perform some actions with you management. To configure the Internet connection, press **Menu > Network Options**, and then select the GPRS connection to use. Although the connection that appears might be iPAQ GPRS, the data connection might be GPRS, 3G, or HSPA. You should only download and install content from trusted Web sites and the content that is compatible with your HP iPAQ.

To...	Do This...
Open a program	Select the program or press Menu > Operation > Launch .
Remove a program	Press Menu > Operation > Delete .
Update a program	Press Menu > Operation > Update .
Move a program to a folder	Press Menu > Operation > Move .

To...	Do This...
Change a program's name	Press Menu > Operation > Rename .
Activate a program	Press Menu > Operation > Activate .
View details about a program	Press Menu > Operation > Information .
Set GPRS permissions for a program	Press Menu > Operation > Set Permissions .

Jetcet PDF

View a Portable Document File (a file with a name that ends with the .pdf extension) on your HP iPAQ.

To view a .pdf file:

1. Press **Start** > **Applications** > **JETCET PDF 5**.
2. Press **Open**.
3. Select a folder from the **Folder** list.
4. Select the file from the list.

 **TIP:** Use the **5-way optical navigation** button to scroll through the files. To view a file opened recently, press **Menu** > **Recent Files** and then select the file.

To set the zoom level:

1. Press **Zoom**.
2. Select the required zoom level.

 **TIP:** Press **Menu** > **Custom**, and then select a custom zoom level.

Jetcet Print

Use Jetcet Print to print information from your HP iPAQ to a compatible printer using Bluetooth and USB. You can print .doc, .xls, .jpg, .bmp, and .html files, and manage your print jobs.

To configure a printer using Bluetooth:

1. Press **Start** > **Applications** > **JETCET PRINT 5**.
2. Select **Add Bluetooth Printer**.
3. Select **Select to search...**
4. Select the printer and press **Next**.
5. Configure the required settings and press **Done**.

Make sure that Bluetooth is on before configuring a Bluetooth printer. To turn on Bluetooth using **Wireless Manager**, see [Use Wireless Manager on page 67](#)

To print using Jetcet print:

1. Press **Start** > **Applications** > **JETCET PRINT 5**.
2. Press **Menu** > **Go to**.

3. Select the file type to print:
 - **Documents** - Print documents stored on your HP iPAQ or the storage card.
 - **Pictures** - Print pictures stored on your HP iPAQ or the storage card.
 - **Messages** - Print messages received on your HP iPAQ.
4. Select the file to print and press **Print**.

 **NOTE:** To print the complete e-mail message, download the full message on your HP iPAQ.

To update the drivers and change the spool folder:

1. Press **Start > Applications > JETCET PRINT 5**.
2. Press **Menu > Options**.
3. Select **Update Drivers** to update the drivers on your HP iPAQ and **Spool Folder** to change the location of the spool folder.

MSN Messenger

Send and receive instant messages using MSN Messenger. For more information see [Windows Live™ on page 101](#).

Office Mobile applications

Word® Mobile

View and edit documents and templates in **Word Mobile**.

 **TIP:** It is recommended to always store a blank document on your HP iPAQ. You can edit the document and save it with a different name.

Use Word Mobile to:

- Edit Word documents and templates.
- Open and edit Pocket Word (*.psw) documents.

To access **Word Mobile**, press **Start > Office Mobile > Word Mobile**.

When you press **Menu**, the following options are available:

- View and edit an existing document.
- Format a document.
- Check spelling and count words in a document.
- Save, move, rename, or delete a document.
- Send a document through e-mail or Bluetooth.

Excel® Mobile

Use **Excel Mobile** to view and edit workbooks and templates on your HP iPAQ.

 **TIP:** It is recommended to always store a blank workbook on your HP iPAQ. You can edit the document and save it with a different name.

Use Excel Mobile to:

- View, and edit, charts and graphics, which can be embedded as objects in a worksheet or placed on a separate worksheet.
- Enter formulas and functions, and then filter data to see a subset of information.
- Split panes to view different parts of a worksheet at the same time.
- Freeze the top and left-most panes in a worksheet to keep the row and column labels or other data visible as you scroll through a sheet.

To access **Excel Mobile**, press **Start > Office Mobile > Excel Mobile**.

To access options for organizing and formatting a worksheet, open a worksheet and then press **Menu**. In addition to **Cut**, **Copy**, and **Paste**, there are other options available in **Menu** that allow you to:

- Paste cells using **Paste Special...**
- Clear the cell contents and the formats applied to cells.
- Insert new cells, charts, symbols, and functions, and define names in a workbook.
- Set dimensions for the rows and columns.
- Align cells, set the font and style for the text, and set the cell borders.
- Create new worksheets and save, rename, or delete existing worksheets.
- Send a worksheet through e-mail or Bluetooth.

PowerPoint® Mobile

Use **PowerPoint Mobile** to view slide show presentations.

Use PowerPoint Mobile to:

- Open a presentation from an e-mail message.
- Download a presentation from a file share or the Internet.
- Copy a presentation to your HP iPAQ using a storage card.
- View a slide show of pictures stored on the storage card.

 **NOTE:** Slide shows created in *.ppt or *.pps format with PowerPoint '97 and later can be viewed on your device.

The following PowerPoint features are not supported on your HP iPAQ:

- Notes written for slides are not visible.
- **PowerPoint Mobile** is a viewer-only program and cannot be used to rearrange or edit slides.

To access **PowerPoint Mobile**, press **Start > Office Mobile > PowerPoint Mobile**.

These options are available when you press **Menu**:

- Set up a slide show.
- Rename, move, delete, or create a copy of a presentation.
- Send a presentation through e-mail or Bluetooth.

OneNote® Mobile

Create and edit notes on your HP iPAQ using OneNote Mobile.

Use OneNote Mobile to:

- Format text in notes.
- Insert text, pictures, or audio in your notes.

To access OneNote Mobile, press **Start > Office Mobile > OneNote Mobile**.

When you press **Menu**, the following options are available:

- Delete, rename, and set options for sorting notes.
- Undo and redo actions performed while working with a note.
- Cut, copy, and paste content from one note or application to another.
- Format the text inserted in a note.
- Add a numbered or bulleted list into a note.
- Insert pictures from the camera or from the device.
- Insert a voice recording in a note.

Pictures & Videos

Use the Pictures & Video application to:

- View pictures and videos stored on your HP iPAQ or a storage card.
- View a slideshow.
- Send pictures and videos using MMS, e-mail attachments, or Bluetooth.
- Associate a picture with a contact.
- Assign a picture to the **Home** screen background.
- Upload an image to **HP Snapfish Upload** through e-mail.

View the pictures stored on your HP iPAQ or on a storage card

You can view photos stored on your HP iPAQ or on an external storage card using the Pictures & Video application.

To view photos:

- ▲ Press **Start > Media > Pictures & Videos**.

Use your HP iPAQ **File Settings** to resize pictures for e-mail and to optimize them for slideshow viewing.

1. Press **Start > Media > Pictures & Videos**.
2. Press **Menu > Options** to change the following settings:
 - a. **General**
 - The general settings can be changed to:
 - Large (640 X 480) (default)
 - Medium (320 X 240)
 - Small (160 X 120)
 - Original
 - The orientation of the pictures can be changed to:
 - Left
 - Right
 - b. **Slide Show**
 - The Slide Show settings can be changed to:
 - Landscape pictures
 - Portrait pictures
 - Select the **Play Screensaver when connected to my PC and idle for 2 minutes** check box to make your computer screensaver your HP iPAQ screensaver.

View a slideshow

To view a slideshow:

1. Press **Start > Media > Pictures & Videos**.
2. Press **Menu > Play Slideshow**.

E-mail pictures

 **NOTE:** Configure your e-mail messaging account before sending pictures through e-mail.

To send pictures through e-mail:

1. Press **Start > Media > Pictures & Videos**.
2. Choose the picture to send.
3. Press **Menu > Send**.
4. Select the e-mail account to send the picture to.
5. Enter the recipient's e-mail address, and the subject, and enter your message, and then press **Send**.

Associate a contact with a picture

To associate a contact with a picture:

1. Press **Start > Media > Pictures & Videos**.
2. Select the picture that you want to associate with a contact.
3. Press **Menu > Save to Contact...**
4. Select the contact that you want to associate the picture with.

Assign a picture to the Home screen background

To assign a picture to the **Home** screen background:

1. Press **Start > Media > Pictures & Videos**.
2. Select the picture that you want to set as the **Home** screen background, and then press **View**.
3. Press **Menu > Use as Home Screen**.

HP Snapfish Upload

HP Snapfish is a free online photo-sharing service. In addition to sharing photos with your family and friends, you can also order for prints online using HP Snapfish. The **HP Snapfish Upload** feature enables you to upload JPEG images from your HP iPAQ to your **Snapfish** account. This requires an active Internet connection.

To upload the images:

1. Press **Start > Media > Pictures & Videos**.
2. Select the picture to send.
3. Press **Menu > HP Snapfish Upload**.
4. Enter the **email address** and the **password** in the respective text boxes.
5. Press **Send**.

 **NOTE:** Use your existing **Snapfish** account to upload images to **Snapfish**. If the e-mail account or the password is incorrect, the login fails and you return to the login screen.

If you do not have a **Snapfish** account, you can go to <http://www.snapfish.com/> using your HP iPAQ and sign up for an account.

HP Enhance Document

Use the document enhancement feature to process an image of a whiteboard, printed document, business card, magazine, or newspaper, to produce scanner-like results.

To use the document enhancement feature:

1. Press **Start > Media > Pictures & Videos**.
2. Select the picture to enhance.
3. Press **Menu > HP Enhance Document**.

4. Select one or both of the following options:
 - **Straighten and crop** - To detect the edges of a document and crop the original document to a rectangular shape.
- **Lighting and color correction** - To remove the shading on the surface of the document due to shadows and uneven lighting across the document.
5. To view the picture in color, select **Color**. To view the picture in black and white, select **Grayscale**.
6. Press **Start** to begin document processing.

 **NOTE:** The document enhancement feature processes only JPEG images.

Switch to the camera

You can switch to the camera application from the **Pictures & Videos**.

To switch to the camera:

1. Press **Start > Media > Pictures & Videos**.
2. Select **Camera**.

Video support

You can play videos using the Pictures & Video.

To play videos:

1. Press **Start > Media > Pictures & Videos**.
2. Select the video thumbnail to view.
3. **Menu > Play**.

Remote Desktop Mobile

Use the **Remote Desktop Mobile** to log on to a Windows Terminal Server. This facility connects you to all programs installed on the server.

To connect to a Terminal Server:

1. Press **Start > Applications > Accessories > Remote Desktop**.
2. In the **Computer** box, enter a Terminal Server name or TCP/IP address.
3. Enter your user name, password, and domain.
4. Press **Connect**.
5. Enter your password in the password box on your HP iPAQ, and then press  (enter key) on your HP iPAQ.

 **NOTE:** After you connect to a terminal server, press the **Right** softkey to select the **Full Screen** option.

To disconnect **Remote Desktop**, press **Disconnect**.

To change the **Remote Desktop** settings.

- ▲ On the **Remote Desktop Mobile** screen, press **Menu > Options** to change the following settings:
 - **Display** - To set the color options, **256 Colors** or **High Color (16 bit)**, and to view the display either in the full-screen mode or you can choose to fit the remote desktop to your HP iPAQ screen.
 - **Device Storage** - To enable or disable mapping the data of your HP iPAQ on the remote computer.
 - **Remote desktop sound** - To select if the sound is to be muted or played on the remote computer, or on your HP iPAQ.

SIM Manager

Access and manage contact details stored on your SIM or USIM (3G SIM) card using the SIM Manager. Copy contacts from the phone to the SIM/USIM or from the SIM/USIM to the phone.

To open the SIM Manager, press **Start > Applications > Accessories > SIM Manager**.

- To create a new contact, press **New**.
- To view contact details, highlight the contact and press the **Center** button.
- To edit contact details, select the contact, and then press **Options > Edit**.
- To delete a contact, select the contact, press **Options > Delete > Delete Contact**, and then press **Delete**.
- To delete multiple contacts, press **Options > Delete > Delete Multiple**, select the contacts to delete, and then press **Delete**.
- To copy a contact to the phone, select the contact, and then press **Options > Copy to Contacts > Copy Contact**.
- To copy multiple contacts to the phone, press **Options > Copy to Contacts > Copy Multiple**, select the contacts to copy, and then press **Copy**.
- To copy contacts from the phone to the SIM, press **Options > Copy Contacts to SIM**.
- To call a contact, select the contact and press **Options > Dial Selected**. If more than one number exists for a contact, select the required number and press **Options > Dial Selected**.
- To send a message to a contact, select the contact and press **Options > New Message**.
- To view your personal mobile number on the SIM/USIM, press **Options > My Mobile numbers**.
- To view SIM/USIM information, press **Options > SIM Information**.
- To set SIM/USIM security, press **Options > SIM Security**.
- To look for **Contacts** use the **SIM Manager's** search functionality.
- To close SIM Manager, press **Options > Quit**.

Manage certificates

To manage certificates:

- ▲ Press **Start > Settings > Security > Certificates**.

In **Certificates**, you can access the following types of certificates:

- **Personal**
- **Intermediate**
- **Root**

Task Manager

Use the **Task Manager** to view and manage the tasks running on your HP iPAQ. You can also view the memory and the CPU use.

To view the **Task Manager**:

▲ Press **Start > Applications > Accessories > Task Manager**.

You can perform the actions described in the table below to manage the memory and resources of your HP iPAQ.

To...	Do This...
Close an application	Select the application, and then press End Task . NOTE: You cannot end running processes.
Open an application that is running	Select the application, and then press Menu > Switch To .
Close all open applications	Select the application, and then press Menu > End All Tasks .
View all running applications	Select the application, and then press Menu > View > Applications .
View all running processes	Select the application, and then press Menu > View > Processes .
Change the sorting order	Press Menu > Sort By , and then select the required field.
Refresh the list	Press Menu > Refresh .
Close the Task Manager	Press Menu > Exit .

 **NOTE:** All running applications may not be visible on the screen. Some programs might be running in the background and consuming processor speed and memory space.

 **TIP:** If your HP iPAQ appears sluggish or slow, check the task manager and close the applications that are not in use.

Voice Commander

Use the **Voice Commander** application to look up contacts, dial a contact by name, dial using the contact number up to 18 digits including the '+' sign, get calendar information, play and control your music, as well as launch applications on your HP iPAQ.

 **TIP:** You can access the **Voice Commander** application by pressing the Voice Commander button, third button on the left panel, or by pressing **Start > Applications > Voice Commander**.

To	Say
Call a contact saved in the contact list	Call followed by the name of the contact and home/work/mobile
Call the last number dialed	Redial/Callback
Dial a number using speed dial	Speed Dial followed by the digit assigned to the number
Dial a number	Digit Dial followed by the number to dial
Dial an international number	Digit Dial followed by plus (+) and the international number to dial
Compose a message, e-mail, or audio e-mail	Compose <SMS/e-mail/audio e-mail> To (Contact)
Read messages or e-mails	Read <SMS/e-mail>
Check voice mail or call history	Call Voice mail/ Call history
View appointments	<Today's/Tomorrow's/This Week's> appointments to list the appointments for the day, next day, or the present week
Schedule a call	Schedule A Call To (Contact) to call a contact
Create reminders or to record an audio note	Reminder / Start recording
Find a contact saved in the contact list	Find followed by the name of the contact
View the current time	What time is it?
Open an application	Start followed by the application name
Play, pause, and resume music	Play Music/Pause/Resume
Play an existing music file	Play followed by the name of the music file
Play the previous or the next song in the playlist	Previous/Next
View the different set of commands	What can I say?
Close the Voice Commander	Goodbye

Windows Live™

You can use Windows Live™ on your phone to search information, check your e-mails, and send instant messages. Windows Live™ provides the same e-mail and chat environment as that of the Windows Live™ on your computer.

Use the Windows Live™ feature to:

- Search information on the Web.
- Send and receive e-mails.
- Send and receive instant messages.
- Change your own status or view the status of others on your list.
- Invite others for a chat conversation.
- Block certain contacts from seeing your status or sending you messages.

Press **Start > Applications > Windows Live** to open the Windows Live™ application.

To use Windows Live™, you need a Microsoft.NET Passport account unless you already have a Hotmail® account. To set up a Microsoft.NET Passport account, go to <http://www.passport.net>. After you have an account, you can use the Windows Live™ feature.

To sign in to Windows Live™:

1. Press **Start > Applications > Windows Live**.
2. Select **Sign in to Windows Live**.
3. Press **Accept**.
4. Enter your e-mail address in the **E-mail address** box.
5. Select a Web server from the list.
6. Enter your password.
7. Press **Next** twice.
8. Select the **Sync e-mail** check box.
9. Press **Next**.

After you sign in, you can access the Windows Live™ search and services from the **Home** screen.

To search information:

1. From the **Home** screen, select **Live Search**.
2. Enter the text for the search.
3. Press **⏎** (enter key) on your HP iPAQ keyboard.

To check your e-mails:

1. Press **Start > Applications > Windows Live**.
2. On the **Windows Live** screen, select **Hotmail**.
3. Select the e-mail message to open your Inbox.

To sign in to Messenger:

1. Press **Start > Applications > Windows Live**.
2. On the **Windows Live** screen, select **Sign in**.
3. Use the list to select your online status.
4. Select **Sign in**.

If you do not sign out of Windows Live™, you remain on a data connection, which might result in additional charges from your service provider. The session will *not* time out or end unless one of the following occurs:

- User ends the instant messenger session.
- User accepts an incoming voice call.
- An outgoing voice call is placed.
- The device is turned off or moves out of range.

To sign out of Messenger:

- ▲ Press **Menu > Sign out**.

You can send instant messages from Windows Live™ to contacts on your messenger list. To send instant messages:

1. Select the person to send an instant message to.
2. Enter your message, and then press **Send**.

You can also manage your contacts and control their visibility. To manage contacts in the Windows Live:

- Press **Menu > Add new contacts** to create a new contact.
- Press **Menu > Contact options > Remove contact** to delete an existing contact.
- Press **Menu > Contact options > Block contact/Unblock contact** to block or unblock the selected contact from seeing your status and sending you instant messages.

 **NOTE:** Press **Menu > Options > Add participant** to invite a contact to an ongoing chat. You can also see who is already talking to you or change between chats by pressing **Menu > Options > View participants**.

You can change your status on Windows Live™ Messenger according to your need. To change your status:

1. Select your name in the contact list.
2. Press **Menu > Change status**, and then select the required status.

To sign in as a different user:

1. **Start > Applications > Windows Live.**
2. Select your display name.
3. Press **Menu > Account Options > Switch Windows Live ID.**
4. Press **Yes**.
5. Proceed with the setup wizard to sign in.

Windows Media® Player

Use Windows Media Player to enjoy your digital media in new ways both at home and on the go. Using Windows Media Player, you can play audio and video files stored on your phone or memory card.

 **NOTE:** Listening to personal stereo equipment at full volume for long periods can damage hearing. To reduce the risk of hearing loss, do not spend much time listening to personal stereo equipment at full volume. HP recommends use of the HP iPAQ Wired Stereo Headset, part number 486112-001, which is included with your HP iPAQ.

Press **Start > Media > Windows Media** to open the **Windows Media Player** application.

To play music from the storage card, press **Start > Media > Windows Media > Menu > Library**.

To access **Windows Media Player** from the **Home** screen, press **Start > Settings > Home Screen > Sliding Panel Media**.

 **NOTE:** Protected files are digital media files that are secured with a license to prevent unauthorized use or playback. Licenses are created and managed by using the DRM technology.

Clear the Now Playing List

- ▲ Press **Start > Media > Windows Media**, and then select **Now Playing**.

The **Now Playing** playlist displays the file that is currently playing and any files that are queued up to play next. You can quickly remove all items from the playlist by clearing the **Now Playing** playlist.

To clear the **Now Playing** list:

- ▲ On the **Now Playing** screen, press **Menu > Clear Now Playing**.

Update the Library

In most cases, Windows Media Player Mobile automatically updates your libraries. However, you can manually update a library to ensure that it has links to any new files that you might have recently copied to your HP iPAQ or to a removable storage card.

To update a library:

1. If you are not already on the **Library** screen, press **Menu > Library...**
2. On the **Library** screen, press **Menu > Update Library**.
3. Wait for the files to be added, and then press **Done**.

Use Voice Commander to play media files

You can play your media files by using the **Voice Commander** application on your HP iPAQ:

1. Press the Voice Commander button, or press **Start > Applications > Voice Commander**.
2. Hold your HP iPAQ 10 cm (3.94 inches) away from your face and say **Play Music (Media File Name)** to play the media file.

 **NOTE:** The **Play Music** voice command will only play media files present in a playlist.

Press **Start > Applications > Voice Commander** and say **Pause/Resume Music** to pause or resume the media file.

Windows Update

Microsoft releases updates and patches for Windows Mobile. These updates and patches improve the security and functioning of your HP iPAQ. You can use the Windows Update application to download them from the Internet and install them on your HP iPAQ.

 **NOTE:** The application uses your GPS connection and your service provider might charge you for using this service.

To set up Windows Update:

1. Press **Start > Settings > Windows Update**.
2. Follow the on-screen instructions.
3. Press **Finish**.

 **NOTE:** You can access and change the settings selected from **Menu > Change Schedule**.

To check for updates:

1. Press **Start > Settings > Windows Update**.
2. Press **Check Now**.

16 Product specifications

Mentioned here are the technical specifications, applicable environment and climatic conditions, and the physical dimensions of your HP iPAQ.

System specifications

 **NOTE:** Not all models described are available in all countries/regions. For more information on specifications for your particular model, on your HP iPAQ, press **Start > Settings > About**.

System Feature	Description
Processor	Qualcomm MSM7201A ARM11-528MHz
Operating System	Windows Mobile 6.1 Standard
Memory	256MB NAND FLASH / 128 DDR SDRAM NOTE: Actual available memory might vary.
External Power	AC/DC USB Wall Adapter, input: 100-240VAC, 47-63Hz, output: 5VDC, 1A
Display	2.4" TFT 240x320 QVGA
SD Slot	microSD Card
Headphone Jack	2.5 mm stereo headphone with microphone
Supported networks	Quad-Band GSM/GPRS/EDGE (850/900/1800/1900MHz) Tri-band UMTS (850/1900/2100MHz) HSDPA 7.2Mbps/ HSUPA 2.0Mbps
Antenna	Internal Penta Band (850/900/1800/1900/2100).
GPS	Integrated support for XTRA, SUPL and standalone accessories
Battery	1260mAh Lithium Polymer
Bluetooth	Bluetooth 2.0 + EDR
Wi-Fi	IEEE 802.11b/g
Camera	<ul style="list-style-type: none">• 3.1 Megapixel• Auto-focus 5x digital zoom

Physical specifications

	Metric	U.S.
Length	114 mm	4.45 inches
Width	50 mm	2.0 inches

	Metric	U.S.
Depth	13.6 mm	0.55 inches
Weight	<ul style="list-style-type: none"> • With battery: 105g • Without battery: 80g 	<ul style="list-style-type: none"> • With battery: 3.7oz • Without battery: 2.82oz

Operating environment

		Metric	U.S.
Temperature	Operating	-10° to 55° C	14° to 131°F
	Non-operating	-40° to 70°C	-40° to 158°F
Relative Humidity	Operating	90%RH	90%RH
	Non-operating	35%RH	35%RH

17 Guidelines for care and maintenance

It is recommended that you follow certain guidelines to maintain your HP iPAQ in a good condition and protect it from possible damage.

Use your HP iPAQ

- Avoid using your HP iPAQ in dusty and extremely high or low temperature environments.
- Do not spill water on your HP iPAQ or use it in the rain.
- Avoid removing the battery without turning off your HP iPAQ in advance.
- Do not apply strong force or shock to your HP iPAQ.
- Keep the HP iPAQ and its accessories away from children.
- Do not insert metal objects into the Micro-USB port of your HP iPAQ. This can short-circuit the battery and could result in injury.

Clean your HP iPAQ

- Use a soft, clean, and slightly moistened cloth to clean your HP iPAQ. Do not let water come into contact with your HP iPAQ.
- Do not wipe your HP iPAQ with any corrosive liquid or coarse objects. This can damage the outer surface of your HP iPAQ.

Carry or store your HP iPAQ

- Do not leave your HP iPAQ in extreme high or low temperature environments.
- Remove the battery from your HP iPAQ if it is not going to be used for a long period of time. Store the HP iPAQ and its battery in a cool, dark, and dry place.
- To prevent breaking the display screen, do not carry your HP iPAQ in the back pocket.

Use accessories

- Use original HP batteries and chargers to charge your HP iPAQ.
- Do not use your HP iPAQ battery and charger for other purposes.
- For information about accessories for your HP iPAQ, go to <http://www.hp.com>, and then click **Home and Home office > Handhelds & Calculators > iPAQ accessories**.

18 Frequently asked questions

Following is a list of issues and resolutions that users face when using their HP iPAQ's. It is recommended that you go through this list before calling customer support or sending your device for replacement.

Battery

Question	Answer
I am having trouble turning on my HP iPAQ. What should I do?	<p>The battery of your HP iPAQ seems to have problems. Perform the following checks:</p> <ul style="list-style-type: none">• Is the battery charged? If the LED on your HP iPAQ is flashing red, it indicates a low battery charge. For best results, charge the battery fully. The solid green LED display indicates full battery charge.• Is the battery correctly installed? Make sure that the battery connectors on the battery are aligned with the housing pins in the battery compartment. For more information, see Step 2: Insert the battery and replace the battery cover on page 8.• Are the battery connectors on the battery and housing pins in the battery compartment clean? If these appear to be soiled, contact your dealer to get them cleaned.• Try charging your battery using the AC adapter. For more information, see Step 3: Charge the battery on page 9.

Question	Answer
How can I improve the standby time and talk time on my HP iPAQ?	<p data-bbox="879 226 1465 275">Follow these guidelines to improve the standby and talk times on your HP iPAQ:</p> <ul data-bbox="879 300 1465 940" style="list-style-type: none"><li data-bbox="879 300 1465 373">• The HP iPAQ might consume more power when the signal reception is poor. Try to move to an open location when you use your HP iPAQ.<li data-bbox="879 401 1465 499">• If you are using the Push e-mail service, a service that continuously checks for e-mail messages with the Web server, disable it as it consumes excessive battery capacity and reduces the standby time.<li data-bbox="879 527 1465 646">• If you are using a new battery, it might take several charging and discharging cycles to reach its original capacity. Use the HP iPAQ after charging the battery completely. The solid green LED display indicates full battery charge.<li data-bbox="879 674 1465 747">• Do not overcharge or completely discharge the battery, as it might damage the battery and reduce the standby and talk time.<li data-bbox="879 774 1465 800">• If your battery is very old, replace it with a new one.<li data-bbox="879 827 1465 940">• Avoid using the HP iPAQ in very high or low temperature environments. The efficiency of a battery can be affected by extreme temperature conditions. To know more about the operating temperatures on your HP iPAQ, see Operating environment on page 106.
I have trouble charging my battery. What should I do?	<p data-bbox="879 968 1465 1016">If you have trouble charging your battery, please perform the following checks:</p> <ul data-bbox="879 1043 1465 1381" style="list-style-type: none"><li data-bbox="879 1043 1465 1142">• Is the battery charger correctly plugged into the battery charger socket on the HP iPAQ? To know more about charging the battery, see Step 3: Charge the battery on page 9.<li data-bbox="879 1169 1465 1194">• Is the power cord of the charger damaged?<li data-bbox="879 1222 1465 1295">• Check the LED indicator on your HP iPAQ. If the battery is low and the HP iPAQ is being charged the LED displays solid red.<li data-bbox="879 1323 1465 1381">• Check the LED indicator on your HP iPAQ. If the battery temperature is too high or too low the LED displays solid orange to indicate a device error.

Connection

Question	Answer
I cannot make or receive calls. How do I fix this?	<p>If you have problems making or receiving calls, please perform the following checks:</p> <ul style="list-style-type: none">• Is the SIM card inserted correctly? For more information, see Step 1: Remove the battery cover and insert the SIM card on page 7.• Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18.• Is the network set up correctly? If necessary, try to select your network manually. For more information, see View the available phone networks on page 35.• Have you activated the Fixed Dialing, Call Forwarding, and Call Barring functions? If yes, deactivate them temporarily.• Are you using two SIM cards, one with the Enable SIM PIN function activated and the other with the Enable SIM PIN function deactivated? If yes, deactivate the Enable SIM PIN function temporarily. For more information, see Use the SIM PIN to protect information on your HP iPAQ on page 24.• Is your HP iPAQ switched to the Flight mode? If yes, turn it off. For more information, see Use Wireless Manager on page 67.
Why do my calls keep disconnecting?	<p>This could be a result of poor signal strength. If you have this problem, please check the following:</p> <ul style="list-style-type: none">• Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18.• Try to select your network manually. For more information, see View the available phone networks on page 35.• Contact your service operator to make sure that the network has been set correctly and that necessary provisioning of services is available.
I am unable to hear calls clearly. How do I resolve this?	<p>Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18.</p> <p>If you cannot hear the voices clearly, the volume might be set to low. Increase the volume.</p>
When I answer calls on my HP iPAQ, the caller cannot hear my voice clearly. What could be the problem?	<p>Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18.</p> <p>During a call, if the caller cannot hear your voice clearly, make sure you have turned off the in-call mute function.</p>

Question	Answer
Why do I hear noises in the background during a phone call?	You might hear noises in the background if you use your HP iPAQ near electronic equipment, such as microwave oven, speakers, or a television set. Avoid using your HP iPAQ near such items as it has an adverse effect on the voice quality.
I cannot send an SMS or MMS. What do I do?	<p>If you have problem sending an SMS or MMS, perform the following checks:</p> <ul style="list-style-type: none"> • You should have at least 1.5 to 2 MB of free memory space on your HP iPAQ so that the device operates efficiently. To check the free memory space, press Start > Settings > About. • Is the service provider plan that you are using a data plan? Check with your service provider for a data plan. • Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18. • Try to select your network manually. For more information, see View the available phone networks on page 35. • Contact your service operator, to check if the network has been set properly and necessary provisioning of services is available.
Which factors degrade the GPS signal and affect accuracy?	<p>The GPS signal slows down under these situations:</p> <ul style="list-style-type: none"> • It reflects off objects such as tall buildings or large rock surfaces before reaching the receiver. Performance is impacted when the device is used inside vehicles having thermal glass windshields. The thermally shielded glass blocks the GPS signal from reaching the device. • You are indoors or underground. • You are running multiple applications while connecting.
I have trouble connecting to the Internet using GPRS. What should I do?	<p>If you have trouble connecting to the Internet, please perform the following checks:</p> <ul style="list-style-type: none"> • Is the reception of the network signal good? You might be located within closed boundaries. If yes, move to an open space or closer to a window. For more information, see Check the connection and signal strength on page 18. • Make sure you have subscribed for a data service from your service operator. • Make sure you entered correct setting parameters, such as APN and IP addresses, in data profile setup.
I cannot use certain call functions. What should I do?	To use certain advanced call functions, such as Call Forwarding and Call Barring , you might need to subscribe to these services from your service operator.

Synchronization

Question	Answer
I cannot synchronize my HP iPAQ with my computer. What should I do?	<p>To use the ActiveSync feature with Windows XP, upgrade your computer to the latest version of ActiveSync. It is recommended to use ActiveSync V4.5 or later.</p> <p>To use the WMDC feature with Windows Vista, upgrade your computer to the latest version of WMDC. It is recommended to use WMDC V6.1 or later.</p> <p>Visit http://www.microsoft.com/downloads for the latest versions.</p>
My HP iPAQ was connected while I was installing WMDC. Why does WMDC not launch even after installation?	In some cases after an upgrade, you will need to disconnect and reconnect the device for WMDC to launch.
Can I set up an active connection between my HP iPAQ and a computer using Bluetooth for the first time?	No, the initial connection between your HP iPAQ and the computer needs to be created only through a Micro-USB synchronization cable using ActiveSync for Windows XP and WMDC for Windows Vista. After this initial connection, you will be able to set up Bluetooth for future connections.

Miscellaneous

Question	Answer
My HP iPAQ becomes very warm when I use it. What has happened?	It is normal for the HP iPAQ to get a little warm when you use it continuously for prolonged periods, especially when making calls of very long duration. Your HP iPAQ might also get a little warm during recharging.
Why does the HP iPAQ sometimes seem sluggish?	<p>You should have at least 1.5 to 2 MB of free memory space on your HP iPAQ so that the device operates efficiently. To check the free memory space, press Start > Settings > About.</p> <ul style="list-style-type: none">Remember to delete or transfer old e-mail messages and pictures on your HP iPAQ to free available memory space.If you have many programs running on your HP iPAQ, close some programs to free memory. Check task manager to close any open applications which are not-in-use. For more information, see Access programs on page 17.

19 Optional accessories

Accessories such as extended batteries, protective cases, and car cradles are stylish to use and increases the comfort value of your HP iPAQ. You can also purchase optional accessories if you accidentally misplace or damage the one provided to you with your HP iPAQ. For additional information, please go to <http://www.hp.com>.

Accessory	Description
Power and Synchronization	
HP iPAQ Voice Messenger Extended Battery	<ul style="list-style-type: none">• Always have a spare battery and you will never be without power while on the go.• This extended battery provides additional power to extend the life of your iPAQ between charges.• This replaceable, rechargeable Lithium polymer battery is a genuine HP product you can trust.
HP iPAQ Voice Messenger Standard Battery	<ul style="list-style-type: none">• Always have a spare battery and you will never be without power while on the go.• This replaceable, rechargeable Lithium polymer battery is a genuine HP product you can trust.
HP iPAQ Sync/Charge Cable Micro-USB	<ul style="list-style-type: none">• Keep your iPAQ charged and up-to-date when on the go.• Portable solution for charging and synchronizing your iPAQ with your computer.
Audio	
HP iPAQ Wired Stereo Headset-2.5 mm ¹	<ul style="list-style-type: none">• Listen to calls in private or enjoy music or video from your iPAQ.• High-fidelity sound for your iPAQ music and videos.
In-car accessories	
HP iPAQ Voice Messenger Comfort Cradle	<ul style="list-style-type: none">• Elegant solution that holds and charges your iPAQ in your car.• Form fitting cradle securely holds your iPAQ in your car.• Easy out of the box installation with included suction mount.• Enhances phone reception in your car with an included RF antenna.

¹ Listening to personal stereo equipment at full volume for long periods can damage the user's hearing. In order to reduce the risk of damage to hearing, lower the volume and amount of time listening at full volume.

20 Safety information

To reduce the risk of bodily injury, electric shock, fire, and damage to the equipment, observe the safety precautions in this document.

General precautions

Heed service markings: Except as explained elsewhere in your product documentation, do not service your product yourself. Opening or removing covers that are marked  may expose you to electric shock. For service information on components inside these compartments, call Customer Care.

Request service for damaged products: Turn off the product, unplug it from the electrical outlet, and request service from a service partner under the following conditions:

- The power cord or plug is damaged.
- Liquid has been spilled into the product.
- An object has fallen into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

Avoid hot areas: The product should be placed away from heat sources such as radiators, heat registers, stoves, and other products (such as amplifiers) that produce heat.

Allow the product to cool: Allow the product to cool before removing covers and touching internal components.

Avoid wet areas: Never use the product in a wet location.

Avoid inserting objects into product: Never insert objects of any kind into slots or other openings in the product.

Avoid blocking vents: Slots and openings are provided for ventilation. To prevent overheating, do not obstruct vents. Using a computer on a soft surface, such as a pillow, blanket, rug, or thick clothing may block airflow.

Clean the product properly: Unplug the product from the wall outlet before cleaning it. Do not use liquid cleaners or aerosol cleaners. Use a soft cloth dampened with water for cleaning exterior components, but NEVER apply water directly to the product or to an LCD screen.

Use recommended mounting accessories: Do not use the product on an unstable table, cart, stand, tripod, or bracket. Mount the product according to the manufacturer's instructions, and use a mounting accessory recommended by the manufacturer.

Use the product with approved equipment: Use your product only with the computers and accessories identified as suitable for use with your product.

Adjust the volume: Turn down the volume before using headphones or other audio devices.

Safety precautions for power cords and accessories

⚠ WARNING! To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to power the product with a voltage converter kit sold for appliances.

Use the correct external power source: A product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, call Customer Care, your service partner, or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product.

Avoid overloading the electrical circuit: Do not overload an electrical outlet, power strip, or convenience receptacle. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the input rating of the power strip.

Observe extension cord ratings: If an extension cord or power strip is used, make sure that the cord or strip is rated for the product and that the total ampere ratings of all products plugged into the extension cord or power strip do not exceed 80% of the ampere rating limit of the extension cord or power strip.

Select the correct voltage: Ensure that the voltage select switch on the product is in the correct position for the type of voltage you use (115 V AC or 230 V AC).

Use an approved AC adapter: Only the AC adapter provided with the product, a replacement AC adapter provided by HP, or an AC adapter purchased as an accessory from HP should be used with the product.

Use an approved power cord: If you were not provided with a power cord for your product, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the electrical ratings label of the product. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm²/18AWG, and the length of the cord should be between 1.5 meters (5 feet) and 2 meters (6.5 feet) long. If you have questions about the type of power cord to use, call Customer Care.

Position the power cord carefully: Route the power cord so that it will not be walked on, tripped over, or pinched by items placed upon or against it. Pay particular attention to the plug, electrical outlet, and the point where the power cord exits the product.

Plug power cord into the proper outlet: Plug the product into an electrical outlet that is easily accessible at all times. If the product is a 3-wire grounding type, be sure the outlet is the proper grounded (earthed) type. Do not disable the power cord grounding plug because it is an important safety feature.

Unplug the power cord properly: Disconnect power from the product by unplugging the power cord from the electrical outlet. Do not pull on cords and cables. When unplugging the cord from an electrical outlet, grasp and pull the cord by the plug.

Safety precautions for battery packs

⚠ WARNING! To reduce the risk of fire or burns, do not disassemble, crush, or puncture a battery pack; short the external contacts on a battery pack; or dispose of a battery pack in fire or water. Do not expose a battery pack to high temperatures above 60°C (140°F). Replace only with a battery pack approved for this computer.

WARNING! There is a danger of explosion if a battery pack is incorrectly replaced. Replace it only with an approved battery pack for this product.

WARNING! Keep battery packs away from children.

Handle battery packs carefully: Replace a battery pack only with a battery pack approved for this product. For information about removing a battery pack, refer to your product documentation.

 When a battery pack has reached the end of its useful life, do not dispose of the battery pack in general household waste. Follow the local laws and regulations in your area for computer battery pack disposal.

In Europe, dispose of or recycle the battery packs by using the public collection system or by returning them to HP, your service partner, or their agents.

Safety precautions for docking devices

Avoid unstable mounting: Do not place a monitor with an unstable base or a monitor heavier than 25 kilograms (55 pounds) on top of a monitor stand, unless the monitor stand is marked for use with a heavier monitor. Instead, place the monitor on a work surface next to the docking device.

Safety precautions for products with wireless devices

 **WARNING! Exposure to radio frequency radiation.** The radiated output power of wireless devices is below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact during normal operation is minimized. To avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna should not be less than 20 cm (8 inches) during normal operation.

Safety precautions for products with modems, telecommunications or local area network accessories

 **WARNING!** To reduce the risk of fire, electric shock, and injury to persons when using this device, always follow basic safety precautions, including the following:

- Do not use this product near water—for example: near a bathtub, washbowl, kitchen sink or laundry tub; in a wet basement; or near a swimming pool.
- Avoid using this product during an electrical storm. There is a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak while in the vicinity of the leak.
- Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack, or internal component.
- If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.
- Do not plug a modem or telephone cable into the RJ-45 (network) jack.

21 Regulatory notices

Federal Communications Commission Notice

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 to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID: B94HHF20C85.

Cables

To maintain compliance with FCC Rules and Regulations, connections to this device must be made with shielded cables having metallic RFI/EMI connector hoods.

Declaration of Conformity for Products Marked with the FCC Logo (United States Only)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 2 conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

If you have questions about the product that are *not* related to this declaration, write to:

Hewlett-Packard Company
P. O. Box 692000, Mail Stop 530113
Houston, TX 77269-2000

or call 1-800-HP-INVENT (1-800-474-6836)

For questions regarding this FCC declaration, write to:

Hewlett-Packard Company
P. O. Box 692000, Mail Stop 510101
Houston, TX 77269-2000

or call HP at 281-514-3333

To identify your product, refer to the part, series, or model number located on the product.

Canadian Notice

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

Avis Canadien

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

European Union Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by one of the following conformity markings placed on the product.

- This CE marking is valid for non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth®.



- This CE marking is valid for EU non-harmonized telecommunications products.



*If applicable, a notified body number is used. Refer to the regulatory label provided on this product.

Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, D-71034 Böblingen, Germany

The telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

The official EU CE declaration of conformity for this device may be found at www.hp.com/go/certificates.

Products with 2.4-GHz Wireless LAN Devices

France

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise a certaines restrictions: Cet équipement peut être utilisé a l'interieur d'un batiment en utilisant toutes les frequences de 2400 a 2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, les frequences comprises entre 2400-2454 MHz (Chaîne 1-9) peuvent être utilisé. Pour les dernières restrictions, voir <http://www.arcep.fr>.

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see <http://www.arcep.fr>.

Battery Warning

- ⚠ **WARNING!** This HP iPAQ contains a lithium polymer rechargeable battery. To reduce the risk of fire or burns, do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water. Replace only with the HP spare.
- ⚠ **CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Battery Recycling

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, visit <http://www.hp.com/recycle>.

Battery Disposal

- ⚠ **WARNING!** When a battery has reached the end of its useful life, do not dispose off the battery in general household waste. Follow the local laws and regulations in your area for computer battery disposal.



Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: <http://www.hp.com/go/reach>.