# NeoPoint™ 2000 User's Guide

## Version 0.01

**NeoPoint Company Confidential**

NeoPoint™
SIMPLY MORE INTELLIGENT

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# Getting Technical Support

You can contact NeoPoint Technical Support via e-mail at:

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# FCC & Industry Canada Regulatory Compliance

The NeoPoint 2000 is approved for use with CDMA and AMPS networks. This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Your wireless hand-held portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and sends radio frequency (RF) signals. In August 1996, the FCC adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with safety standards previously set by both U.S. and international standards bodies: American National Standard Institute (ANSI), National Council of Radiation Protection and Measurements (NCRP), and International Commission on Non-Ionizing Radiation Protection (ICNRP). Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. The design of your phone complies with the FCC guidelines and applicable standards.

WARNING: Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations. Do not use the phone with a damaged antenna. Please contact your local authorized NeoPoint dealer for antenna replacement.

WARNING: <u>BODY-WORN OPERATION</u> - **This device was tested for typical body-worn operations using the optional belt-clip/holster to provide a separation distance of 0.6 inches/1.5 cm from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 0.6 inches/1.5 cm must be maintained between the user's body and the belt-clip/holster, including the antenna, whether extended or retracted. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with FCC RF exposure limits and should be avoided.**

**Important: Read "Safety" on page xvii prior to using your NeoPoint 2000.**

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# Preface

## Daily Applications of Your NeoPoint 2000

Congratulations! Your new NeoPoint 2000 is going to change the way you communicate. NeoPoint: a smart, simple solution to your active life style.

NeoPoint 2000 is a compact, lightweight personal communications system with added features for the person on the go. More than just a mobile phone, the NeoPoint 2000 phone allows you to:

- Access your e-mail, voicemail, and text messages
- Experience greater coverage as this dual-mode phone supports both analog and digital modes
- Track your outgoing and incoming calls for future reference or call back
- Schedule and organize names and numbers (referred to as *contacts*)
- Track appointments and meetings (keep your schedule everywhere you go)
- Go on-line through the MiniBrowser (depending on your carrier service - surf the web, get e-mails, stock quotes, etc.)
- Transfer *contacts*, *schedule*, and *to do* data between your PC and NeoPoint 2000
- Use your NeoPoint 2000 as a wireless modem to send or receive faxes with your laptop computer.

These are just a few of the many features available with your NeoPoint 2000 mobile phone - all without a bulky appointment book or a personal digital assistant.

**NeoPoint - your *new* point of communication.**

# Overview of This Manual

This manual is intended for use with the NeoPoint 2000 phone. The following table lists each chapter with a brief description.

| Chapter Title | Description |
|---|---|
| **Chapter 1: Getting Started** | Provides a *quick start checklist* and a *brief introduction* that helps you get started using your NeoPoint 2000 phone. |
| **Chapter 2: NeoPoint 2000 Menu Applications** | Provides a brief overview of the NeoPoint 2000 menus and features. |
| **Chapter 3: Syncing Your NeoPoint 2000** | Provides information on how to install the SoftSync software, connect the NeoPoint phone to your PC, and how to transfer or *sync* your data files. |
| **Chapter 4: Using Your NeoPoint 2000** | Contains task-oriented features and functionality of the phone. For example: how to place a call, how to use your inbox , etc. |
| **Chapter 5: NeoPoint 2000 Care and Troubleshooting** | Guides you step-by-step on troubleshooting common problems you may experience while using your phone. It also includes service information for your NeoPoint 2000. |
| **Chapter 6: Accessories** | Provides information on optional accessories for your NeoPoint 2000. |
| **Appendix A: Using Your NeoPoint 2000 as a Modem** | Provides information on how to setup, send, and receive data and fax calls your NeoPoint (wireless modem) 2000. |
| **Appendix B: Using the MiniBrowser** | Provides information on how to send/receive e-mail, search the web for sites/services, and make bookmarks using the MiniBrowser feature of your NeoPoint 2000. |

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## Dual-Mode

The NeoPoint 2000 is a cellular band, dual-mode wireless phone, compatible with both digital (CDMA) and analog (AMPS) networks operating at 800MHz.

The term dual-mode represents the ability of your NeoPoint 2000 to transmit and receive signals from both analog and digital cellular phone systems.

The benefits of having a dual-mode phone include being able to use your phone when traveling in an area where CDMA digital service is not yet activated. Your NeoPoint 2000 phone will automatically find analog service, allowing your call to be processed.

## About CDMA...

Code division multiple access (CDMA) is the type of digital wireless transmission that the NeoPoint 2000 employs. The following sections provide information on CDMA performance and advantages. These sections are designed to help you understand how to better use your NeoPoint 2000 phone.

### Signal Strength and Phone Performance

Like other portable wireless phones, signal strength is affected by the surrounding environment of the user. Buildings, parking garages, elevators, and basements are some examples of structures that reduce signal strength. Problems initializing a call, muting of the audio during a call, or a call drop are signs of low signal strength. Moving toward a window (if indoors) or open space (if outside) and extending the antenna fully are ways to optimize signal strength. Traveling in a vehicle through varying terrain, tunnels, or near tall buildings may also cause rapid changes in signal strength.

### Blasting and Refueling Safety Information

Do not use your phone near a blasting site. Power down your phone when in any area with a potentially explosive atmosphere. Radio transmissions in such areas could cause an explosion or fire, resulting in bodily injury or even death. Obey all posted signs and instructions regarding the use of wireless phone usage.

Observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

### Interference Safety Information

All mobile phones are subject to radio frequency interference that may affect the performance of your phone. Your digital wireless phone is a low power radio transmitter and receiver. The design of your phone complies with the FCC guidelines and applicable standards.

Never rely solely on your phone for essential communications (e.g., medical emergencies). You must be in a service area with adequate signal strength to use the phone. Emergency calls may not be possible on all wireless phone networks or when certain network services and/or phone features are in use. Check with your local service provider(s).

### Service Safety Information

Only qualified service personnel are authorized to repair your digital wireless phone and equipment. Use only approved accessories and batteries. Refer to "Chapter 5: NeoPoint 2000 Care and Troubleshooting" on page 73 for more information.

# Safety

**Important!**

Read these safety guidelines prior to using your phone. Failure to follow these rules and guidelines may be dangerous and illegal.

**Road Safety Information**

Do not use a hand-held telephone while driving a vehicle. Talking on the phone while driving is dangerous and illegal in some places. If using a hand-held phone, park the vehicle before conversing. Remember - road safety *always* comes first!

If you must drive and use your digital wireless phone, purchase and install the Hands-Free Kit accessory. For more information on the Hands-Free Kit, refer to "Hands-Free Car Kit" on page 84.

**Aircraft Safety Information**

Power down your phone prior to boarding an aircraft. Sending and receiving calls on your phone on an aircraft is prohibited by U.S. law. Using a wireless telephone in an aircraft may interfere with aircraft radio communication or navigation equipment, and disrupt the wireless telephone network. When boarding an aircraft, use the "Power Off" setting in Quick Mode and press Select (Soft Key 1) to power down your NeoPoint phone.

**Hospital & Medical Safety Information**

Power down your phone prior to entering hospitals, health care facilities, or when near medical equipment. Operating any radio transmitting equipment, including digital wireless phones, may interfere with RF-sensitive medical devices. Follow all posted regulations while in hospitals and health care facilities regarding the use of your phone.

**Did you know...** *your NeoPoint 2000 phone can tell you who is calling?*

Once you have created a contact in your NeoPoint 2000 phone, every time that person calls you, their name and number will be displayed. Refer to "Using Contacts" on page 54 for more information.

**Did you know...** *you can program your NeoPoint 2000 phone to make a call by pushing a button?*

Your NeoPoint 2000 phone allows you to create a HotKey that can place a call to whomever you choose. After creating your HotKey, the command is stored in memory and can be used whenever you want to place a call. Refer to "Creating a HotKey" on page 69 and "Using a HotKey" on page 70 for more information.

**Did you know...** *you can lock your NeoPoint 2000 phone so that no one can use your phone (except to call numbers on your Emergency List)?*

By using the Locking the Phone feature in Quick Mode, you can lock the phone so that no unauthorized use of your phone is allowed. This prevents anyone from making calls, accessing information on your phone, including contacts, appointments, etc., **except to place outgoing calls to numbers on your Emergency List.** Refer to "Locking the Phone" on page 48 for more information.

Creating an Emergency List allows anyone to place a call to a number on your list when your phone is locked. Your Emergency List can have up to four numbers. These numbers can include: police, fire department, your home, etc. Refer to "Creating and Editing an Emergency List" on page 63 for more information.

**Did you know...** *you can set your NeoPoint 2000 phone not to transmit nor receive carrier wireless signals?*

Your NeoPoint 2000 phone has a mode that allows it to function solely as a personal digital assistant (PDA). PDA mode blocks the phone from making or receiving any type of signal and forwards all calls to voicemail. This allows you to work on your contacts, schedule and notes in areas where cellular calls are not permitted. For more information on setting your NeoPoint 2000 phone to PDA Mode, refer to "Changing the Phone Mode" on page 48. **Obey all applicable cellular laws**.

# Did You Know...

This chapter is designed to help maximize using your NeoPoint phone. The following list of NeoPoint features may help to improve your knowledge and understanding of your NeoPoint 2000 phone and how to make it your new point of communication.

**Did you know...** *you can send a call to voicemail instead of answering the call?*

There are two methods for sending calls to voicemail: Screening calls and redirecting all calls.

Screening calls allows you to view the incoming number and choose whether you want to answer the call or ignore the call. If you select Ignore (Soft Key 2), the call is routed to your voicemail. Refer to "Answering a Call" on page 44 for more information.

Redirecting all calls allows you to redirect or forward all of your calls to your voicemail.

**Did you know...** *you can answer your phone without opening the flip?*

By setting the phone to "Any Key Answer," you can press any key, e.g., Navigator, Soft key 1, Menu, or Back keys to answer the phone. Refer to "Enabling/Disabling Anykey Answer" on page 66 for more information.

**Did you know...** *you can prevent your phone from ringing while in a meeting, etc., without powering off your phone?*

You can set your phone to "Silent" mode and no audible sounds will be heard. However, your indicator light at the top of your phone will flash and the display screen will display that you have an incoming call. Refer to "Changing the Phone Mode" on page 48 for more information.

**Did you know...** *your NeoPoint 2000 phone notifies you when you have a new voicemail, e-mail or text message?*

When you have a new message, your NeoPoint 2000 phone will ring, display an on-screen message stating that you have a new voicemail/e-mail/text message, and display a small icon at the top of the main screen. There are three icons for incoming messages:

Voicemail

E-mail

Text Message

Simply select Inbox and select the message you want to retrieve. Refer to "Using Inbox" on page 50 for more information.

**Did you know...** *you can set an alarm ringer to alert you before a scheduled appointment or wake you up while traveling?*

- Using the Schedule application of your NeoPoint phone, you can set the phone to sound an alarm and notify you 5, 10, 20, etc. minutes prior to your meeting. In addition, if you are traveling, you can use this application to schedule an alarm to sound at a specified time in the morning (by scheduling an event) and wake you up. For more information on creating a scheduled event, refer to "Creating a Schedule Entry" on page 56.

**Did you know...** *you can easily place a 3-way conference call?*

- Your NeoPoint phone is capable of conferencing two other people on a call. For more information on making a 3-way conference call, refer to "Making a Three-Way Call" on page 45.

**Did you know...** *you can easily redial with your NeoPoint?*

- Redialing someone is as simple as pressing the **SEND** button twice. If you called someone and their line is busy and you want to dial the number again, press the **SEND** button. This will display the Call History screen. If the number is highlighted, press **SEND** again and the call will initiate. If the number is not highlighted, use the Navigator key to scroll to the number and press **SEND**. For more information on redialing a number or contact, refer to "Redialing" on page 45.

**Did you know...** *you can easily track your inbound and outbound calls with Call History?*

- One of the applications your NeoPoint phone has is Call History. Call History tracks all incoming and outgoing phone calls. To view your Call History, from the Main menu, press Calls (Soft key1) and your Call History will be displayed. For more information on Call History, refer to "Using Call History" on page 53.

**Did you know...** *you no longer need to use your PDA or appointment/ address book? Your NeoPoint replaces both!*

- Your NeoPoint phone is the unique marriage of a cellular phone, PDA, and appointment book all in one. You no longer need to carry three different devices to meet your needs - just one - the NeoPoint!

**Did you know...** *your NeoPoint 2000 phone can spell words for you?*

Your NeoPoint 2000 phone incorporates Tegic's *T9 Text Input mode* which allows you to minimize typing on the key pad. As you type in a word, the phone starts to give any combination of key words. You can press the Next key (or the zero button) to show you the next possible word. For more information on T9, refer to "T9 Text Input Mode" on page 14.

**Did you know...** *you can set your NeoPoint 2000 phone to guard against accidentally pressing keys while in your purse or pocket?*

Your NeoPoint 2000 phone incorporates a feature call Keyguard. Keyguard is different than locking your phone... it prevents your phone from accidentally pressing unprotected keys, but is deactivated as soon as you open your flip. For more information on setting Keyguard, refer to "Enabling Keyguard" on page 47.

**Did you know...** *you can store up to 1000 friends, family, and business names, each with 17 lines of information in your NeoPoint 2000?*

Your NeoPoint 2000 phone has a feature called Contacts. Each contact record allows you to include the first and last names, title, company, five different phone numbers, e-mail address and web site, address, and finally - additional notes. For more information on creating a contact, refer to "Creating a New Contact Entry" on page 54.

**Did you know...** *you can update information in your NeoPoint or MS-Outlook (or another compatible PIM) without retyping the same information again just by connecting your NeoPoint to your PC?*

Once you have installed the SoftSync program, connected your SoftSync cable to your PC, you can set your NeoPoint phone to automatically update every time you connect your NeoPoint to the cable. If you are entering information into your PC and want to update your phone, click on the icon to transfer the data. For more information on syncing your NeoPoint phone, refer to "Chapter 3: Syncing Your NeoPoint 2000" on page 37. For setting your NeoPoint to automatically sync your data, refer to "Setting Sync to Manual or Automatic" on page 67.

**Did you know...** *you can extend your NeoPoint battery life by approximately 20% by setting and using the Screen Save feature?*

- The NeoPoint phone has a feature called Screen Save. Once activated, the LCD will "go to sleep" 5 minutes after the last key was pressed, saving battery usage. For more information on Screen Save, refer to "Enabling/Disabling Screen Save" on page 67.

**Did you know...** *you can save a telephone number from Call History into Contacts?*

- From the Call History application of your NeoPoint phone, you can save a number to Contacts. For example, let's say that you receive an incoming call from an old friend you had not heard from in years. You did not have their number and you want to save it for future reference. After the call ends, access Call History. Highlight the number and press **Options** (Soft Key 2). Scroll to ***Save Number*** and press **OK**. This will transfer you to the Contacts application. Specify the type of number (home, work, fax, etc.) and enter the rest of the information. The number has been saved and a new contact established. For more information on saving a number from Call History, refer to "Saving a Number From Call History to Contacts" on page 53.

**Did you know...** *you can turn the vibrate mode on or off quickly?*

- From the Main screen, press and hold the Back key. When activated, a small icon will appear at the top of the Main screen, indicating that vibrate mode is on.

**Did you know...** *you can access the Internet with your NeoPoint?*

- The MiniBrowser application of the NeoPoint phone allows you to access the Internet. You can surf specialized web pages that are designed specifically for use on a cellular phone. The world is at your fingertips - using your NeoPoint. For more information on using MiniBrowser, "Using MiniBrowser" on page 58.

**NOTE: MiniBrowser is dependent on your carrier service. Refer to your carrier service provider for access and availability of MiniBrowser.**

**Did you know...** your *NeoPoint phone can tell which day of the week July 4, 2000 falls on?*

- By using the Schedule application in your NeoPoint phone, you can access dates years in advance. You are not limited to a calendar for anything. From the Main menu, press the Up Navigator key to access Schedule. Once in Schedule, press Month. Now use your Down Navigator key and scroll to whatever date you want. For more information on Schedule, refer to "Using Schedule" on page 56.

**Did you know...** *there is a Hands-Free Kit that allows you to drive safely and use your NeoPoint?*

- If you must drive and use your NeoPoint, be safe and use a Hands-Free Kit accessory. This allows you to drive and talk without having to hold on to your phone. For more information on the Hands-Free Kit accessory, refer to "Hands-Free Car Kit" on page 84.

**Did you know...** *whenever you see the Phone icon* *in the upper right corner of the screen, you can make a call?*

- The NeoPoint phone helps make it as easy as possible for you to make a call. Whenever the Phone icon is displayed, you can press the **SEND** key and make a call. If you are at a screen with several numbers in a list (for example, Contacts with home, work, fax, etc.) displayed, the NeoPoint will dial the first number on the list. To dial other numbers on the list, use the Navigator key to scroll to the number and then press **SEND**. For more information on the Phone icon, refer to "Onscreen Icons" on page 11.

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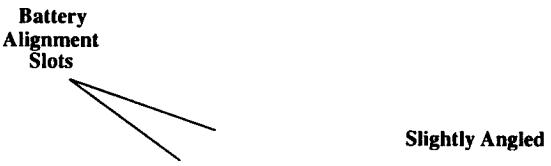
# Battery Installation and Charging

Before you can use your NeoPoint 2000, you must install and charge your battery.

## Inserting Your Battery




To insert the battery into the phone, you need to align the battery alignment slots. Insert the top of the battery into the top of the battery slot at a slight angle.

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# Chapter 1: Getting Started

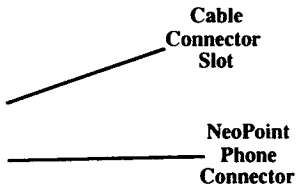
## Overview

This chapter is divided into three sections:

- Battery Installation and Charging
- Phone Description
- Basic Operation

1

# Charging Your Battery




1. Insert one end of the travel charger into your NeoPoint 2000.
2. Flip the plug prongs out and plug into the socket.

Your phone will begin charging. Approximate charging time for the batteries are:

| | | |
|---|---|---|
| **Slim Battery** | 90% charged | 1.5 hrs (approx.) |
| **Extended Battery** | 90% charged | 2 hrs (approx.) |

Once your phone is charged, you can begin normal use. The following section describes the components of your NeoPoint 2000.

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Once the top is inserted, lay the battery flat into the battery slot and push forward until the battery *clicks and locks* into place.

1

# Key Functions

The following describes keys and their functions.

## End/Power Key

The **END/POWER** key performs two functions: powering the phone on or off and ending a call.

**Power On** With the phone off, press and hold the **END/PWR** key. The phone will power on, momentarily display the NeoPoint splash screen, and then display the NeoPoint 2000 Main screen.

**Power Off** With the phone on, press and hold the **END/PWR** key until the display shows the confirmation: "Powering down" and then release the key.

**End Call** Pressing the **END/PWR** key while on a call will terminate the call.

## Volume/Scrolling Keys

The Volume/Scrolling keys serve two different functions:

- Adjusting volume for the keypad, ear piece and ringer
- Scrolling through pages in the applications

**Volume Up** Press the **VOLUME UP** key

**Volume Down** Press the **VOLUME DOWN** key

**Scrolling Pages** When in an application (Contacts, Schedule, To Do, etc.) that contains more entries than the screen can display, press the **VOLUME UP** or **VOLUME DOWN** keys to scroll through the entries a full page at a time.

## Navigator Key

The Navigator key is located below the display screen. It is a four-way button used to move the cursor up, down, left, and right. If you press on the left side of the key, the cursor will scroll to the left (providing it has that option). Use this key to *navigate* through the menus, applications, and lists within the applications. From the Main screen, the Navigator key is preset to go directly to specific applications. For more information on accessing applications using the Navigator key from the Main screen, refer to "Main Screen" on page 16.

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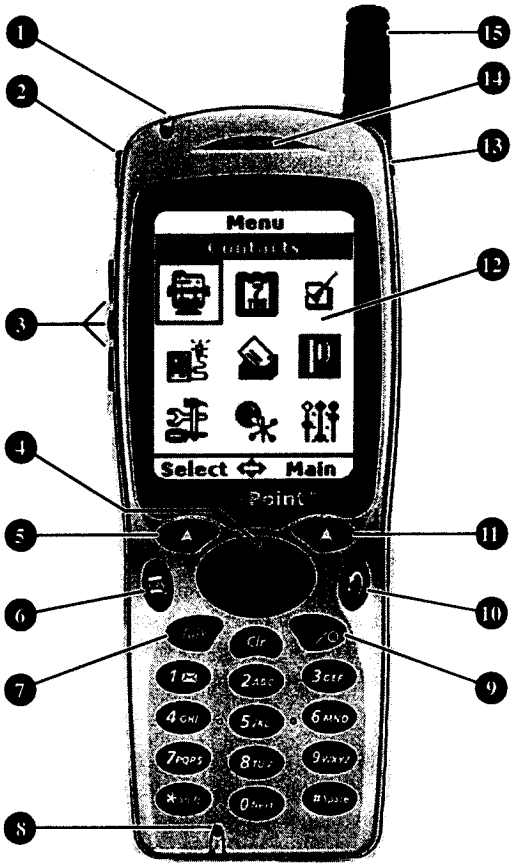
# Phone Description

The following shows key components of the NeoPoint 2000.




| | | |
|---|---|---|
| 1) Call Indicator Light | 6) Main/Menu Key | 11) Soft Key 2 |
| 2) Ear Jack Port | 7) Talk Key | 12) Display Screen |
| 3) Volume, Voice Cmds, & Scrolling Keys | 8) Microphone | 13) RF Port |
| 4) Navigator Key | 9) End/Power Key | 14) Ear Holes |
| 5) Soft Key 1 | 10) Back Key | 15) Antenna |

***To place a call from within an application***, select the number and press the **SEND** key.

**CLR** Clears the last-entered character, or the character located to the left of the cursor. Press and hold will clear all characters in a field.

**END/PWR** Terminates the call and exits MiniBrowser.

## SHIFT, NEXT, and SPACE Keys

These keys are used in conjunction with specific features. The functions of these keys change based on the specific feature. The following table displays the different key modes and the action that occurs when you press one of the three buttons.

| Key Mode/ Action | ALPHA | alpha | T9 | t9 | NUM | SYM |
|---|---|---|---|---|---|---|
| **PRESSING SHIFT** | toggles **alpha** (lower case) | toggles **ALPHA** (upper case) | toggles **t9** (lower case) | toggles **T9** (upper case) | * | * |
| **PRESSING NEXT** | 0 | 0 | next word | next word | 0 | N/A |
| **PRESSING SPACE** | space | space | space | space | space | # |

The **SPACE** key is also used to create HotKeys. For more information on HotKeys, refer to "Creating a HotKey" on page 69.

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### Soft Keys 1 & 2

Your phone has two soft keys with up arrows that are located on both sides of the Navigator key. Their functions are indicated by the words appearing above them on the screen display. The functions for these keys change, depending on the specific application.

### Main/Menu and Back Keys

The Main/Menu and Back keys are located on the outside of either side of the soft key.

The Main/Menu key has three functions:

1. Toggles between the Main and Menu screens
2. Provides quick access to the Main screen from any application
3. **Quick Mode** is accessed by pressing and holding the Main/Menu key while the phone is on. Once accessed, the following options are displayed:
   - Enable Keyguard
   - Power Off
   - Lock the Phone
   - Mode (Normal, Silent, PDA)
   - Incoming (Voice, Data In, Fax In)

For more information on the functions and how to use Quick Mode, refer to "Using Quick Mode" on page 47.

The Back key returns to the previous screen until you reach the Main screen. From the Main screen, you can activate the vibrate mode by pressing and holding the Back key.

### SEND and CLR Keys

**SEND** Initiates a call.

***To place a call***, dial the number you want to call and press **SEND**. The phone will initiate the call.

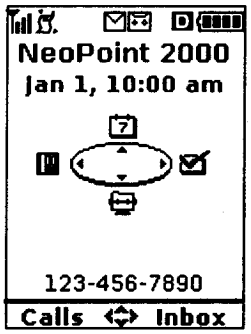
***To receive an incoming call***, press **SEND** (or **IGNORE** to send to voicemail).

***To call the last number you dialed (to redial)***, press the **SEND** key twice. The phone will access the Call History application and initiate a call with the first number on the list.

1

# Main and Menu Screens

There are two screens that allow you access to the applications when using the NeoPoint 2000: Main Screen and Menu Screen.




Main

Menu

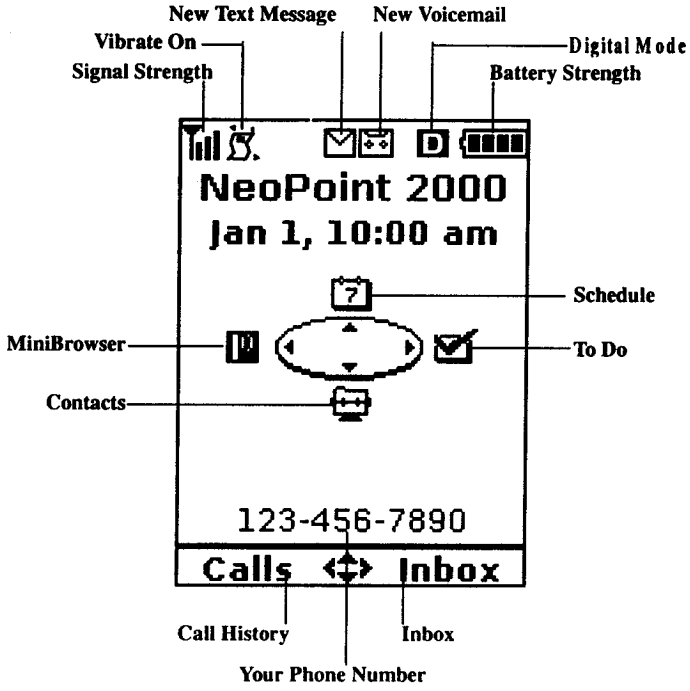
**Main Screen** Displayed after powering on the NeoPoint 2000. This screen displays several onscreen icons (refer to the next section for a description of onscreen icons) and allows access to six applications with one touch of a button. For more information on the Main screen, refer to "Main Screen" on page 16.

**Menu Screen** Displays the list of the nine applications. These applications allow you to maximize your use of the NeoPoint 2000. for more information on Menu screen and applications, refer to "Menu Applications" on page 19.

You can switch between the two screens by pressing the MAIN/MENU KEY.

## Display Screen

The Display Screen features many onscreen indicators and one-touch navigation to applications. The following provides a brief definition of each onscreen icon:




The NeoPoint 2000 opens with the Main screen:

**Locked Phone**
Indicates that the phone is locked, and cannot be used without the proper lock code.

**Incoming Fax or Data Mode**
Indicates that the phone is in the incoming fax or data mode.

**New E-Mail**
The E-mail icon is displayed in the upper right corner of the phone when you enter a field that has an e-mail address.

**Recurring Event**
Indicates that the scheduled event is a recurring event (daily, 4th Tuesday, 4th Friday, each 23rd, never, weekly, yearly).

**All Day Event**
Indicates that the scheduled event is an all day event.

**Event Alarm**
Indicates that the scheduled event has an alarm set.

**Contacts**
Accesses the Contacts screen and allows you to create and maintain a list of approximately 1,000 contacts, including names, numbers, addresses, etc.

**Schedule**
Accesses the Schedule screen and allows you to create and maintain all of your appointments, set alarms, etc., for months in advance.

**To Do**
Accesses the To Do screen and allows you to create and maintain a list of "to do" items, with priorities, etc.

**Sync**
Accesses the Sync screen and allows you to transfer information between your NeoPoint 2000 and your PC/Laptop.

## Onscreen Icons

The main screen displays several onscreen icons: the following describes each of the onscreen icons you may see on the NeoPoint 2000:

**Signal Strength**
Displays the strength of the signal being received by the phone.

**Vibrate On**
When the phone is operating in Vibrate mode, this icon is present. It appears at the top of the screen on your phone. You can toggle between Vibrate On and Vibrate Off by pressing and holding the Back key from the Main screen

**Digital Mode**
When the phone is operating in Digital mode, this icon is present. It appears at the top of the screen on your phone. The Digital icon is located to the left of the signal strength icon on your phone. When the Digital icon is not present, your phone is operating in analog mode.

NO SVC

**No Service**
The phone is not receiving a signal from the network, which may be the result of one of the following:
Searching for system
No service

**New Voicemail**
A voicemail message has been received.

**New Text Message**
A text message has been received.

**Battery Strength**
Indicates the battery charge level.

**Phone**
The Phone icon is displayed in the upper right corner of the phone when you enter a field that has a number that can be dialed. Press SEND to initiate a call.

### ALPHA/alpha Mode

ALPHA/alpha mode (UPPER/lower case) allows you to enter alphabetic characters using the **multi-tap method**. The multi-tap method is designed around the keypad and it has several letters associated with each key. For example, the number 2 has the letters "A," "B,", and "C" associated with it.

To type a word - for example, the word *Hello*, you would use the following multi-tap sequence on the keypad: 4-4, 3-3, 5-5-5-, 5-5-5, 6-6-6, where dashed numbers (4-4, etc.) are pressed without pausing. Pausing between pressing the keys may move the cursor to the next letter. If this happens, press the **CLR** key to clear the letter and try again.

ALPHA/alpha mode will automatically begin in uppercase at the beginning of each data entry and switch to lowercase with the next letter. If you wish to toggle between upper/lower case, press the **SHIFT** key on the key pad.

## T9 Text Input Mode

T9 Text Input Mode (or t9 mode - depending on whether you are in UPPER or lower case) employs an intelligent software protocol that allows you to enter text just as you would on a desktop keyboard. **Press one key for each letter and type the entire word**. Although each key contains multiple letters (the "5" key, for example, can be used to type "J", "K", or "L") T9 automatically matches your keystrokes with words in an internal database to determine the word you are typing. T9 will select the matching word that is most often used.

When in data entry mode and T9 appears in the bottom right of the display, you may enter the word. If it is not displayed, press **SOFT KEY 2** until the T9 mode indicator appears. The following example demonstrates how you can practice using T9 mode.

1. Once you are in T9 mode, **type the entire word**, using one key press per letter. The word "hello" is entered by pressing keys 4, 3, 5, 5, 6 in that order.

   As you type, T9 matches the keys you pressed with words from its database. Because T9 is working to match your keystrokes, different words may appear as you are typing. Most likely, your desired word appears after you spell it completely.

2. If the word you want is not displayed, press **NEXT** to display alternate word choices.

   Short words are more likely to share the same keystroke sequences. For example, *book* and *cool* both use the sequence 2, 6, 6, 5. T9 displays the more commonly used word **book**. To display "cool" - press **NEXT**. You may cycle through all the choices for a keystroke sequence by pressing **NEXT** repeatedly.

**Email Client**
Accesses the Email screen and allows you to compose, view, save, and send e-mail.

**MiniBrowser**
Accesses the MiniBrowser screen and allows you to surf the Internet via specially-designed web pages for cellular telephones.

**Tools**
Allows you access several tools:

- Voice Commands (displays list of voice commands)
- HotKeys (displays list of hot keys)
- Carrier services (carrier dependent)
- World clock (displays time zones in cities around the world)
- Calculator
- Info (displays PIM information; SW version info for Technical Support)
- Voice Memo (take a memo and play it back later)

**Games**
Allows you to play games like Tetris and Reversi on your NeoPoint 2000.

**Preferences**
Accesses the Preferences screen and allows you to customize your NeoPoint 2000 to suit your needs.

## Entering Text, Number, and Symbol Characters

The NeoPoint 2000 has four modes for entering characters:

- **ALPHA/alpha** **Upper and Lowercase letters**
- **T9/t9** **"Smart" word entry**
- **NUM** **Numbers**
- **SYM** **Symbols/Special Characters**

To toggle the modes in an entry field, press Soft Key 2 until the desired mode is displayed.

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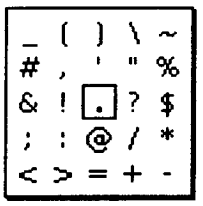
Using the SYM mode will display the following pop-up window:




Use the **NAVIGATOR** key to select the character and press **SELECT** (Soft Key 1).

In ALPHA/alpha mode, continuously pressing **1** will display the following characters/choices (in the same position):

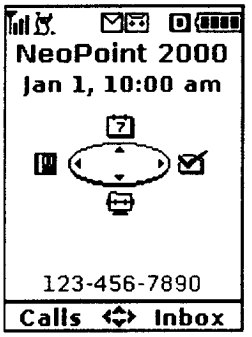
**. , - ' @ / ~ : ? 1**

Once you have the desired symbol, you can wait momentarily to enter the next character or change modes.

# Basic Operation

## Main Screen

The NeoPoint 2000 opens with the Main screen:




The Main screen allows direct access to six menu applications by pressing the **NAVIGATOR** key, **SOFT KEY 1**, or **SOFT KEY 2**.

**Accessing Menu Applications From Main Screen**

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3. Press **SPACE** when the word you desire appears in the display, to accept it and continue typing the next word.
4. If your word is not one of the alternate word choices, adding words to the T9 database is easy.

   Switch to Alpha mode, type the word using the multi-tap method, and then switch back to T9. The word is saved automatically and will appear as a word choice in T9, the next time you want to type it. You may need to press **NEXT** to display the new word if other words share the same keystroke sequence.
5. In T9, "Smart Punctuation" is available on the **1** key. This enables you to type e-mail domains, possessive forms, and contractions quickly and easily. At first, T9 displays a period. However, T9 uses some simple rules to determine and display the appropriate mark as you continue to type. In a message, try typing "it's easy."

   Press the following keys in order: **4, 8, 1, 7, #SPACE, 3, 2, 7, 9, 1**

Try another example by typing the e-mail address: john@company.com

1. Enter the username john in t9 mode.
2. Press **SOFT KEY 2** to toggle to SYM (Symbols) mode. Using the **NAVIGATOR** key to move the cursor to select the @ symbol. Press **Select** (Soft Key 1). The phone automatically returns to t9 mode, and t9 appears in the lower right corner of the display.
3. Enter company.com by pressing the following keys, in order: 2, 6, 6, 7, 2, 6, 9, 1, 2, 6, 6. You should now see john@company.com in the field.

Visit the website: www.t9.com for more information on T9 text input mode.

### NUM Mode

NUM (Number) mode allows you to enter numbers in Contacts, Schedule, and To Do applications.

To toggle to NUM mode in an entry field, press **SOFT KEY 2** until NUM mode is displayed at the bottom right corner of the screen.

## SYM Mode and Special Characters

There are two ways to type special characters:

- Using the **SYM** (Symbol) mode by pressing **SOFT KEY 2** and then using the **NAVIGATOR KEY** to select the character.

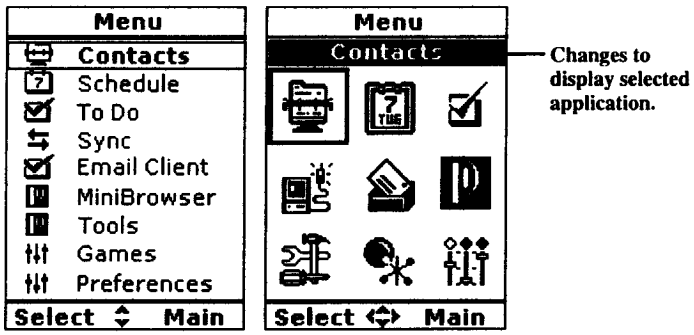
*or*

- Pressing the **1** key

1

## Menu Screen

There are nine applications on the Menu screen.




List Icons

You can change the Menu screen to display the menu items in either *list* or *icon* form. Both screens are shown here. To change the Menu screen to display either List or Icons, refer to "Changing the Menu Screen to Display List or Icons" on page 62.

As shown in the previous illustration, you can access the following applications from the Main screen:

- **UP NAVIGATOR KEY** accesses Schedule application. For more information on the Schedule application, refer to "Schedule" on page 27.
- **RIGHT NAVIGATOR KEY** accesses the To Do application. For more information on the To Do application, refer to "To Do" on page 26.
- **DOWN NAVIGATOR KEY** accesses the Contacts application. For more information on the Contacts application, refer to "Contacts" on page 26.
- **LEFT NAVIGATOR KEY** accesses the MiniBrowser application. For more information on the MiniBrowser application, refer to "MiniBrowser" on page 26.
- **SOFT KEY 1** accesses the Call History application. For more information on the Call History application.
- **SOFT KEY 2** accesses the Inbox application. For more information on the Inbox application.
- **MAIN/MENU KEY** accesses the Main screen from any application and toggles between the Main and Menu screens. Allows you to access Quick Mode when held down.
- **BACK KEY** accesses the Main screen or previous screen. From the Main screen, allows you to activate vibrate mode when held down.

| Application | Description |
|---|---|
| **MiniBrowser** | Connects to your carrier service provider's Internet server and allows *limited* Internet access. Internet access information is provided by your carrier service provider. For a brief description, refer to "MiniBrowser" on page 26. For procedural information, refer to "Appendix B: Using the MiniBrowser" on page 99. |
| **Sync** | Allows you to transfer and update Contacts, Schedule, and To Do information between your NeoPoint 2000 and your PC. For a brief description, refer to "Sync" on page 26. For procedural information, refer to "Using Sync" on page 58. |
| **Preferences** | Allows you to change your phone settings to fit your needs. For a brief description, refer to "Preferences" on page 26. For procedural information, refer to "Using Preferences" on page 59. |
| **More** | Displays applications including hot keys, carrier services, timers, clock settings, and manufacturing information. |

## Making a Call...

There are several different methods for placing a call. You can place a call from the Main, Call History, Contacts, Text Messages, To Do, and Schedule screens.

### From the Main Screen

1. Open the flip.
2. Dial the telephone number.
3. Press the **SEND** key.

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## Menu Applications

The following table lists each application with a brief description:

| Application | Description |
|---|---|
| **Inbox** | Provides access to voicemail and text messages. For a brief description, refer to "Email Client" on page 29. For procedural information, refer to "Using Inbox" on page 50. |
| **Call History** | Tracks all calls, including incoming, outgoing, missed, and failed. |
| **Contacts** | Stores up to 1000 contacts, each with addresses, multiple telephone numbers, e-mail, web page, and other information. For a brief description, refer to "Contacts" on page 26. For procedural information, refer to "Using Contacts" on page 54. |
| **Schedule** | Calendar with daily and monthly scheduling capabilities. For a brief description, refer to "Schedule" on page 26. For procedural information, refer to "Using Schedule" on page 56. |
| **To Do** | Helps organize and prioritize your tasks. For a brief description, refer to "To Do" on page 26. For procedural information, refer to "Using To Do" on page 57. |

1

## Ending a Call

After concluding your conversation, you can end your call by performing one of the following three options:

- Press the **END/PWR** key

  *or*

- Press **End** (Soft Key 1) to terminate your call

  *or*

- Close the flip of your phone

**NOTE: If you have set the *Active Flip* feature to *Off*, closing the flip *will not* terminate your call.**

## Redialing

1. From the **Main** screen, with the flip open, press the **SEND** key. This takes you to the Call History screen, displays the Call History list, and selects the last call you made on your phone.
2. Press **Send** (Soft Key 1) to initiate the redial.

   *or*

3. From the Main screen, with the flip closed, you can press the Soft Key 1 twice.

## Making a Three-Way Call

Three-way calling allows you to talk with two people at the same time.

1. Dial the first number and press the **SEND** key.
2. After the first call connects, dial the second number.
3. Press the **SEND** key. (The first number you called is now placed on hold.)
4. Once the second call is connected, press the **SEND** key again. The conference call is now in progress.

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### 4-Digit Dialing

The NeoPoint 2000 allows you to dial the last four digits of a phone number, given the number has been ***programmed*** into Contacts. For more information programming a contact, refer to "Using Contacts" on page 54.

### Answering a Call

When the phone rings, the phone will indicate that you have an incoming call by:

- Ringing or vibrating
- Flashing the call indicator light
- Displaying an onscreen message "Incoming call from *234-456-7890* (the caller's number or restricted if blocked)

You have the following options:

- Press the **SEND** key (while the flip is open) or Soft Key 1 while indicating Send function

  *or*

- Open the flip (when Active Flip is On)

  *or*

- Press any key (except the End/Pwr and volume keys and when Anykey Answer is On) to answer the call

  *or*

- Press **Ignore** (Soft Key 2) to send the call to voicemail

**NOTE: The Anykey Answer and Active Flip factory default settings are *On*. To disable these features, refer to "Enabling/Disabling Anykey Answer" on page 66 and "Enabling/Disabling Active Flip" on page 66. By disable these features, the first two methods of answering a call will not work.**

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**NOTE: If you press the END/PWR key or close the flip with Active Flip On to terminate a conference call, the connection between the other two parties will terminate. However, if one of the two parties terminates a call, it will not affect the connection between you and the remaining party.**

## Call Waiting

Call waiting is a feature offered by your carrier service provider. Call waiting is when you are on a current call and you receive an incoming call. On the NeoPoint 2000 phone, you will hear a click through the ear piece indicating that you are receiving another call. To answer this second call or *call waiting*, use the following procedure:

1. Press **SEND** to answer the second call. The phone connects to the second party, placing the first party on hold.
2. Press **SEND** again to switch to the first call.
3. Press **END/PWR** when finished with the call.

2

The nine applications of the NeoPoint 2000 are:

- **Contacts**
- **Schedule**
- **To Do**
- **Sync**
- **Email Client**
- **MiniBrowser**
- **Tools**
- **Games**
- **Preferences**

The following sections describe each of the applications.

## Contacts

You can store approximately 1000 contacts in your NeoPoint 2000 (***depending on amount of data per contact***). Each contact can include:

- First & last name
- Title & company
- Work, home, fax, mobile & other phone numbers
- Business or home address
- Web site & e-mail address
- Note/other information

When a contact is selected, the name is displayed in bold and Soft Keys 1 & 2 change to **Detail**, **Send**, and **Mail** (if it is an e-mail). Also, the type of number, e.g., home, work, fax, mobile, other is shown with a letter (**h**, **w**, **f**, **m**, **o**) on the left side of the contact number. The E-mail icon will be displayed if it is the e-mail address.

**NOTE: Whenever you see the phone icon in the upper right corner of the screen, you can press SEND key on the key pad to place a call to the cursor-indicated number.**

Refer to "Using Contacts" on page 54 for information on how to create and use contacts.

2

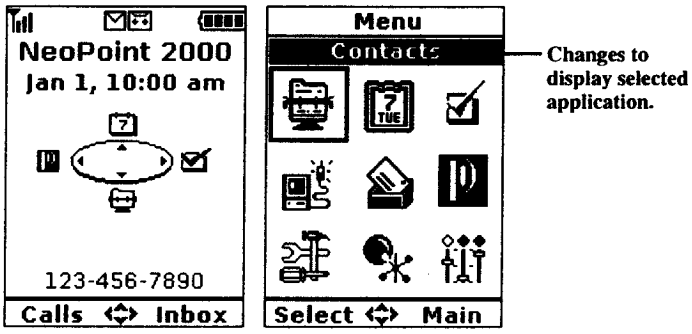
# Chapter 2: NeoPoint 2000 Menu Applications

## Overview

This chapter discusses the NeoPoint 2000 Menu applications. The Menu screen contains nine main applications. Each of these nine applications and their options are discussed in the following sections.

## Menu Screen

There are nine applications on the Menu screen.




List Icons

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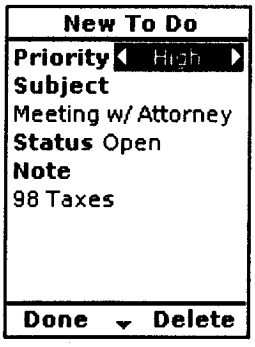
2

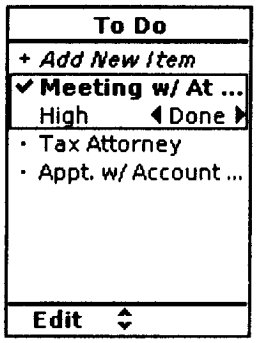
# To Do




The To Do feature helps you to organize and prioritize your tasks. This feature allows you to set the following parameters for each task:

| | |
|---|---|
| **Priority** | High, Medium, Low |
| **Subject** | Title of task |
| **Status** | Open or Done |
| **Note** | Write a brief note regarding this task |

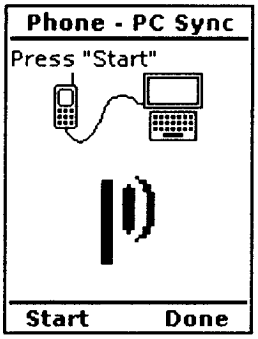
Once you have created a list of To Do tasks, as you scroll through the list, each item will display the title, priority, and status.




Once you complete the To Do task and change the status to Done, a check mark ✔ will appear to the left of the subject task name.

Refer to "Using To Do" on page 57 for procedural information.

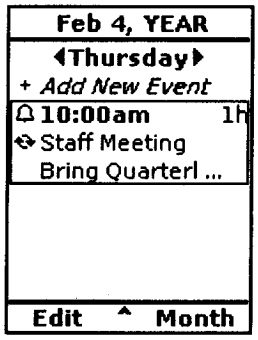
# Sync




The Sync feature allows you to connect and transfer data between your NeoPoint 2000 and your PC by performing the following:

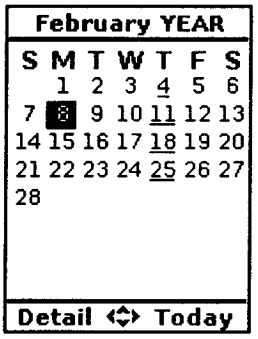
1. You must first install the NeoPoint SoftSync software on your PC.
2. Next, you need to connect the nine-pin serial port connector end of your SoftSync cable to your PC and the other end to your NeoPoint 2000.

# Schedule




The Schedule application allows you to keep track of appointments. When you select Schedule from the Menu screen, Today's view will appear by default. This view shows the event(s) scheduled for that day. Each event has the following settings:

- **Subject** Title of event
- **Time** Time of day the event will occur
- **Length** How long the event is planned (mins., hrs.). If the event is scheduled for all day, the All Day icon will be displayed.
- **Repeat** If event will repeat (weekly, monthly, etc.) and is shown as circular arrows on the left side of the event name.
- **Alarm** Sounds alarm (5, 10, mins. prior, etc.) and is shown as a bell on the left side of the event time.
- **Note** Notes about the event.



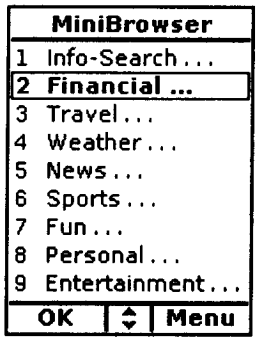

To view the scheduled items for the month, press Month (Soft Key 2) from the Today view.

In the Month view, a day with scheduled items will have the date underlined: e.g., 25.

Refer to "Using Schedule" on page 56 for procedural information.

2

# MiniBrowser

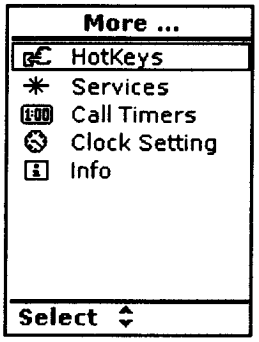



The MiniBrowser feature allows you to view internet content specially designed for mobile phone interface. Access and selections within this feature are service provider-dependent.

**For specific information on MiniBrowser access through your NeoPoint 2000, refer to your service provider.**

Refer to "Using MiniBrowser" on page 58 for more information.

# Tools...




The More... menu displays the following features:

**Hot Keys** Displays your list of HotKeys.

**Services** Quick access to carrier services.

**Call Timers** Maintains a running total of calling time for the current month and previous month. Call timers begin counting *air time* as soon as you initiate or receive a call. This feature is used to approximate your call usage. It is for estimation purposes and cannot be used for billing purposes.

**Clock Setting** Used to set the time, date, etc. when not within carrier service range. The carrier signal will automatically correct the clock settings when within signal range.

**Info** Provides phone model, available memory, software release, record counts, and other information.

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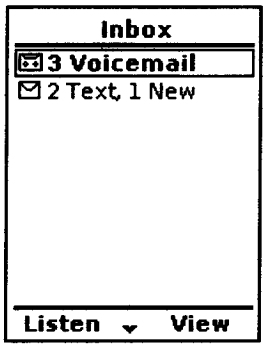
3. Finally, you need to have MS-Outlook or other NeoPoint 2000-compatible personal information management (PIM) software installed on your PC. *Refer to www.neopoint.com for a complete list of compatible PIM software.*

Refer to "Syncing the Phone with Your PC" on page 38 for procedural information.

# Email Client

**NOTE: Voicemail is controlled by your carrier service provider. Contact your carrier service provider for more information on activating voicemail.**




Each voicemail message is stored at the carrier server and accessed through a phone call to the mailbox at the server. Text messages are sent and stored on your phone.

When a message is sent to your phone, an onscreen message and icon appears notifying you of new messages in your Inbox. The icons are:

- Voicemail
- E-mail
- Text messages

While voicemail is selected, Soft keys 1 and 2 display **LISTEN** and **VIEW** options. When text message is selected, Soft key 1 displays **VIEW**.

Inbox can hold up to **99** messages before it begins overwriting messages. Inbox will overwrite the oldest message. You can lock your text message to avoid the message being overwritten. Voicemail is carrier service dependent and the number of voicemails is not NeoPoint 2000-dependent. Refer to "Using Inbox" on page 50 for information on voicemail and text message options.

**Ear Piece** 1-6 (low to high)
**Key Pad** Off, Low, and High

## Key Beep

There are two options in Key Beep:

**Key Tone** Tones or Click
**DTMF Length** Short or Long

When you are experiencing problems connecting to a number, it may be because the dual tone modulated frequency (DTMF) length is *too short*. If the tones are *too short* for the system to recognize the tones for the number you are trying to reach, the number will not connect. This problem is usually experienced when you have a *very* weak carrier signal.

Try changing the setting the DTMF length from ***Short*** to ***Long*** length. This will *lengthen* the DTMF tone, allow the system to recognize the tones, and help connect your call through the cellular network.

Press **DONE** when finished.

## Alerts

There are five features in the Alerts menu. These features allow you set alerts to notify you of a change, e.g., when you lose or regain carrier service signal. These features are:

**Roam Beep** On/Off. This feature alerts you when your service changes to roaming (out of your normal area).

**Service Change** On/Off. This feature sounds a tone notifying you when you lose/regain a service signal to your phone.

**MiniBrowser** On/Off. This feature sounds an alarm when you receive e-mail or other MiniBrowser-definable settings. Refer to "Appendix B: Using the MiniBrowser" on page 99 for more information regarding MiniBrowser options.

**Call Drop** On/Off. This feature alerts you when a call is terminated by a person other than the calling or called party.

**Power Tones** On/Off. This feature alerts you when you are turning the phone on or off.

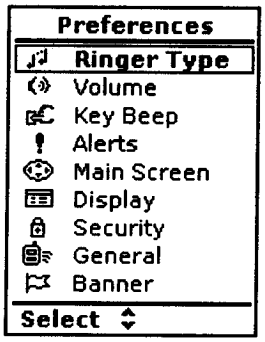
Press **Done** when finished.

# Games

## Tetris

## Reversi

# Preferences




The Preferences menu allows you to access several options that you may want to change periodically. The following sections describe each of these options.

Use the **NAVIGATOR** key to scroll to a menu item. Press **SELECT** to view the menu item.

Refer to "Using Preferences" on page 59 for procedural information.

## Ringer Type

There are six settings in Ringer Type: **Calls, MiniBrowser, Message, Voicemail, Scheduler, Roam Call**. Ringer Type allows you to customize a different tone for each setting. You can choose any of the 11 different ringer tones:

| | | |
|---|---|---|
| *Basic* | *Susanna* | *Elise* |
| *Green* | *Anthem* | *Phantom* |
| *None* | *Beep* | *Slots* |
| *Parrot* | *Jackpot* | |

Use the Navigator key to scroll and change ringer types. Once you highlight an option, use the left/right Navigator key to change to a different ringer tone. Once you have made your selection, press **DONE**.

## Volume

The following lists the options where the volume can be controlled:

**Ringer** 1-6 and Off

**Vibrate** Off and On (vibrator will pulse when activated)

2

# Security

Security feature helps you to protect your phone from unauthorized use. *To access this screen, you must enter the 4-digit security code (default = last 4-digits of your phone number).*

**Lock Code** — Enabled or Disabled. Enabled is the default setting. Use this setting to lock your phone and enter the Security screen (when enabled).

Also used to change your current lock code. Press **Edit** (Soft key 2) to change your lock code and **Done** when finished.

**Power-up Lock** — Yes or No. Once set, this feature locks your NeoPoint 2000 phone every time your phone is powered on.

**System** — Allows a preferred system to be selected. The options are Standard, A only, B only or Home only.

**Nam** — Nam stands for number assignment module. This module associates the MIN (mobile identification number) with the ESN (electronic serial number).

**Analog Mode** — The analog mode option allows you to force your phone into analog mode. Although the NP1600 phone is digital preferred, you have the option to force your phone into analog mode for ten minutes or until the end of the next call.

**Emergency List** — Allows you to preprogram four emergency numbers that can be dialed when the phone is locked. Refer to "Creating and Editing an Emergency List" on page 63 for information on how to create an emergency list.

**NOTE: It is recommended that you include the number to your carrier service provider in your emergency list. This allows you to make calls to your provider even if your phone is locked, you cannot remember your password, are experiencing phone difficulties, etc.**

**Defaults** — Resets all user settings to default settings. Before using this feature, it is recommended that you refer to "Default Settings" on page 64.

**Database** — Clears all information records from Contacts, Schedule, To Do, and HotKey applications and features. All user data is erased.

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## Main Screen

The Main Screen menu has the following settings:

**Phone Number** — On/Off. This feature displays/removes your phone number from the Main screen.

**Time Format** — 12 or 24 hr. This feature changes the time format to display either 12 hour or 24 hour format.

**Next Event** — On/Off. This feature displays next scheduled event on the Main screen.

Soft Keys 1 & 2, Navigator Left/Right/Up/Down keys are user-definable. You can set these keys to any application or feature of the phone. For example, you can set the Left Navigator key to call your home number or set Soft Key 1 to access your security screen. The settings shown are factory default settings.

Press **DONE** when changes are complete.

## Display

The Display menu has four features that allow you to customize display settings to suit your individual needs. These features are:

**Backlight** — Off, 5, 10, 15, 30 secs. and On. Sets the length of time the display is illuminated ***after*** the last key is pushed or flip is opened.

**Note:** Setting this feature to ***On*** will deplete your battery charge at a faster rate.

**Contrast** — 0 - 10. This feature allows you to change the contrast from 0 (lightest) to 10 (darkest).

**Night Light** — Off, 15 secs, 30 secs, or 1 min. This feature sets the length of time the keypad is illuminated. When *not* turned Off, this feature is activated from the hours of 5 PM to 5 AM whenever your flip is open.

**Menu Screen** — List or Icons format. This feature changes the Menu screen from List form to Icons.

Press **DONE** when changes are complete.

2

**Prepend** On/Off. When activated, a "1" will automatically be inserted preceeding the number dialed. For example, if you dial a number that is ten digits or more without dialing "1" first, and Prepend is On, "1" will automatically be inserted. This feature is also helpful if you are placing a call from the Call History list and the number is ten digits or more.

## Banner

Banner allows you to enter or change the 15-character field displayed on the Main screen. Using capital letters affects what is seen on the display screen and may cause the last letter(s) not to appear.

Press **DONE** to save the changes.

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## General

The General menu has the following options:

**Active Flip** — On/Off. This feature allows you to answer a call by opening the flip or end a call by closing the flip.

**Anykey Answer** — On/Off. This feature allows you to answer an incoming call by pressing any key ***except*** **End/Power key, the Volume keys or Ignore (Soft Key 2).**

**Auto Redial** — On/Off. When turned on, your NP1600 will automatically redial a failed call.

**Sync** — Manual/Auto (automatic). To use this feature, your NeoPoint 2000 phone must be in one of the two following configurations:

**1.** Connect to your PC via the SoftSync cable.

**2.** Inserted into your optional Docking Station that is connected to your PC via the SoftSync cable.

This feature allows you to initiate a sync when you either *manually* click onto the SoftSync icon or *automatically* when you connect/insert the phone.

**Screen Save** — On/Off. When On, turns LCD off after 5 minutes of no use. This helps to conserve battery usage.

**Auto Answer** — On/Off. When On, this feature allows your phone to automatically answer calls. For more information, refer to "Activating/Deactivating Auto Answer" on page 67.

**Wakeup Alarm** — Allows you to turn on or off alarm notifications. When your NeoPoint 2000 is powered ***OFF***, **Wakeup Alarm** is set to ***ON***, and **Schedule** has an event with alarm set to ring, your phone will "wakeup" and sound the alarm. If there is no action (pressing keys, etc.) for 1.5 minutes, the phone will power ***OFF***.

**NetGuard** — Allows you to choose whether you want the prompt window "Enter Wireless Internet?" to be displayed when using the MiniBrowser *or* launch the MiniBrowser/Wireless Internet without the prompt. NetGuard also has a warning prompt when exiting.

3

# Syncing the Phone with Your PC

**IMPORTANT!Close all PIM programs before syncing data.**

If the "Monitoring" phone icon is not displayed on your MS-Windows Task Bar, double-click on the SoftSync shortcut icon on your Desktop to initiate PC monitoring of your phone. Once activated, the "Monitoring" icon will be displayed on your Task Bar.

1. Power **ON** your NeoPoint 2000.

2. Plug one end of the SoftSync cable into your NeoPoint 2000.

3

# Chapter 3: Syncing Your NeoPoint 2000

## Overview

This chapter discusses how to sync your NeoPoint 2000 and your PC. It assumes you have already installed and configured the sync software. Refer to the SoftSync Plus User's Guide for instructions on installing and configuring your sync software.

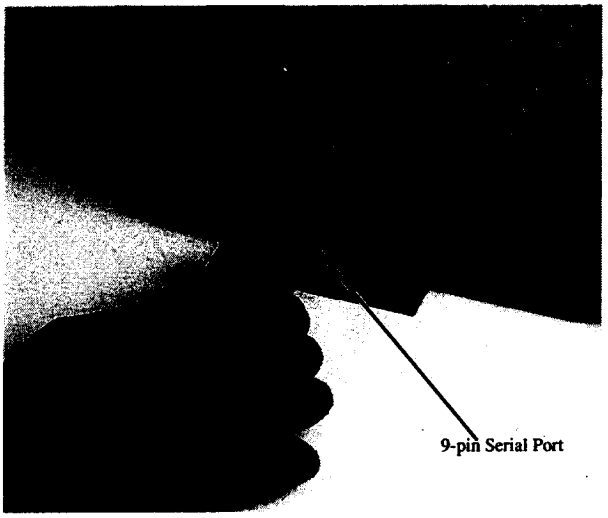
*Why sync your phone?*

The benefit of syncing is to make it convenient for you to transfer data between the NeoPoint 2000 and your personal information management (PIM) program. For example: when you enter all of your friends and business associates - referred to as *contacts* - information into your PC and then transfer or *sync* the data to your NeoPoint 2000, you have:

- All of the information with you wherever you go (with your phone)
- Saved yourself the task of entering the data twice (on the PC *and* phone)
- Created a data backup (if you lose the data on your PC, you have a data back-up on your phone.

The same is true for your personal schedule information. The NeoPoint 2000 can display your next meeting/appointment and notify you in advance of your meeting/ appointment, etc.

4. On your phone, press the Main/Menu button.
5. Scroll to the *Sync* application and press **SELECT** (Soft Key 1).




3. Plug the other end of the SoftSync cable into one of the 9-pin serial ports on your PC.

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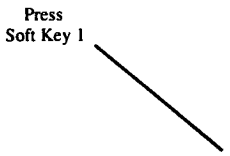


6. Press **START** (Soft Key 1) to begin data transfer between your phone and PC.
7. When the transfer is complete, the phone will display "Sync Completed."
8. Press **DONE** (Soft Key 2) to return to the Menu screen.

4

# Answering a Call

When the phone rings, the phone will indicate that you have an incoming call by:

- Ringing
- Flashing the call indicator light
- Displaying an onscreen message "Incoming call from *234-456-7890* (the caller's number or restricted if blocked)

You have the following options:

- Press the **SEND** key (while the flip is open) or Soft Key 1 while indicating Talk function

  *or*

- Open the flip (when Active Flip is On)

  *or*

- Press any key (except the **END/PWR** and volume keys and when Anykey Answer is On) to answer the call

  *or*

- Press **Ignore** (Soft Key 2) to send the call to voicemail

**NOTE: The Anykey Answer and Active Flip factory default settings are *On*. To disable these features, refer to "Enabling/Disabling Anykey Answer" on page 66 and "Enabling/Disabling Active Flip" on page 66. By disabling these features, the first two methods of answering a call will not work.**

# Ending a Call

After concluding your conversation, you can end your call by performing one of the following three options:

- Press the **END/PWR** key

  *or*

- Press **End** (Soft Key 1) to terminate your call

  *or*

- Close the flip of your phone

**NOTE: If you have set the *Active Flip* feature to *Off*, closing the flip *will not* terminate your call.**

4

# Chapter 4: Using Your NeoPoint 2000

## Overview

The purpose of this chapter is to provide you with easy-to-follow steps for NeoPoint 2000 features and commands.

## Making a Call...

There are several different methods for placing a call. You can place a call from the Main, Call History, Contacts, Text Messages, To Do, and Schedule screens.

### From the Main Screen

1. Open the flip.
2. Dial the telephone number.
3. Press the SEND key.

### 4-Digit Dialing

The NeoPoint phone allows you to dial the last four digits of a phone number, given the number has been ***programmed*** into Contacts. For more information about programming a contact, refer to "Using Contacts" on page 54.

4

# Disabling Call Waiting

Call waiting can be disabled on a per-call basis from your carrier service provider. This feature allows you to have a conversation with out interruption from other calls. To disable call waiting, use the following procedure:

1. Select **More** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Services**.
4. Press **Select** (Soft Key 1).
5. Select **Call Wait Off**.
6. Press **Select** (Soft Key 1).
7. Enter the 10-digit number to be dialed.
8. Press **OK** (Soft Key 1).

## Muting/Unmuting a Call

Once you have placed a call, you have the option to mute/unmute the call, by performing the following:

1. Press **Mute** (Soft Key 1) to mute the call. The party you called will not be able to hear you. However, you will be able to hear them.
2. Press **Unmute** (Soft Key 2) to resume your conversation.

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## Redialing

1. From the **Main** screen, press the **SEND** key. This takes you to the Call History screen, displays the Call History list, and selects the last call made from your phone.
2. Press **Send** (Soft Key 1) to initiate the redial.

   *or*

3. From the Main screen, you can press the Soft Key 1 twice.
4. Press the **SEND** key again to dial and connect the call.

## Making a Three-Way Call

Three-way calling allows you to talk with two people at the same time.

1. Dial the first number and press the **SEND** key.
2. After the first call connects, dial the second number.
3. Press the **SEND** key. (The first number you called is now placed on hold).
4. Once the second call is connected, press the **SEND** key again. The conference call is now in progress.

**NOTE: If you press the END/PWR key or close the flip with Active Flip On to terminate a conference call, the connection between the other two parties will terminate. However, if one of the two parties terminates a call, it will not affect the connection between you and the remaining party.**

## Call Waiting

Call waiting is a feature offered by your carrier service provider. Call waiting occurs when you receive an incoming call while you are on a call. From the NeoPoint 2000 phone, you will hear a click through the ear piece indicating that you are receiving another call. To answer this second call or *call waiting*, use the following procedure:

1. Press **SEND** to answer the second call. The phone connects to the second party, placing the first party on hold.
2. Press **SEND** again to switch to the first call.
3. Press **END/PWR** when finished with the call.

4

## Locking the Phone

**NOTE: Ensure that you know the correct lock code *prior* to locking the phone. Default lock code is last 4-digits of your phone number.**

1. Press the **Main/Menu** key to access the Quick Mode screen.
2. Select **Lock the Phone**.
3. Press **Select** (Soft Key 1). A pop-up window appears and displays "Lock phone?"
4. Press **Yes** (Soft Key 1).

Once the phone is locked, a lock indicator will appear on the Main screen. The phone is restricted from making calls until the lock code/password is entered. However, you can still receive phone calls while the phone is locked.

**NOTE: You may still call a number on your Emergency List even if the phone is locked. To create an Emergency List, refer to "Creating and Editing an Emergency List" on page 63.**

The phone may also be locked by pressing and holding the **END/PWR** key for 5 seconds.

## Unlocking the Phone

1. Press **Unlock** (Soft Key 1) from the Main screen.
2. Enter the code to unlock the handset.
3. Press **OK** (Soft Key 1).

## Changing the Phone Mode

1. From the Quick Mode screen, use the Navigator key to scroll to **Mode**.
2. Use the Navigator key to scroll to Normal, Silent or PDA mode.

| | |
|---|---|
| **Normal** | Sends and receives calls - normal phone operation |
| **Silent** | Turns off ringer, clicks, key beeps, tones and other sound generation. Can still receive and place calls. |
| **PDA** | Allows you to use the PDA/PIM functions of your NeoPoint phone without transmitting/receiving carrier signals. This allows you to use your NeoPoint 2000 in areas normally prohibited for cellular use - **obey all applicable cellular laws**. |

3. Press **Select** (Soft Key 1).

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# Using Quick Mode

To access quick mode, use the following procedure:

1. Press and hold the **Main/Menu** key.

Quick Mode is designed to allow you quick access to several operations:

- Enable Keygaurd — Select or Cancel
- Power Off — Select or Cancel
- Lock the Phone — Select or Cancel
- Mode — Normal or PDA
- Incoming — Voice, Data In, or Fax In

## Enabling Keyguard

**NOTE: When the flip is open, keyguard is temporarily disabled.**

1. Press the **Main/Menu** key to access the **Quick Mode** screen.
2. Scroll to **Enable Keyguard**.
3. Press **Select** (Soft Key 1).

## Answering a Call With Keyguard Active

There are several methods to answer a call when Keyguard is On. Use any of the following methods:

- Press **Send** (Soft Key 1).
- Open the flip (if the Active Flip feature is active).

**NOTE: When receiving a call, keyguard is temporarily disabled.**

## Disabling Keyguard

1. Press and hold the **Main/Menu** key to access the Quick Mode screen.
2. Scroll to **Disable Keyguard**.
3. Press **Select** (Soft Key 1).

4. Press and hold the **END/PWR** key to display the Quick Mode screen.
5. From the Quick Mode screen, use the Navigator key to scroll to **Incoming**.
6. Use the Navigator key to select **Fax In**.

Your phone is now set to receive incoming fax calls.

### Changing the Incoming Mode to Normal Voice Calls

1. From the Quick Mode screen, use the Navigator key to scroll to **Incoming**.
2. Use the Navigator key to select **Voice**.
3. Press **Select** (Soft Key 1).

Your phone is now set to receive voice calls.

## Using Inbox

### Retrieving Voicemail Messages

1. Scroll to the **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **New Voicemail** ("No Voicemail" is displayed if you do not have any voicemail).
4. Press **Listen** (Soft Key 1).

**NOTE: Accessing voicemail is carrier-dependent. Refer to your carrier service provider for more information.**

### Deleting Voicemail Listings

Voicemail function is controlled by the carrier. Each voicemail message is stored at the carrier server and individually accessed through a phone call to the mailbox at the server.

1. Select **Inbox** from the **Menu** screen.
2. The cursor will default to **Voicemail**. Press **Select** (Soft Key 1).
3. Press **View** (Soft Key 2). This displays the Voicemail List.
4. Press **Delete** (Soft Key 2) and a pop-up window displays "Delete all voicemails?"
5. Press **Yes** to delete all voicemail listings.

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## Changing the Incoming Mode

This mode is used to ***receive*** different types of calls: voice, data, and fax. For ***sending*** data and fax transmission, you do not need to change the mode, i.e., use voice mode. The Incoming Mode has the following three options:

| | |
|---|---|
| **Voice** | Receives calls - normal phone operation |
| **Data In** | Sets the phone to function as a wireless modem, receive data transmission, and pass to your computer. |
| **Fax In** | Sets phone to function as a wireless modem, receive fax transmission, and pass to the attached computer. |

For specific instructions on how to setup your NeoPoint phone to act as a wireless modem, send, and receive data and fax calls, refer to "Appendix A: Using Your NeoPoint 2000 as a Modem" on page 89.

The following sections detail how to configure your NeoPoint phone to ***receive*** data and fax transmissions.

### Changing the Incoming Mode to Receive Data

This feature allows your NeoPoint to function like a modem and pass information to your PC. To use this feature, you must connect your NeoPoint phone to your PC via your SoftSync cable.

1. Connect your SoftSync cable to a 9-pin serial port on your PC.
2. Insert the other end of the SoftSync cable into your NeoPoint phone.
3. Ensure that your NeoPoint is powered **On**.
4. Press and hold the **END/PWR** key to display the Quick Mode screen.
5. From the Quick Mode screen, use the Navigator key to scroll to **Incoming**.
6. Use the Navigator key to select **Data In**.

Your phone is now set to receive incoming data calls.

### Changing the Incoming Mode to Receive a Fax

This feature allows your NeoPoint to function like a fax modem and pass wireless fax information to your PC. To use this feature, you must connect your NeoPoint phone to your PC via your SoftSync cable.

1. Connect your SoftSync cable to a 9-pin serial port on your PC.
2. Insert the other end of the SoftSync cable into your NeoPoint phone.
3. Ensure that your NeoPoint is powered on.

5. Scroll to the desired message using the Navigator key.
6. If the Phone icon appears in the upper-right corner or the screen, press **SEND** to place the call.

## Saving a Number From a Text Message

If a text message contains a phone number, you can save the number to your Contacts list by performing the following procedure:

1. Select **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Text** from the Inbox screen.
4. Press **View** (Soft Key 1).
5. Scroll to the desired message using the Navigator key.
6. Press **Detail** (Soft Key 1). The message is displayed.
7. Press **Options** (Soft Key 2).
8. Select **Find numbers**.
9. Press **OK** (Soft Key 1).
10. Use the Navigator key to select the desired number.
11. Press **Save** (Soft Key 2).
12. Select the phone number type: home, work, mobile, other).
13. Press **OK** and the phone will automatically go to the Contact feature. From there, you can enter the contact information.

## Deleting Text Messages

1. Select **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Text** from the **Inbox** screen.
4. Press **Select** (Soft Key 1).
5. Press **View** (Soft Key 1).
6. Scroll down to the message you want to delete.
7. Press **Options** (Soft Key 2).
8. Select **Delete**.

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**NOTE: Deleting a voicemail message from your Inbox does not delete it from your carrier service mailbox, and vice versa.**

## Viewing Text Messages

1. Scroll to the **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Text** from the **Inbox** screen.
4. Press **View** (Soft Key 1).
5. Choose the desired message.
6. Press **Detail** (Soft Key 1).

   The Text Messages screen displays the message.

## Locking Text Messages

1. Scroll to the **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Text** from the **Inbox** screen.
4. Press **View** (Soft Key 1).
5. Scroll to the desired message to be opened.
6. Press **Detail** (Soft Key 1).
7. Press **Options** (Soft Key 1).
8. Select **Lock** (Soft Key 1)

The text message is now locked and cannot be overwritten or deleted. The Lock-In Option screen now changes to Unlock, ready for your disposal.

## Making a Call From a Text Message

If a text message contains a phone number, you can make a call from the Text Messages screen.

1. Scroll to the **Inbox** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Text** from the Inbox screen.
4. Press **View** (Soft Key 1).

### Deleting a Number

1. Select **Call History** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to the desired number using the Navigator key.
4. Press **Options** (Soft Key 2).
5. Select **Delete**. A pop-up window displays "Delete the call details?" requesting you confirm your decision.
6. Press **OK** (Soft Key 1).
7. Press **Yes** (Soft Key 1).

## Using Contacts

### Creating a New Contact Entry

1. Select **Contacts** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Select **Add New Contact**.
4. Press **New** (Soft Key 1).
5. Enter the contact information, i.e., names, numbers, etc.
6. Press **Done** (Soft Key 1) when finished.

### Making a Call From Contacts

1. Select **Contacts** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the desired contact.

   If there is a usable phone number in the entry, the phone icon will be displayed in the upper right corner of the screen.
4. Press the SEND key or press **Send** (Soft Key 1).

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9. Press **OK** (Soft Key 1). A pop-up window appears and displays "Delete this text message?"
10. Press **Yes** (Soft Key 1) to confirm.

# Using Call History

## Making a Call From Call History

1. Select **Call History** from the **Menu** screen (or by pressing a soft key from the Main screen if the soft key is set up as "Calls").
2. Press **Select** (Soft Key 1).
3. Scroll to the desired number using the Navigator key.
4. Press the **SEND** key.

   *or*

   Press **Send** (Soft Key 1).

   *or*

   Press **Options** (Soft Key 2), select **Detail,** and press **OK** (Soft Key 1) and press **Send** (Soft Key 1).

Refer to "Saving a Number From Call History to Contacts" on page 53 for more information on how to save a number from Call History.

## Saving a Number From Call History to Contacts

1. From the **Call History** screen, select the number you want to save.
2. Press **Options** (Soft Key 2).
3. Select **Save number**.
4. Press **OK** (Soft Key 1).
5. The **Save number** pop-up window will appear. From this window, select the location where you want the number to be saved (Home, Work, Mobile, or Other).
6. Press **OK** (Soft Key 1). The **New Contact** screen will appear. For more information, refer to "Creating a New Contact Entry" on page 54.

4

# Using Schedule

## Creating a Schedule Entry

1. Select **Schedule** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select a date or press Month (Soft Key 2) and select a date from the monthly calendar.
4. Press **New** (Soft Key 1).
5. Select **Press New** to Add New Event.
6. Use the Navigator key to set the Time, Length, Repeat, and Alarm options.
7. Use the Key pad to enter the Subject and Note information.
8. Press **Done** (Soft Key 1) when finished.

## Making a Call in Schedule

1. Select **Schedule** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the date of the entry or press Month (Soft Key 2) and select a date from the monthly calendar. If there are multiple entries for that day, select the desired scheduled event.

   If there is a usable phone number in the entry, the phone icon will be displayed in the upper right corner of the screen.
4. Press **Send** (Soft Key 1).

## Editing an Event in Schedule

1. Select **Schedule** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the date of the entry or press Month (Soft Key 2) and select a date from the monthly calendar.
4. Press **Detail** (Soft Key 1).
5. Use the Navigator key to select the entry you want to edit.
6. Press **Edit** (Soft Key 1) and make the appropriate changes.

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## Editing an Entry in Contacts

1. Select **Contacts** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the entry to be edited.
4. Press **Detail** (Soft Key 1).
5. Select **Edit** (Soft Key 1).
6. Use the Navigator key to go to the fields you want to change.
7. Use the **CLR** key to erase a character or press and hold **CLR** to delete the entire field.
8. After you have finished entering the information, press **Done** (Soft Key1).

## Deleting an Entry in Contacts

1. Select **Contacts** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the entry you want to delete.
4. Press **Detail** (Soft Key 1).
5. Press **Delete** (Soft Key 2). A pop-up window appears and displays "Delete record?"
6. Press **Yes** (Soft Key 1) to confirm.

## Looking Up a Name

1. Select **Contacts** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Enter the person's last name using the key pad and the phone will attempt to locate the contact name.

   For example, if you want to lookup Smith, type 76484. If there is more than one entry with the last name Smith, use the Navigator key to scroll to the next contact.

4. Press the **SEND** key.

## Editing a To Do Entry

1. Select **To Do** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the entry to be changed. Change the **Status** to **Done** if the task has been completed by pressing the Navigator key).
4. Press **Edit** (Soft Key 1) and make the appropriate changes.
5. Press **Done** (Soft Key 1).

## Deleting a To Do Entry

1. Select **To Do** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the entry to be deleted.
4. Press **Edit** (Soft Key 1).
5. Press **Delete** (Soft Key 2). A pop-up window appears and displays "Delete record?"
6. Press **Yes** (Soft Key 1) to confirm.

# Using MiniBrowser

For specific information on MiniBrowser, refer to "Appendix B: Using the MiniBrowser" on page 99.

For more information and documentation on MiniBrowser services, refer to your carrier service provider.

# Using Sync

For detailed information on how to install the SoftSync software program and how to sync your data, refer to "Chapter 3: Syncing Your NeoPoint 2000" on page 37.

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7. Press **Done** (Soft Key 1).

### Deleting an Event in Schedule

1. Select **Schedule** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select the date of the entry or press Month (Soft Key 2) and select a date from the monthly calendar.
4. Press **Detail** (Soft Key 1).
5. Use the Navigator key to select the entry you want to delete.
6. Press **Edit** (Soft Key 1).
7. Press **Delete** (Soft Key 2). A pop-up window appears and displays "Delete record?"
8. Press **Yes** (Soft Key 1) to confirm.

## Using To Do

### Creating a To Do Entry

1. Select **To Do** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select **Add New Item**.
4. Press **New** (Soft Key 1).
5. Use the Navigator key to set the Priority and Status.
6. Use the Key Pad to enter the Subject and Note.
7. Press **Done** (Soft Key 1).

### Making a Call From To Do

1. Select **To Do** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Use the Navigator key to select a To Do item with a phone number.

   If there is a usable phone number in the entry, the phone icon will be displayed in the upper right corner of the screen.

## Setting the Alerts

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Alerts**.
4. Press **Select** (Soft Key 1).
5. Using the Navigator key, choose **On** or **Off** for the following: Roam Beep, Service Change, or MiniBrowser.
6. Press **Done** (Soft Key 1).

## Deleting Your Phone Number from the Main Screen

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Main Screen**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Phone Number** and change to **Off** using the Navigator key.
6. Press **Done** (Soft Key 1).

## Changing the Time Format

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Main Screen**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Time Fmt** and change to either **24 Hr** or **12 Hr** using the Navigator key.
6. Press **Done** (Soft Key 1).

## Controlling the Next Event Display from the Main Screen

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Main Screen**.

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# Using Preferences

## Changing the Ringer Type

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Ringer Type**.
4. Press **Select** (Soft Key 1).
5. Once you highlight a function (Calls, MiniBrowser, Message, Voicemail, Scheduler, or Roam Call), use the Navigator key to change to a different ring tone.
6. Once you select the type you like, press **Done** (Soft Key 1).

## Changing the Volume Levels/Setting Phone to Vibrate Mode

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Volume**.
4. Press **Select** (Soft Key 1).
5. Once you highlight a function (Ringer, Vibrate, Ear Piece, or Key pad), use the Navigator key to change the volume level and/or make your selection.

**NOTE: You can toggle between Vibrate On and Vibrate Off modes by pressing and holding the Back key from the Main screen. A small icon will appear at the top of the screen when in Vibrate On mode.**

6. Press **Done** (Soft Key 1).

## Key Beep

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Key Beep**.
4. Press **Select** (Soft Key 1).
5. Choose the settings for the following: Key Tone, and DTMF Length.
6. Press **Done** (Soft Key 1).

4

## Changing Night Light Settings

**NOTE:Night Light settings override Backlight settings during the hours of 5 PM to 5 AM. In addition, the flip must be open to activate.**

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Display**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Night Light**.
6. Select the length of time (**15, 30 sec., 1 min., or Off**) using the Navigator key.
7. Press **Done** (Soft Key 1).

## Changing the Menu Screen to Display List or Icons

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Display**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Menu Screen**.
6. Use the Navigator key to select either **List** or **Icons**.
7. Press **Done** (Soft Key 1).

## Setting Security Options

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Security**.
4. Press **Select** (Soft Key 1).
5. You have 10 seconds to enter the Lock Code.
6. Press **OK** (Soft Key 1).
7. Choose the settings or programming for the following: Lock Code, Power-up Lock, Emergency List, Defaults, and Database Reset.
8. Press **Done** (Soft Key 1).

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4. Press **Select** (Soft Key 1).
5. Scroll to **Next Event** and change to either **Off** or **On** using the Navigator key.
6. Press **Done** (Soft Key 1).

## Changing Backlight Settings

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Display**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Backlight**.
6. Set the length of time (**5, 10, 15, 30 secs., On, or Off**) using the Navigator key.
7. Press **Done** (Soft Key 1).

**NOTE:Night Light settings override Backlight settings during the hours of 5 PM to 5 AM. and the flip must be open.**

## Changing the Display Contrast

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Display**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Contrast**.
6. Using the Navigator key, select the contrast setting using the scale of 0 (lightest) to 10 (darkest).
7. Press **Done** (Soft Key 1).

4

**NOTE:It is recommended that you include the number to your carrier service provider in your emergency list. This allows you to make calls to your provider even if your phone is locked, you cannot remember your password, are experiencing difficulties, etc.**

## Resetting the Phone to Factory Default Settings

**NOTE:This feature will reset your phone to default settings. It is not recommended to use this option unless you are sure you want to reset your phone settings. Refer to "Default Settings" on page 64 to view the settings.**

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Security**.
4. Press **Select** (Soft Key 1).
5. Enter the Lock Code.
6. Press **OK** (Soft Key 1).
7. Scroll to **Defaults**.
8. Press **Reset** (Soft Key 2). A pop-up window appears and displays "Set all of the user settings to the factory defaults?"
9. Press **Yes** (Soft Key 1) to confirm.
10. Press **Done** (Soft Key 1).

## Default Settings

**Ringer Type:**

| | |
|---|---|
| Calls | Basic |
| MiniBrowser | Beep |
| Message | Parrot |
| Voice Mail | Slots |
| Scheduler | Elise |
| Roam Call | Jackpot |

**Volume:**

| | |
|---|---|
| Ringer | 6 (Loudest) |
| Ear Piece | 5 |
| Key Pad | High |
| Vibrate | Off |

**Key Beep:**

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### Enabling/Disabling your Lock Code

1. From the Security screen and **Lock Code** option selected, press the Left/Right Navigator key to enable/disable the lock code.
2. When finished, press **Done** (Soft Key 1).

### Changing Your Lock Code

1. From the Security screen and **Lock Code** option selected, press **Edit** (Soft Key 2).

   A pop-up window will appear requesting you to enter the new lock code.
2. Enter the new lock code. It will prompt you to re-enter the new lock code.
3. When finished, press **Done** (Soft Key 1).

### Analog Mode

The analog mode option allows you to force your NeoPoint 2000 to operate in analog mode, rather than the digital preferred mode. To force your phone into analog mode, perform the following.

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Security**.
4. Press **Select** (Soft Key 1).
5. Enter your Lock Code.
6. Press **Ok** (Soft Key 1).
7. Scroll to **Analog Mode**.
8. Press **Force** (Soft Key 2).
9. The following prompt will appear, "Analog for 10 min. or until end of next call." Press **Yes** (Soft Key 1).

### Creating and Editing an Emergency List

1. From the Security screen, scroll to **Emergency List**.
2. Press **Edit** (Soft Key 2).
3. Enter the emergency phone numbers.
4. Press **Done** (Soft Key 1).

4

**Banner:**

NeoPoint 2000

### Resetting the Database

**This feature will erase your Contacts, Schedule, To Do and Hot Key settings. It is not recommended to use this option unless you are absolutely sure you want to reset these settings.**

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Security**.
4. Press **Select** (Soft Key 1).
5. Enter the Lock Code.
6. Scroll to **Database**.
7. Press **Reset** (Soft Key 2). A pop-up window appears and displays, "Erase all contacts, schedule, and to do settings?"
8. Press **Yes** (Soft Key 1) to confirm.
9. Press **Done** (Soft Key 1).

## Enabling/Disabling Active Flip

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Set **Active Flip** to ***On*** or ***Off*** by using the Navigator key.
6. Press **Done** (Soft Key 1).

## Enabling/Disabling Anykey Answer

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Set **Anykey Answer** and set it to ***On*** or ***Off*** by using the Navigator key.
6. Press **Done** (Soft Key 1).

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| | |
|---|---|
| Key Tone | Tones |
| DTMF Length | Long |

**Alerts:**

| | |
|---|---|
| Roam Beep | Off |
| Service Change | Off |
| MiniBrowser | On |
| Call Drop | On |
| Power Tones | On |

**Main Screen:**

| | |
|---|---|
| Phone Number Display | On |
| Time Format | 12 Hr |
| Next Event | Off |
| Soft Key 1 | Calls |
| Soft Key 2 | Inbox |
| Navigator Up | Schedule |
| Navigator Down | Contacts/Address |
| Navigator Right | To Do |
| Navigator Left | MiniBrowser |

**Display Settings:**

| | |
|---|---|
| Backlight | 5 seconds |
| Contrast | 5 out of 10 |
| Night Light | Off |
| Menu Screen | List |

**Security:**

| | |
|---|---|
| Lock Code | Enabled |
| Power-Up Lock | No |
| Emergency List | |
| Defaults | |
| Database | |

**General:**

| | |
|---|---|
| Active Flip | On |
| Anykey Answer | On |
| Sync | Manual Mode |
| Screen Save | Off |
| AutoAnswer | Off |
| Wakeup Alarm | On |
| Net Guard | Both |
| Prepend | On |

4. Press **Select** (Soft Key 1).
5. Scroll to **AutoAnswr** using the Navigator key.
6. Choose **On** or **Off** using the Navigator key.
7. Press **Done** (Soft Key 1).

The phone will be answered three seconds after the ringer type sounds. If you have selected Susanna as your ringer type, you will hear the first verse of this tune, then the call will be answered in approximately three seconds.

This feature will display the following message on the Main screen: "*Auto Answer*" when activated.

**When Auto Answer is activated, the vibrator will not work. For example, if you have both Auto Answer and Vibrate On selected, vibrate mode will not be activated.**

## Wakeup Alarm

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Using the Navigator key, scroll to **Wakeup Alarm**.
6. Choose **On** or **Off** using the Navigator key.
7. Press **Done** (Soft Key 1).

## Net Guard

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Net Guard** using the Navigator key.
6. Choose **Both, None, Enter** or **Exit** using the Navigator key.
7. Press **Done** (Soft Key 1).

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## Auto Redialing

Auto-redial will automatically redial a failed call that you have placed.

1. From Preferences, select **General**.
2. Scroll to **Auto Redial**.
3. Use the Navigator key to select **Off** or **On**.

## Setting Sync to Manual or Automatic

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Sync** and change the setting to **Auto** or **Manual** using the Navigator key.
6. Press **Done** (Soft Key 1).

## Enabling/Disabling Screen Save

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Screen Save**.
6. Set to **On** or **Off**.
7. Press **Done** (Soft Key 1).

## Activating/Deactivating Auto Answer

Auto Answer allows you to set the phone to automatically answer calls. To activate Auto Answer, perform the following procedure

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.

## Viewing the List of HotKeys

1. Scroll to the **More...** screen from the Menu screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **HotKeys**.
4. Press **Select** (Soft Key 1).

   The list of HotKeys is displayed.

## Using a HotKey

Press and hold down the appropriate HotKey (e.g., the 3 button) for approximately 2 seconds. The function will then be executed.

## Deleting a HotKey

1. Scroll to **More...** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **HotKeys**.
4. Press **Select** (Soft Key 1).
5. Scroll to the HotKey to be deleted.
6. Press **Delete** (Soft Key 1).
7. Press **Yes** (Soft Key 1) to confirm.

## Using Block My CallerID

**NOTE:This function is executed on a per call basis. Prepare to enter the 10-digit phone number that you intend to call at the prompt.**

1. Scroll to **More** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Services**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Block My CallerID**.
6. Press **Select** (Soft Key 1). A pop-up window is displayed.
7. Enter the 10-digit phone number to be dialed.

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## Prepend

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **General**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Prepend** using the Navigator key.
6. Choose **On** or **Off** using the Navigator key.
7. Press **Done** (Soft Key 1).

## Changing the Banner

1. Scroll to **Preferences** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Banner**.
4. Press **Select** (Soft Key 1).
5. Using the CLR key, erase the old and enter the new message you would like to display on the Main screen.
6. Press **Done** (Soft Key 1).

# Using More...

## Creating a HotKey

The HotKey command allows you to quickly access applications, functions, etc. by pressing and holding one of the numeric keys (0, 2-9).

1. Scroll to the application or function to be executed by the HotKey command.
2. Press and hold down the **#SPACE** key.
3. Scroll to the **Make HotKey**.
4. Press **OK** (Soft Key 1).
5. Select an empty number button in the **Make HotKey** screen.
6. Press **Mark** (Soft Key 1).

- **To set the Start Day**, use the Navigator key to select the day of the month you want the call timer to begin. Typically, this day of the month should coincide with your carrier service billing date.
- **To clear the Current Timer**, press Reset (Soft Key 2).

5. When you have completed your changes to Call Timers, press **Done** (Soft Key 1).

   If you want to exit Call Timers without saving changes, press the **BACK** key. A pop-up window appears stating "Save Changes?" Press **No** (Soft Key 2).

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8. Press **OK** (Soft Key 1). The call is then placed with your CallerID blocked.
9. Press **End** (Soft Key 1) to terminate the call.

## Forwarding a Call

1. Scroll to **More...** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Services**.
4. Press **Select** (Soft Key 1).
5. Use the Navigator key to select **Call Forward On**.
6. Press **Select** (Soft Key 1)
7. Enter the 10-digit number where you want calls to be forwarded.
8. Press **OK** (Soft Key 1) when finished.

## Disabling Call Forwarding

1. Scroll to **More...** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Services**.
4. Press **Select** (Soft Key 1).
5. Scroll to **Call Forward Off**.
6. Press **Send** (Soft Key 1) and the call will connect to your service carrier.
7. Once the call has connected, it will last for approximately 4 seconds and then terminate the call. A pop-up window appears stating that Call Forward has been turned off. Press **OK** to clear the message from the screen or wait momentarily and it will automatically disappear.

## Setting Call Timers

1. Scroll to **More...** from the **Menu** screen.
2. Press **Select** (Soft Key 1).
3. Scroll to **Call Timers**.
4. Press **Select** (Soft Key 1).

   There are two option for setting Call Timers: Start Day and Clear Current Timer.

5

## Prior to Cleaning

Always power off your NeoPoint 2000 prior to cleaning.

Avoid using harsh chemicals, strong detergents, and petroleum-based solvent cleaners to clean your phone. (Some household cleaners may contain chemicals that may damage your phone.)

Do not apply cleaning liquids directly to your phone.

## Cleaning Your NeoPoint

Clean the external surfaces of your NeoPoint 2000 phone using a moist towelette.

# Basic Troubleshooting Techniques

The following table describes possible problems:

**Table 5-1 Basic Troubleshooting Techniques**

| Problem | Action |
|---|---|
| **Keys/Keypad Problems** | |
| Keypad appears to be locked | • Ensure that the phone is not locked. If the phone is locked, Unlock (Soft Key 1) will be displayed. Unlock the phone. To unlock the phone, refer to "Unlocking the Phone" on page 48.<br>• Remove and reinstall the battery. Check to see if the keypad is now unlocked. |
| Key is stuck/repeating key | • Inspect key and see if it is stuck/ misaligned under keypad housing. If so, push key slightly toward opposite direction to free key. If the problem persists, try cleaning the phone. Refer to "Cleaning Instructions" on page 73. |
| **Flip Lever Problems** | |

5

# Chapter 5: NeoPoint 2000 Care and Troubleshooting

## Overview

This chapter discusses the following topics:

- NeoPoint 2000 Care
- Cleaning Instructions
- Basic Troubleshooting Techniques

## NeoPoint 2000 Care

- Keep your phone free from dirt, dust, and liquid.
- Keep your phone dry - humidity and liquids may cause your phone to fail and will corrode the internal circuits.
- Keep your phone from getting too hot - high temperatures may damage the batteries, shorten the life of electronic components, and warp or melt certain plastics.
- Do not attempt to open or access the internal components of your phone. If your phone is not functioning properly, take it to a qualified NeoPoint 2000 service center.
- Do not drop, shake, or handle your phone in a rough manner - it may damage internal components or the LCD screen.

## Cleaning Instructions

There are two parts to the cleaning instructions:

- Prior to Cleaning
- Cleaning Your NeoPoint

**Table 5-1 Basic Troubleshooting Techniques (Continued)**

| Problem | Action |
|---|---|
| Poor reception | • Ensure antenna is fully extended and not broken.<br>• Check signal strength and battery power level. If indoors, move closer to a window. |
| **LCD Problems** | |
| LCD transparent or too dim | Go to Preferences/Display/Contrast, check the LCD contrast setting; increase contrast setting, if required. Refer to "Changing the Display Contrast" on page 61. |
| LCD cracked or broken | Take phone to an authorized NeoPoint service center. |
| **Audio Problems** | |
| Cannot hear ringer | • Ensure Mode is set to Normal (not in Silent or PDA modes). Refer to "Changing the Phone Mode" on page 48.<br>• Check ringer settings in Preferences/ Volume/Ringer. If ringer setting is OFF, change to a higher setting. Refer to "Changing the Volume Levels/Setting Phone to Vibrate Mode" on page 59. |
| Cannot hear through ear piece | • Check Incoming Mode is set to Voice (not Data In or Fax In). Refer to "Changing the Incoming Mode" on page 49.<br>• Check ear piece settings in Preferences/ Volume/Ear Piece. Refer to "Changing the Volume Levels/Setting Phone to Vibrate Mode" on page 59 .<br>• If Volume is set correctly, check if ear hole is clogged. If clogged, clean ear hole with a cotton swab. |

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**Table 5-1 Basic Troubleshooting Techniques (Continued)**

| Problem | Action |
|---|---|
| Phone fails to respond to flip (answer or terminate a call) | • Ensure Active Flip is On. Refer to "Enabling/Disabling Active Flip" on page 66.<br>• Check flip button and ensure it is not dirty, impeded, stuck, or broken.<br>• If dirty or stuck, clean with a clean, dry cotton swab.<br>• If impeded, remove obstruction and recheck.<br>• If flip button is broken, take phone to an authorized NeoPoint 2000 service center. |
| **Power/Battery Problems** | |
| Phone will not power ON | • Check battery and phone-to-battery contacts.<br>• Ensure battery is charged and properly inserted. |
| Difficult to connect to:<br>• Battery<br>• NeoPoint charger<br>• Hands-free Kit<br>• Vehicle/Power Adapter<br>• Docking Station<br>Charging/connection light will not illuminated | **Prior to performing the following steps, ensure that ALL power/battery is disconnected/removed.**<br>• Check connections. If contacts are dirty, clean with a clean, dry cotton swab or an eraser, replace/connect power/battery, and recheck.<br>• Check the plug connection tabs/ears. If broken, take phone to an authorized NeoPoint 2000 service center. |
| **Reception Problems** | |

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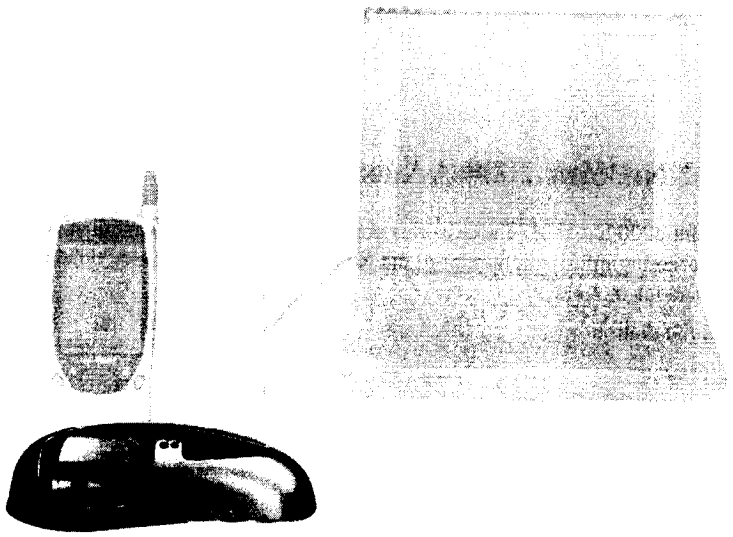
**Table 5-1 Basic Troubleshooting Techniques (Continued)**

| Problem | Action |
|---|---|
| Others cannot hear you | Check if voice hole is clogged. If clogged, clean voice hole with a cotton swab. |

6

# SoftSync Station



Provides dual-charging for your phone and spare battery. In addition, also provides syncing options for the NeoPoint 2000.

6

# Chapter 6: Accessories

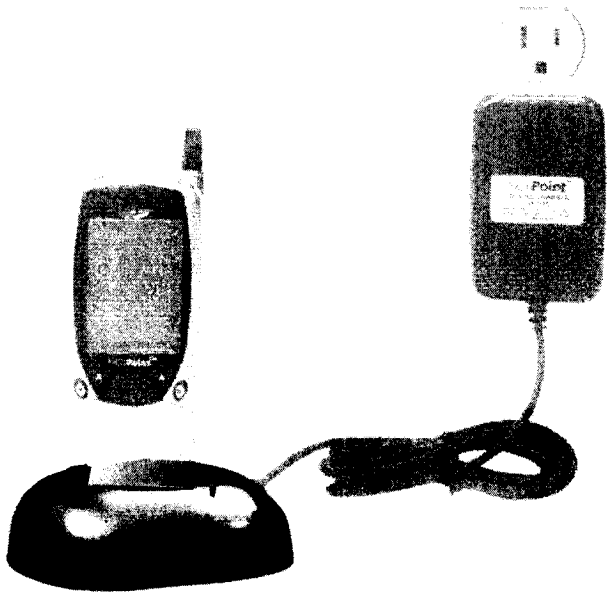
## List of NeoPoint 2000 Accessories

The NeoPoint 2000 has several accessories you can purchase to maximize your usage. For ordering information, refer to the NeoPoint 2000 Accessories brochure. These accessories include:

- SoftSync Station
- Travel Charger
- Desktop Holder
- Vehicle Power Adapter
- Hands-Free Car Kit
- SoftSync Cable
- SoftSync CD
- Leather Case
- Handstrap
- Slim Battery

6

## Desktop Holder



Holds the phone upright and charges the phone when connected to the Travel Charger.

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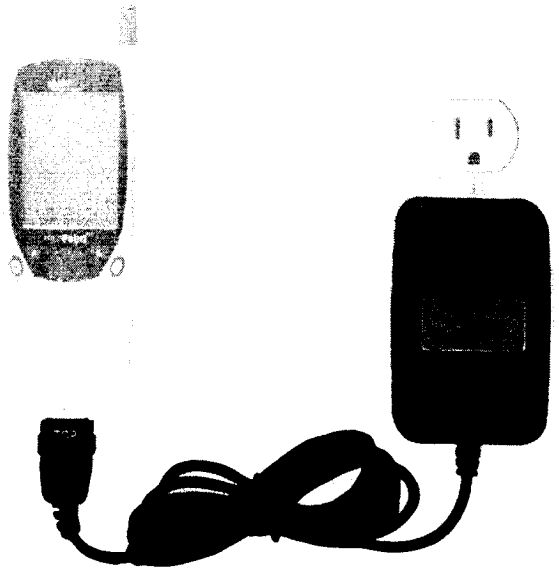
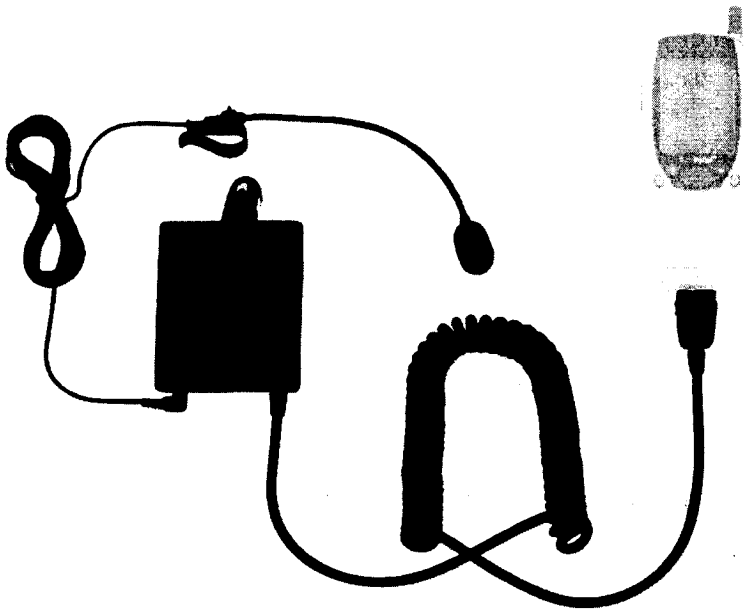
## Travel Charger



Plugs directly into the phone and charges the phone. Also plugs into the Desktop Holder and charges the phone.

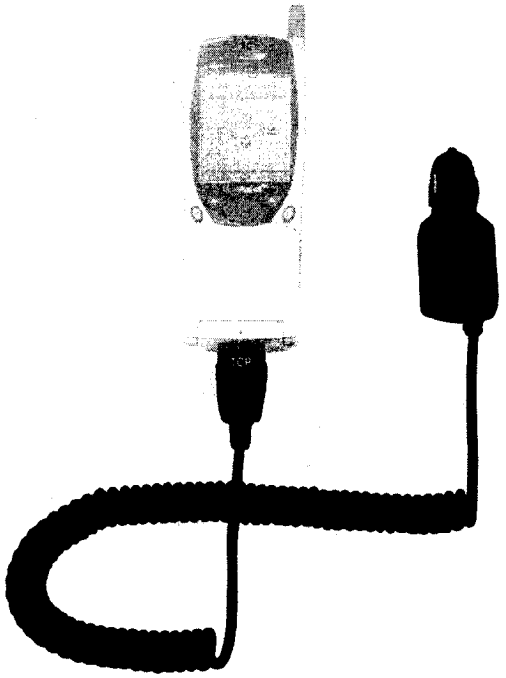
6

# Hands-Free Car Kit



Allows you to make and receive calls in your automobile using a microphone and speaker set.

## Vehicle Power Adapter



Charges the phone while connected to your automobile cigarette lighter/power adapter.

6

## SoftSync Plus CD

Contains:

- PC software required to "sync" your NeoPoint phone to your PC

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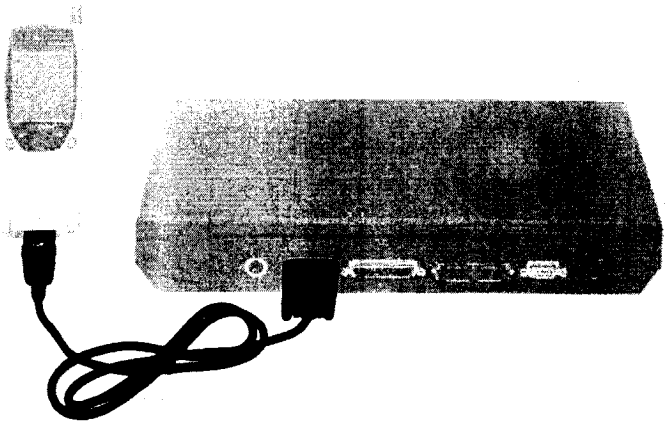
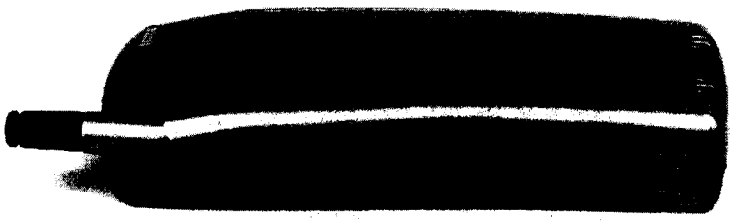
## SoftSync Cable



Connects your NeoPoint 2000 to your PC.

6

## Slim Battery



Allows you to have a slim, lightweight phone.

**Battery Times:** Up to 2.5 hrs. Talk Time
Up to 40 hrs. Standby Time

## Leather Case

Two different ways to conveniently carry your NeoPoint phone. (Leather case shown in photo.)

## Handstrap

Allows you to carry your NeoPoint phone and still have your hands free.

| | |
|---|---|
| Windows NT, 95, or 98 | *Windows 98 is recommended for best performance* |
| IBM-compatible PC | 486-class or faster |
| NeoPoint 2000 Hardware | NeoPoint Phone & SoftSync Cable |

## Setting Up Your NeoPoint Modem

**If your NeoPoint 2000 has already been configured for use as a wireless modem, skip to the next section. If your NeoPoint 2000 has *not* been setup for use as a wireless modem, perform the following:**

1. Insert your SoftSync cable serial port connector into your PC serial port.
2. Insert the SoftSync cable phone connector into your NeoPoint phone.
3. Power *ON* your NeoPoint phone.

**NOTE: Ensure that the Sync option on your NeoPoint 2000 is set to Manual (not Automatic). For more information on setting your Sync option refer to "Setting Sync to Manual or Automatic" on page 67.**

4. From your PC, click on the Windows **START** button.
5. Select **SETTINGS**.
6. Open **CONTROL PANEL**.
7. Open **MODEMS**.
8. Click on **ADD...** from Modems Properties window.

**NOTE: For Windows 95 users, the next step requires you specify modem type - select Other (not PCMCIA card).**

9. Select **"Don't detect my modem; I will select it from a list."**
10. Click on **NEXT**.
11. Select **Standard Modem Types for Manufacturers** and **Standard 19200 bps Modem for Models**.
12. Click on **NEXT**.
13. Select the correct COM port.
14. Click on **NEXT**.

A

# Appendix A: Using Your NeoPoint 2000 as a Modem

## Overview

This chapter is designed to help you setup and use your NeoPoint 2000 as a wireless modem. To perform the procedures in this chapter, you must connect your NeoPoint phone to your PC using your SoftSync cable.

There are three sections discussed in this chapter:

- **Dial-up Networking**
- **Fax**
- **Data**

Although the the sections are similar, they require different procedures to properly complete the setup and transfer processes. Read each section thoroughly before beginning the procedures.

**NOTE: To use your NeoPoint 2000 as a wireless modem, ensure the following steps are accomplished prior to proceeding:**

1. **Sync option is set to *Manual* - not Automatic, see page 67.**
2. **On your Windows Task Bar, ensure *Monitoring for Phone* icon is deselected:**

**System Recommendations and Requirements**

| | |
|---|---|
| Windows NT, 95, or 98 | *Windows 98 is recommended for best performance* |
| NeoPoint-compatible modem program | For the latest list of NeoPoint-compatible modem programs, visit ***www.neopoint.com/products/products.shtml*** and see the links under Compatible Software. |

A

## Using Windows 95/98

**If you have previously used Dial-Up Networking with another modem under Windows 95 or 98:**

1. Launch the Dial-Up Networking application.
2. Select the existing Dial-Up Networking configuration.
3. Right click your mouse and select **Properties**.
4. Select the NeoPoint 2000 (standard 19200) modem then click **OK**.

**If you have never used Dial-Up Networking previously with another modem, you need to create a new connection in Windows 95/98.**

1. Click **Start**, then select **Programs**, **Accessories** and **Dial-Up Networking**.
2. Double click on **Make a New Connection**.
3. Enter the connection name.
4. Choose **Standard 19200 Modem** from the **Select a Modem** list (**Select a Device** in Windows 98).
5. Click **Next**.
6. Enter the area code, telephone number and country code for the number you wish to dial.
7. Click **Next**.
8. Click **Finish** to complete the connection.

## Using Windows NT

**If you have previously used Dial-Up Networking with another modem under Windows NT, you need to select the NeoPoint 2000 modem.**

1. Run Dial-Up Networking.
2. Click **More** on the Dial-Up Networking menu and select **Edit Entry and Modem Properties**.
3. Select the NeoPoint 2000 (standard 19200) modem from the listings and click **OK**.

If you have not previously used Dial-Up Networking with another modem, you will need to create a Phonebook Entry in Windows NT.

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15. Click on **FINISH**. Close all applications and restart your PC.
16. Once your PC restarts, open **CONTROL PANEL** again.
17. Open **MODEMS**.
18. Click on **PROPERTIES**.

    Verify the applicable following settings:

    **General Tab**

    *Maximum speed = **19,200***

    **Connection Tab**

    *Data bits = 8*

    *Parity = None*

    *Stop bits = 1*

    Click on **ADVANCED...** and ensure that:

    *Flow Control = Hardware (RTS/CTS)*
19. Click **OK**.
20. Click on **CLOSE** to exit the program.

Your NeoPoint 2000 is now ready to function as a wireless modem.

## Using Your NeoPoint 2000 to Access Dial-up Networking

The NeoPoint 2000 can be used with Dial-Up Networking to access network resources for sending and receiving e-mails or connecting to the Internet. Before you use Dial-Up Networking, be sure that your NeoPoint 2000 modem is correctly installed as a standard 19200 modem (see "Setting Up Your NeoPoint Modem" on page 90 for instructions), that Dial-Up Networking is installed and that your network protocols have been properly configured. Consult your Internet Service Provider if you need assistance. The procedures for using Dial-Up Networking differ, depending on the version of Windows you are running. Follow the instructions for your operating system.

A

# Using Your NeoPoint to Receive/Send a Fax

The following section provides information *required* for setting up your fax program and using your NeoPoint phone as a modem to send/receive a fax. Refer to your fax program documentation for specific set up instructions.

Verify the following modem properties when setting up your fax program.

- Baud Rate: **19200 bps** *(default)*
- Data Bits: **8**
- Stop Bits: **1**
- Parity: **None**
- Flow Control: **Hardware (RTS/CTS)**

## Receiving a Fax

1. Ensure that your NeoPoint phone is connected to your PC and is powered **ON**.
2. Once the Main screen is displayed on your NeoPoint phone, press and release the **POWER ON/OFF** key to go to **Quick Mode**.
3. Using the **NAVIGATOR** key, scroll to **Incoming**.
4. Set Incoming mode to **Fax In**.

**NOTE: Once you have set your NeoPoint phone Incoming Mode to *Fax In*, you cannot receive regular voice or data calls until you change Incoming Mode back to *Voice*.**

5. In your PC's fax program, you need to setup the **Answer** mode. Click on **RECEIVE** and select one of the following:

   **Automatic Receive** (recommended)

   **Manual Receive**

   Your NeoPoint modem is now ready for receiving an incoming fax.

## Sending a Fax

**NOTE: Your NeoPoint does not require that you change to Incoming mode - ensure that Incoming Mode is set to *Voice*.**

*To send a fax, refer to your fax program documentation for specific faxing instructions.*

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1. Click **Start**, then select **Programs**, **Accessories**, and **Dial-Up Networking**.
2. Click **New** and follow the instructions provided by the Phonebook Entry Wizard.
3. Enter the name for the new Phonebook Entry and click **Next**.
4. On the Server Dialog screen, check *only* those items required by your dial-up server, then click **Next**.
5. Select the NeoPoint 2000 (standard 19200) modem from the listings and click **Next**.
6. Enter the phone number you need to dial to reach your server. If the server has more than one number, click **Alternates** to enter all of them, then click **Next**.
7. When you've finished setting up your Phonebook Entry with the wizard, click **Finish**.
8. Click **More** and select **Edit Phonebook Entry**.
9. Click the **Server** tab and select the proper type (PPP, Windows NT, Windows 95, Internet, etc.) for your dial-up server. If you are unsure, contact your ISP for more information.
10. Check the box beside the network protocol (such as TCP/IP) used by your dial-up server. If you are unsure, contact your ISP for more information.
11. If you selected TCP/IP as a protocol in Step 10, click on **TCP/IP Settings** and enter the proper specifications. If you are unsure, contact your ISP for more information. Click **OK** when you are finished.
12. If your server requires you to run a login script, click the **Script** tab to enter the required information. If you are unsure, contact your ISP for more information.
13. Click the **Security** tab to specify security information if it is required by your dial-up server.
14. Click **OK** to exit **Edit Phonebook Entry**.
15. Click **Location** on Dial-Up Networking if you need to change the location from which you are dialing.

You are now ready to use Dial-Up Networking to access remote servers with your NeoPoint 2000.

### Sending a Data File

**NOTE: Your NeoPoint does not require that you change to Incoming mode - ensure that Incoming Mode is set to *Voice*.**

Use your modem program to initiate data call.

For example - to manually make a data call type **atd** followed by the phone number, e.g., atd2225558888.

When a call is established, a message stating *CONNECT* is displayed on the terminal. File transferring can now begin.

Select the name of data file where it is stored and the protocol that you want to send the file.

## AT Commands

Transferring data files requires you to use AT commands. The following tables list some of the more common AT Commands, S-Registers, and Basic Action Commands. For more AT commands, refer to your data transfer program documentation.

**Table 1: Basic AT Parameters**

| Command | Description |
|---|---|
| **E0** | Do not echo in command state or on-line command state. |
| **E1** (default) | Echo in command state or on-line command state. |
| **Q0** (default) | Return result codes. |
| **Q1** | Do not return result codes. |
| **V0** | Display result codes as numbers. |
| **V1** (default) | Display result codes as words. |
| **Z0** (default) | Reset to default configuration. |

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# Using Your NeoPoint to Receive/Send a Data File

The following section provides information *required* for setting up your data transfer program and use your NeoPoint phone as a modem to send/receive a data file. Refer to your data transfer program documentation for specific setup and data transfer instructions.

Verify the following modem properties when setting up your data transfer program.

- Baud Rate: **19200 bps** *(default)*
- Data Bits: **8**
- Stop Bits: **1**
- Parity: **None**
- Flow Control: **Hardware (RTS/CTS)**

## Receiving a Data File

**On Your NeoPoint Phone:**

1. Ensure that your NeoPoint phone is connected to your PC and is powered **ON**.
2. Once the Main screen is displayed on your NeoPoint phone, press and release the **POWER ON/OFF** key to go to **Quick Mode**.
3. Using the Navigator key, scroll to **Incoming**.
4. Set Incoming mode to **Data In**.

**NOTE: Once you have set your NeoPoint phone Incoming Mode to *Data In*, you cannot receive regular voice calls until you change Incoming Mode back to *Voice*.**

*Refer to your data transfer program for instructions on receiving a data file.*

**On Your PC/Laptop:**

**NOTE: Ensure your baud rate/bits per seconds is set to *19200* for receiving data.**

1. Type one of the following AT commands:
   - **ats0=x** (where *x* = 1, 2, etc.) to automatically answer the incoming call
   - **ata** when receiving a *ring message* to manually answer the incoming call
2. File transfer can begin when the message CONNECT is displayed.

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**Table 2: Basic S-Registers**

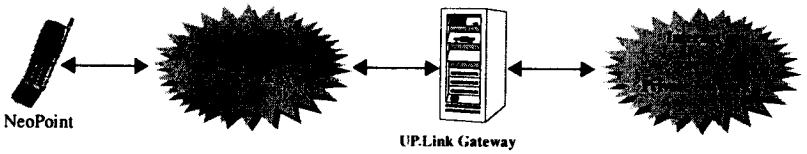
| Command | Value | Description |
|---|---|---|
| **S0** | **0** (default)<br>[1-255] | Disable automatic answering.<br>[Enable automatic answering after (Value-1) x 6 seconds.] |
| **S6** | 2-10<br>**2** (default) | Pause before blind dialing. |
| **S7** | 1-255<br>**50** (default) | Number of seconds to establish end-to-end data connection. |
| **S8** | 0-255<br>**2** (default) | Number of seconds to pause when ' is encountered in dial string. |

**Table 3: Basic Action Commands**

| Command | Description |
|---|---|
| **A/** | Re-execute previous command. |
| **A** | Enter on-line state. |
| **H0** | Causes the MT2 to transition from on-line command state to command state. Use the digit "0" is optional |
| **O0** | Causes the MT2 to transition from on-line command state to on-line state. Use of the digit "0" is optional |

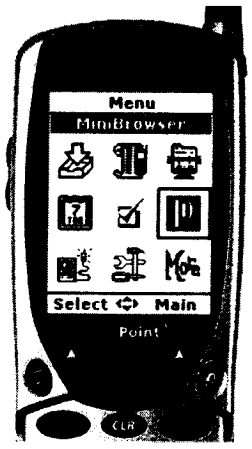
B

# How the MiniBrowser System Works




When you connect to the MiniBrowser from your NeoPoint 2000, a signal (request for information) is sent to your provider's cellular network. From the cellular network, your request is sent to the UP.Link gateway (portal to the Internet). The UP.Link gateway accesses the Internet and retrieves your requested information.

## Accessing the MiniBrowser




Select MiniBrowser Application

MiniBrowser Main Access Window

1. From the Menu screen, select MiniBrowser and the MiniBrowser Main Access window will appear.

B

# Appendix B: Using the MiniBrowser

## Overview

The MiniBrowser allows the user to use a variety of Internet services. Using the MiniBrowser on the NeoPoint phone allows you to:

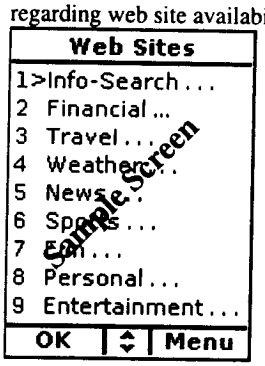
- Send and receive Internet e-mail
- Browse and search the World Wide Web via web pages specially designed for cellular customers
- Set bookmarks to directly access your favorite sites
- Retrieve information such as stock quotes and flight schedules from the Internet

**NOTE: MiniBrowser capabilities and services may vary depending upon your carrier service provider's configuration.**

B

# Web Sites

Web sites may vary from carrier to carrier. Your actual list may vary from the following example. Contact your carrier service provider for more information regarding web site availability and access.




MiniBrowser displays an alert icon on the NeoPoint Main screen when a new alert has been received in the Inbox.

Select the item by pressing the Navigator key (up/down) to position the > symbol in front of the option, or press the corresponding number on the keypad. Press the **BACK** key to return to the previous menu.

## Selecting Other Categories From Web Sites Menu

Because the carrier service provider specifies which categories are displayed, your actual list may vary. Accessing the categories is accomplished by scrolling and selecting the menu item, much like the InfoSearch feature. For a complete list of Categories available to you, contact your carrier service provider.

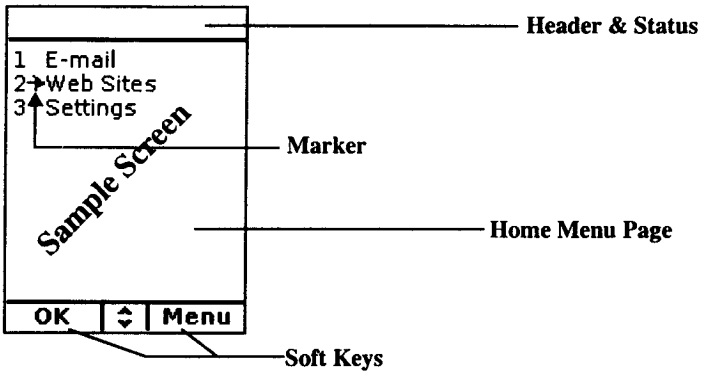
# Using Bookmarks

## Creating a Bookmark

1. Go to the service or screen you want to add to your Bookmark list.
2. Press the **MAIN/MENU** key or press and momentarily hold the **#SPACE** key on your NeoPoint phone.

   If the screen has a title, the MiniBrowser software automatically supplies a name based on the name of the screen you are viewing.

2. Your NeoPoint phone will access the MiniBrowser network. Once connected, press and momentarily hold the **BACK** key and the window will change to the Home Menu page.




To access the Home page from any menu in the MiniBrowser, press and momentarily hold the **BACK** key.

The Home menu has four parts:

| | |
|---|---|
| **Header & Status** | Displays page header and status information |
| **Marker** | Move to select an option and press **OK** (Soft Key 1) |
| **Menu Options** | Lists options, menus, etc. for current page |
| **Soft Keys** | Displays command options |

At the bottom of the display, you will see commands to select. In this window, the commands are **OK** (Soft Key 1) and **Menu** (Soft Key 2). Once you select an option, press one of the Soft Key commands. If you choose **OK** (Soft Key 1) to view cursor arrow selection, the status line will change from **OK** to **Sending >>>**. There is a momentary delay as your request for information is accessed and returned to your NeoPoint phone.

**End Key** To exit MiniBrowser, press the End key.

**NOTE: If there is no MiniBrowser activity for a set amount of time (see your carrier for set time specs.), your call/MiniBrowser will time-out and automatically terminate the call.**

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If you want a different or shorter name, you can change the bookmark name at this point. Use the **NAVIGATOR** and **CLR** keys to change the name.

3. Press **Submit** (Soft Key 1).
4. A message appears confirming that the bookmark was added to the list.
5. Press **OK** (Soft Key 1) again to return to the screen you bookmarked.

   The new bookmark is added to the end of the Bookmark list.

## Going to a Bookmark

1. From the Home menu, choose Bookmarks, then, if necessary, press **OK** (Soft Key 1).
2. Choose the bookmark you want and, if necessary, press **OK** (Soft Key 1).

## Deleting a Bookmark

1. From the menu of Bookmarks, choose the bookmark you want to delete and press **Menu** (Soft Key 2).
2. Choose Delete from the list of menu items (or press **3** on the NeoPoint key pad).

   A confirming message asks if you're sure you want to delete the named bookmark.
3. Press **Yes** (Soft Key 1) to delete the bookmark.

anykey answer
enabling/disabling 66
setting the 35
applications
contacts 26
inbox 29
minibrowser 30
more... 30
preferences 31
sync 28
to do 28
AT commands 96
audio problems 76
auto answer
setting the 35
auto redialing
how to 67
automatic syncing 67

## B

back key 7
backlight
setting the display 33
banner
how to change 69
battery
charging times 4
how to charge 4
how to insert 2
battery/power problems 75
blasting safety xviii
blocking my caller ID 70

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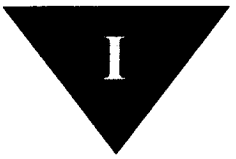

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