

# **Wistron/SP500**

## **User Guide**

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## **Federal Communications Commission (FCC) & Industry Canada(IC) Statement**

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **Operation is subject to the following two conditions:**

- 1) this device may not cause interference and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

### **FCC RF Radiation Exposure Statement:**

For body worn operation, this phone has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the handset a minimum of 1.5 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines."

### **SAR Information**

FCC: Head: 0.610 W/kg

Body: 1.37 W/kg

CE & NCC: 0.438 W/kg

### **NCC Statement:**

根據交通部低功率電波輻射性電機管理辦法 規定：

**第十二條** 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

**第十四條** 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

電磁波警語：「減少電磁波影響，請妥適使用」

You can find the label to be placed in the battery compartment.

FCC ID:PU5-SP500

IC:4182A-SP500

# Welcome

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Thank you for making SP500 your choice for your mobile computing and communication needs. Your new sleek SP500 is a fully integrated GPS PDA phone. It combines the power of high-performance PDA applications with the wireless connectivity of an EDGE/GPRS/WLAN/Bluetooth-enabled mobile phone. The integrated GPS solution makes traveling a breeze, and with the 3M built-in camera you're sure to capture the local scenery. All these features make your SP500 the ideal digital companion for both work and play.

Welcome

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# 1 First Things First

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- ī Package contents
- ī Preparing to use your SP500

## Package contents

Your SP500 comes packed in a cardboard box. Carefully unpack the box and remove the contents. If any of the following items are missing or damaged, contact your dealer immediately.

- ī SP500 Enterprise Digital Assistant
- ī Stylus
- ī Standard life battery
- ī AC adapter (with four region-specific clip plugs)
- ī USB sync cable
- ī SP500 Quick Start Guide
- ī SP500 Regulatory Guide

## Preparing to use your SP500

Perform the following easy setup tasks to begin using your device:

- 1 Install the battery pack.
- 2 Charge your device.
- 3 Install ActiveSync 4.2 or higher on your computer.
- 4 Start the SP500.
- 5 Create an ActiveSync partnership between your device and your computer.

## Installing the battery pack

Your SP500 uses a high-density removable and rechargeable 1100 mAh lithium ion battery pack. See "Battery problem" on page 241 for more information on how to conserve power consumption to make your battery last longer.

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**WARNING!** There is a risk of fire and burns if the battery is handled improperly. DO NOT disassemble, crush, puncture, short external contacts, or dispose the battery in fire or water. DO NOT attempt to open or service the battery. Dispose of used batteries according to local recycling guidelines in your area.

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## 1 First Things First

### ***Preparing to use your SP500***

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#### To install the battery pack:

Align the tabs on the battery pack with the grooves on the rear side of the device, and then insert the battery pack in place. The battery pack locks to the chassis with an audible click.

#### To uninstall the battery pack:

- 1 If the device is on, press the **Power** button  to turn off the device.  
Wait for five seconds to allow the device to completely power off.
- 2 Slide the battery latch toward the **unlock** icon  to release the battery pack from the chassis (1).
- 3 Completely detach the battery pack from the device (2).

## Charging the SP500

Initial charging takes about four hours. After the initial charging, charge your device everyday to restore the battery to full capacity. Charge your device using the AC adapter cable, see instructions below.

While waiting for the initial charging to complete, install Microsoft® ActiveSync® 4.2 or higher on your computer to prepare for the initial synchronization procedure. Refer to the next section for instructions.

#### To charge your device:

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**NOTE:** Use the clip plug applicable in your country.

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- 1 Slide the replaceable clip plug into the AC adapter until it locks into place with an audible click.



## 1 First Things First

### ***Preparing to use your SP500***

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- 2 Plug the AC adapter cable into the mini USB connector on bottom of the device.
- 3 Connect the AC adapter cable into an electrical outlet.

The charging LED indicator on the right side of the touch screen lights up orange to signify that AC connection is made.

If the battery level becomes low in the course of normal use, a **status** icon appears on the device screen indicating low or depleted battery status (see "Status icons" on page 18 for more information). In both cases, perform an ActiveSync operation to back up your data, and then recharge your device as soon as possible.

If the battery level reaches low status, the device enters *sleep mode*; if the battery level reaches very low status, the device enters *deep sleep mode*. In this case, you have about 72 hours to recharge your device after which you risk losing all data on your device's internal memory.

### **Installing Microsoft ActiveSync**

ActiveSync is already installed on your SP500; you only need to install it on your computer.

#### **System installation requirements**

- † Supported operating systems:
  - † Windows 2000 Service Pack 4
  - † Windows Server® 2003 Service Pack 1
  - † Windows Server 2003 Service Pack 1 for Itanium-based Systems
  - † Windows Server 2003, Standard x64 Edition
  - † Windows XP® Media Center Edition
  - † Windows XP Professional x64 Edition
  - † Windows XP Service Pack 1
  - † Windows XP Service Pack 2
  - † Windows XP Tablet PC Edition
- † Microsoft Outlook® 2000, Microsoft Outlook XP, or Microsoft Outlook® 2003 (recommended) messaging and collaboration clients required for Microsoft Outlook Office Mobile synchronization
- † Microsoft Office 2000, Microsoft Office XP or Microsoft Office 2003 for Microsoft Office Mobile® synchronization
- † Microsoft Internet Explorer 6.0 or later for Internet Explorer Mobile favorites synchronization
- † Microsoft Systems Management Server 2.0
- † Hard disk drive with 7 MB of available hard disk space (actual requirements may vary based on selected features and user's current system configuration)
- † USB port, Bluetooth, or infrared connection

## 1 First Things First

### **Preparing to use your SP500**

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#### To install Microsoft ActiveSync on your computer:

- 1 Close all open programs, including those that run at startup, and disable any virus-scanning software.
- 2 Download the ActiveSync setup software from the Microsoft ActiveSync Download page at <http://www.microsoft.com>.
- 3 On the download prompt, click **Open**.
- 4 Follow all on-screen instructions to complete installation.

To confirm you've successfully installed ActiveSync, open ActiveSync, then click **Help > About Microsoft ActiveSync**.

For detailed information about using ActiveSync on your computer, start ActiveSync on your computer, click **Help > Microsoft ActiveSync Help**.

### **Starting the SP500**

After you have initially charged your device, the device is ready for use. You can now start your device where you will calibrate the display, learn basic stylus usage, and set up the system date and time.

#### To start your SP500:

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**NOTE:** After pressing the power button, wait four seconds for the device to power on before pressing the power button again.

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- 1 Turn on your device by pressing the **Power/End** key .

- 2 Follow the on-screen Welcome Screen Wizard instructions.
- 3 After the device setup, create an ActiveSync partnership to synchronize information between your computer and/or server and your SP500.

### **Creating an ActiveSync partnership**

After installing ActiveSync on your computer and completing the device setup, you can now set up a partnership between your SP500 (first time connection only) and your computer and/or a server with the help of the New Partnership setup wizard. This wizard will help you:

- † Set up a partnership so you can synchronize information between your device and your computer
- † Customize your synchronization settings

## 1 First Things First

### ***Preparing to use your SP500***

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#### **To create an ActiveSync partnership:**

- 1 Connect the USB sync cable into the connector on the bottom of your device, then plug the USB sync cable into a USB port on your computer.

The Synchronization Setup Wizard automatically starts on your computer screen.



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**NOTE:** If the wizard does not automatically appear, launch ActiveSync on your computer by clicking on its icon from **Start > Programs**.

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- 2 Follow the on-screen instructions.

To prevent synchronization problems, select the "Synchronize directly with a server running Microsoft Exchange Server..." option only if you are certain that your company is running Microsoft Exchange Server with Exchange ActiveSync and you know the server address and logon credentials. For more information, contact your corporate network administrator or service provider.

By default, ActiveSync only synchronize information for Contacts, Calendar, Messaging (Outlook E-Mail), Tasks, and Favorites (for Internet Explorer Mobile). If you decide to synchronize other files, for example, Word documents, ActiveSync need to convert these files. Converted files may not contain all information found in original file.

## 1 First Things First

### ***Preparing to use your SP500***

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- 3 Click **Finish** to close the wizard and start the initial synchronization.

During the synchronization process, the ActiveSync window appears on your computer, while the **Data connectivity** icon  appears on your device's navigation bar.



After the initial synchronization, the information types you've selected for synchronization are copied to your device. Disconnect your device from your computer and you're ready to go!

The next time you connect your device, your computer recognizes it automatically. You don't need to set up the partnership again. You can initiate synchronization from your device anytime via several connection options—via USB sync cable, infrared, or Bluetooth connections. For more information on these connection options and other ActiveSync configuration settings, see "Using ActiveSync" on page 31.

## 2 Wireless Communications

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- ī Wireless communication features
- ī Managing wireless connections
- ī Getting connected

### Wireless communication features

You can use your SP500 to exchange information with other mobile devices and connect to your computer, a network, or the Internet. You have the following connection options:

- ī Use the infrared sensor or the Bluetooth function to exchange files from another IR- or Bluetooth-enabled device.
- ī Use a GPRS or Wi-Fi connection to send and receive e-mail messages by using Messaging; and view Web or WAP pages by using Internet Explorer Mobile. Contact your mobile phone service provider to have your WAP or GPRS connection activated.

#### Beam function

In a Microsoft Windows Mobile program (except Messaging), and Picture & Videos, you can exchange files using either infrared or Bluetooth.

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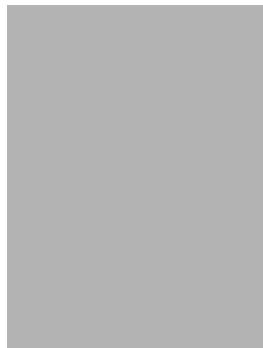
**TIP:** You can also beam files (not folders) from the File Explorer screen. To do, tap and hold the item you want to send, then tap Beam File from the pop-up menu.

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First activate the beam function before exchanging files with another IR- or Bluetooth-enabled device.

To activate the Beam function:

- 1 Tap  > **Settings** .
- 2 On the **Connections** tab, tap **Beam** .
- 3 Tap "Receive all incoming beams" check box.



- 4 Tap **ok**.

## 2 Wireless Communications

### **Wireless communication features**

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#### **Infrared connection**

Using infrared, you can enable short-range file exchange between your SP500 and another IR-enabled device.

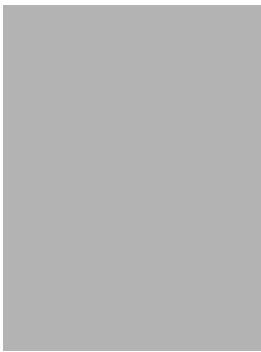
#### **Exchanging files using IR connection**

Ensure that the IR function on both your SP500 and on other device you want to exchange files with are enabled.

##### **To send files via IR connection:**

- 1 Switch to the program where you created the item you want to send and locate the item in the list.
- 2 Align the IR port  of your device with that of the IR-enabled device so that they are unobstructed and within a close range.

- 3 Tap and hold the item, then tap **Beam [type of item]** on the pop-up menu.
- 4 Tap the device that you want to send the file to.



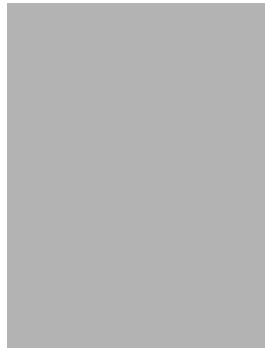
## 2 Wireless Communications

### ***Wireless communication features***

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#### To receive files via IR connection:

- 1 Align the IR port  of your device with that of the IR-enabled device so that they are unobstructed and within a close range.
- 2 Have the owner of the other IR-enabled device send the file to you.



- 3 On the Receiving Data callout, tap **Yes**.

#### **Bluetooth connection**

Your device allows you to connect to any Bluetooth-enabled device in your personal area network (PAN). Once connected you can perform the following:

- ī Send and receive files to another Bluetooth-enabled device.
- ī Transfer an outgoing call to a Bluetooth-enabled headset. See "To make a call from a Bluetooth-enabled headset" on page 44 for more information.
- ī Print files to a Bluetooth-enabled printer.  
Additional software is required on your device to enable you to print files to a Bluetooth-enabled printer. Contact your local dealer for more information.
- ī Once connected to another Bluetooth-enabled device or computer, you can locate and use any of the services available on the device.

#### Activating the Bluetooth function

You have two options to activate your SP500's Bluetooth connection—using the Wireless Manager or the Bluetooth option under the Settings > Connections preferences. Once activated,  connection is indicated as **On** in the Wireless Manager section of the Today screen.

#### To activate Bluetooth via the Wireless Manager:

See "To activate Bluetooth via the Wireless Manager" on page 26 for more information.

#### To activate Bluetooth using the Settings option:

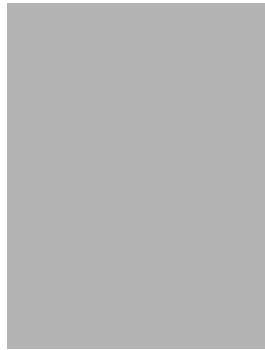
- 1 Tap  > **Settings** .
- 2 On the Connections tab, tap **Bluetooth** .

## 2 Wireless Communications

### Wireless communication features

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- 3 On the Mode tab, select all the check boxes.



- 4 Tap **ok**.

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**NOTE:** Deactivate the Bluetooth feature when you do not plan to use it for an extended time.

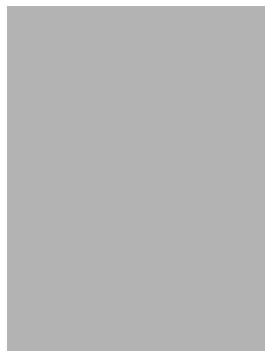
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#### Creating a Bluetooth partnership

You need to create a partnership with another Bluetooth-enabled device to be able to exchange information with it.

##### To create a Bluetooth partnership:

- 1 Ensure that your SP500 and the other Bluetooth-enabled device(s) are turned on, visible, and within close range of each other.
- 2 Perform either of the following.
  - i On the Wireless Manager screen, tap **Menu > Bluetooth Settings**.
  - i Tap **> Settings > Connections tab > Bluetooth**.
- 3 On the Devices tab, tap **Add new device**.

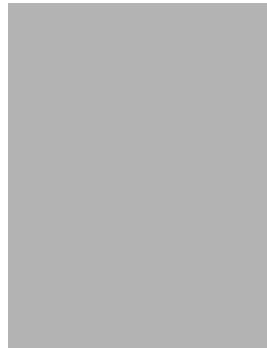


## 2 Wireless Communications

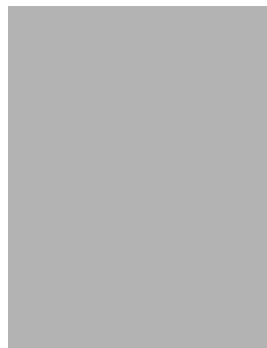
### ***Wireless communication features***

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Your device searches for Bluetooth-enabled devices on your personal area network (PAN) and displays them in the device list.



- 4 Tap the name of the device in the list, then tap **Next**.  
If you want to use a passcode, type an alphanumeric passkey, then tap **Next**; enter the same passkey on the other device.  
The passkey is recommended for enhanced security. Your passkey must be between 1 to 16 alphanumeric characters.  
If you do not want to use a passkey, tap **Next**.
- 5 On the Partnership Settings screen, perform the following:



- (a) Type in a meaningful device name on the **Display Name** box to identify the device later.
- (b) Select the type of services you want to enable for this Bluetooth partnership.

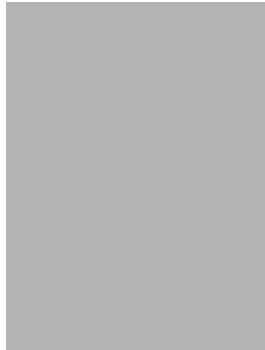
- 6 Tap **Finish**.

## 2 Wireless Communications

### Wireless communication features

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- 7 On the Bluetooth screen, tap the **COM Ports** tab, then tap **New Outgoing Port**.



- 8 Select the device you want to add, then tap **Next**.
- 9 Select a numbered COM port from the list.
- 10 Select "Secure Connection" option to designate the COM port for Bluetooth partnership.
- 11 Tap **Finish**, then tap **ok**.

#### Exchanging files using Bluetooth

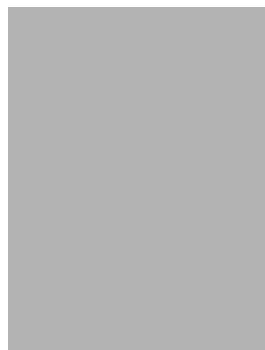
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**IMPORTANT:** Ensure that the two devices have Bluetooth turned on, discoverable, and within close range.

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##### To send files via Bluetooth:

- 1 Switch to the program where you created the item you want to send and locate the item in the list.
- 2 Tap and hold the item, then tap **Beam [type of item]** on the pop-up menu.
- 3 Tap the device that you want to send the file to.



## 2 Wireless Communications

### **Wireless communication features**

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#### To receive files via Bluetooth:

- 1 Have the owner of the other Bluetooth-enable device send the file to you.



- 2 On the Bluetooth callout, tap **Yes**.

### **GPRS connection**

General Packet Radio Service (GPRS) is a packet-switched technology that allows transmission of data between mobile phones and the Internet over a GSM network. It supports an "always on" capability which uses the GSM network only during data transmission. This means users only pay for the amount of downloaded information rather than the duration of the network connection.

The communication software for creating a GPRS connection is already installed on your device. Your service provider will provide software needed to install other services, such as paging and fax services.

Once you've established a GPRS connection, you can:

- Use Messaging to send and receive e-mail messages.
- Use Internet Explorer Mobile to access Web or WAP pages
- Use Windows Media Player 10 Mobile for Pocket PC to listen to streaming media
- Use Live Messenger to conduct IM sessions with your friends and colleagues.

#### **Configuring your GPRS connection**

##### To manually configure GPRS connection:

See "To connect to the Internet" on page 28 for more information.

For more information on configuring your device's GPRS setting, contact your mobile phone service provider.

#### **Connecting to the GPRS network**

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**NOTE:** When downloading large files through GPRS data connection, incoming phone calls are not received. Phone calls are directed to voicemail.

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A GPRS connection is required to connect to a GPRS network. To create a GPRS connection, the GPRS features on your GSM account must be enabled and activated on your SIM card. You may be required to configure your GPRS connection and authenticate GPRS to connect to the GPRS network. Obtain the user name and password from your mobile phone service provider.

##### To connect to GPRS network:

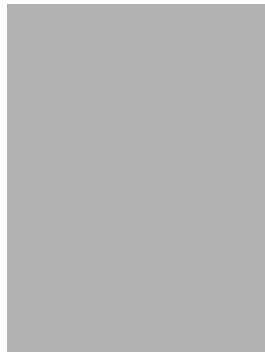
- 1 On the navigation bar, tap the **Data connectivity** icon

## 2 Wireless Communications

### Wireless communication features

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2 Tap **Connect GPRS**.



The Connecting call drop-down box displays. The GPRS data connection active icon  appears on the navigation bar and changes to  and to  once a GPRS connection is established.

#### To end a GPRS connection:

Perform one of the following:

- î On the **navigation** bar, tap the **Data connectivity** icon , then tap **Cancel** on the **Connectivity** drop-down box.
- î On the **Today** screen, tap **Wireless Manager**  > **Menu** > **Disconnect Cellular Data**.

## Wi-Fi connection

Your SP500 supports an optional Wi-Fi hardware (IEEE 802.11b/g) you can use to scan for existing wireless local area network (WLAN) access points or hot spots. WLAN access points or hot spots can be found in homes and office or public areas such as inside airports, restaurants, coffee shops, hotels, or other public areas. Just like in a GPRS connection, a Wi-Fi access allows you to connect to a computer, access the Internet, and send/ receive e-mail and files.

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**NOTE:** Wi-Fi access in some areas may require a separate purchase of a service contract with a wireless service provider. Check with a Wi-Fi service provider in your area for more information.

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#### Activating a Wi-Fi connection

You have several options to activate your SP500's Wi-Fi connection—from the Today screen using the Wireless Manager or the Wi-Fi option under the Settings > Connections preferences. Once activated, Wi-Fi connection is indicated as **On** in the Wireless Manager section of the Today screen.

#### To activate Wi-Fi connection via the Wireless Manager:

See "To activate Wi-Fi connection via the Wireless Manager" on page 27 for more information.

## 2 Wireless Communications

### Wireless communication features

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#### Setting up a wireless network connection

After activating Wi-Fi connection, you can proceed to the wireless network setup. A wireless network can be automatically detected or be manually added by entering the related network settings. Before performing the procedure in this section, determine if authentication information is needed.

Check the following before setting up a wireless network connection for your device.

- ī Make sure that the Internet Protocol (TCP/IP) is installed on your computer.
- ī Make sure the network system and remote access server in your workplace supports TCP/IP protocol
- ī Make sure you have remote access account. Ask your network administrator for assistance on setting up a wireless connection.

#### To set up a wireless network connection:

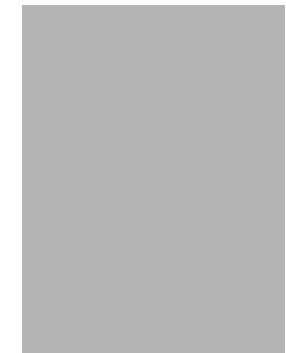
- 1 Enable the device's wireless networking function. See "To activate Wi-Fi connection via the Wireless Manager" on page 27 for more information.
- 2 Tap  > **Settings** .
- 3 On the Connections tab, tap **Wi-Fi** .

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**TIP:** Alternatively, from the Today screen, you can tap **Wireless Manager** > **Menu** > **Wi-Fi Settings**.

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- 4 On the Wireless tab, perform one of the following:



- ī If your preferred network is not listed, tap **Add New**. See "To add a wireless network" on page 23 for more information.
- ī Tap an available wireless network. Previously configured networks are already listed. To change network settings, tap a network and follow the on-screen instructions.
- 5 In the Networks to access drop-down list, select the type of network you wish to connect to. Options include:
  - ī All available
  - ī Only access points
  - ī Only computer-to-computer
- 6 Tap **ok**.

## 2 Wireless Communications

### Wireless communication features

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#### To configure a network adapter:

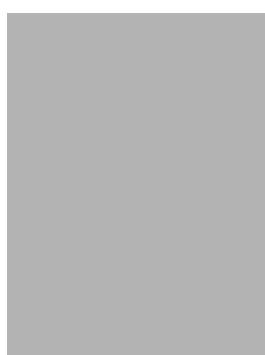
- 1 On the **Wi-Fi** screen, tap the **Network Adapters** tab.



- 2 Make your desired changes to the available adapters on the list.
- 3 Tap **ok**.

#### To connect to a wireless network:

- 1 Tap  > **Settings** .
- 2 On the Connections tab, tap **Wi-Fi** .
- 3 On the Wireless tab, tap an available wireless network.
- 4 On the command bar, tap **Connect**.  
If a wireless network is detected, a similar screen appears, tap **Connect** on the command bar.



## 2 Wireless Communications

### **Wireless communication features**

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#### To add a wireless network:

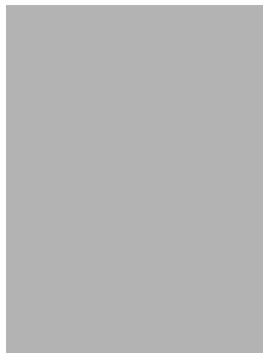
If your preferred wireless network is not automatically detected, you can add the network provided you know the wireless network settings. Contact your network administrator for wireless network settings applicable to your network.

- 1 Open the Configure Wireless Networks screen by performing one of the following:

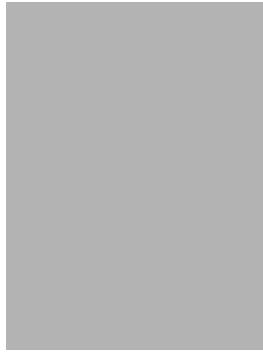
    i Tap  > **Wireless Manager**  > **Menu** > **Wi-Fi Settings**.

    ii Tap  > **Settings**  > **Connections tab** > **Wi-Fi** .

- 2 On the Wireless tab, tap **Add New**.



- 3 Enter the Network name, then choose whether the wireless network connects to The Internet or Work network.
- 4 If you want to connect to another wireless device (Ad-hoc mode), select the "This is a device-to-device (ad-hoc) connection" option.
- 5 Tap **Next**.



- 6 In the Authentication drop-down list, select the authentication method.
- 7 In the Data Encryption drop-down list, select an encryption method.
- 8 Tap "The key is automatically provided" check box or enter the network key.

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**NOTE:** Obtain network security settings from the network administrator.

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## 2 Wireless Communications

### **Wireless communication features**

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9 Tap **Next**.



- 10 Tap the "Use IEEE 802.1x network access control" check box.
- 11 In the EAP type drop-down list, select an appropriate EAP method.
- 12 Tap **Finish**.

To set Wi-Fi region code:

- 1 On the Wireless Manager screen, tap **Menu > Wi-Fi Region Code Setting**.



- 2 Select the region code applicable to your country.
- 3 Tap **Done**.

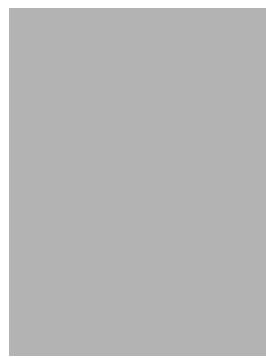
## 2 Wireless Communications

### **Managing wireless connections**

---

#### To set Wi-Fi performance mode:

- 1 Disable Wi-Fi connection on the **Wireless Manager** screen.
- 2 Tap **Menu > Wireless Power Mode**.



- 3 Select a running mode, then tap **Done**.

## Managing wireless connections

### **Using Wireless Manager**

The Wireless Manager provides easy management to the wireless features on your device. This program complements your device's integrated wireless card enabling you to turn the wireless features on and off and allows for centralized management of the Wi-Fi, Bluetooth, and Phone settings.

#### To open Wireless Manager:

Perform one of the following:

- ī On the **Today** screen, tap **Wireless Manager** .
- ī On the **navigation** bar, tap the **Data connectivity** icon  or **signal** icon , then from the Connectivity drop-down box, tap **Wireless Manager**.
- ī Tap  > **Settings**  > **Connections** tab > **Wireless Manager** .

#### **Activating wireless features**

You can use Wireless Manager to turn the following wireless features on and off—one at a time or all at the same time. Wi-Fi and Phone can not be turned on at the same time.

- ī Wi-Fi
- ī Bluetooth
- ī Phone
- ī Cellular Data GPRS connection

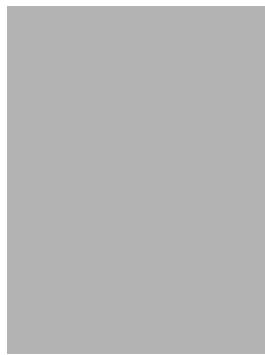
## 2 Wireless Communications

### ***Managing wireless connections***

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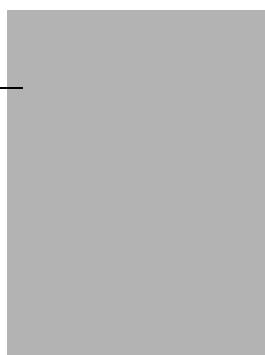
**To turn multiple wireless features on:**

- 1 On the **Wireless Manager** screen, tap **All > Done**.

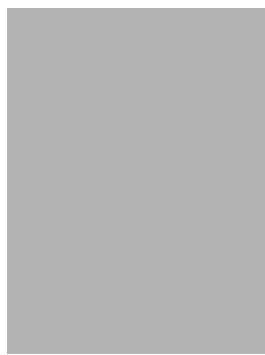


**To activate Bluetooth via the Wireless Manager:**

- 1 On the **Today** screen, tap **Wireless Manager** .



- 2 On the **Wireless Manager** screen, tap **Bluetooth**.



## 2 Wireless Communications

### ***Managing wireless connections***

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3 Tap **Done**.

To activate Wi-Fi connection via the Wireless Manager:

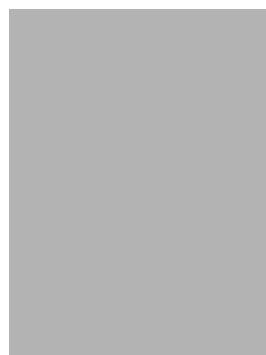
- 1 On the Today screen, tap **Wireless Manager** .
- 2 Tap **Wi-Fi > Done**.

To activate Phone via the Wireless Manager:

- 1 On the Today screen, tap **Wireless Manager** .
- 2 Tap **Phone > Done**.

To disconnect cellular data GPRS connection via the Wireless Manager:

- 1 On the Today screen, tap **Wireless Manager** .
- 2 Tap **Menu > Disconnect Cellular Data**.



3 Tap **Done**.

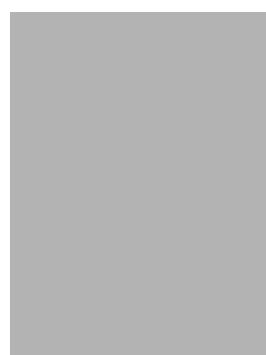
#### Configuring the multiple wireless settings

Using Wireless Manager, you can set Phone, Bluetooth, and Wi-Fi settings.

To configure the Phone settings:

- 1 On the Wireless Manager screen, tap **Menu**.
- 2 Select **Phone Settings**.

The **Phone Settings** screen has five tabs—Phone, Services, Network, Band, and PPP Auth. See “Phone preferences” on page 61 for the configuration options available for each tab.



## 2 Wireless Communications

### **Getting connected**

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#### To configure the Bluetooth settings:

See "Bluetooth connection" on page 15 for more information.

#### To configure the Wi-Fi settings:

See "Wi-Fi connection" on page 20 for more information.

For information on configuring the Bluetooth settings, Phone settings, or Wi-Fi settings, tap **Help**.

### **Getting connected**

After configuring your device's wireless settings you can now define the network settings you'll be using to access the Internet, connect to your office network, and view intranet URLs.

For help information on performing the following procedures, tap **Help** from the screen you're having difficulty with.

Once you've established these network settings; use Internet Explorer Mobile to view Internet and intranet sites. See "Internet Explorer Mobile" on page 96 for more information.

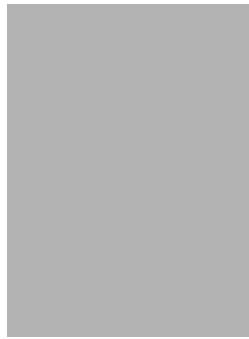
#### **Connecting to the Internet**

You can connect to the Internet by using a modem or wireless connection. Before you perform the procedure below, obtain the following information from your Internet service provider (ISP) or wireless service provider.

- 1 ISP server phone number or access point
- 1 User name and password

#### To connect to the Internet:

- 1 Tap  > **Settings** .
- 2 On the Connections tab, tap **Connections** .
- 3 On the Tasks tab, tap **Add a new modem connection** from either My ISP or My Work Network.



- 4 Enter a name for the connection (e.g. Internet).
- 5 In the Select a modem list, select your modem type.  
If you will be using a mobile phone network, select **Cellular Line**.  
If you will be using GPRS, select **Cellular Line (GPRS)**.
- 6 Tap **Next**.
- 7 Enter the number to be dialed or the access point name provided by your mobile service provider.
- 8 Tap **Next**.

## 2 Wireless Communications

### ***Getting connected***

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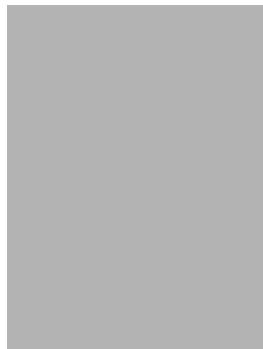
- 9 If required, enter the user name, password, and domain name.  
If the mobile phone service provider specified the IP addresses of your DNS servers, tap **Advanced > Servers** tab. Select **Use specific server address**, enter the DNS addresses, then tap **ok**.
- 10 Tap **Finish**.  
The connection is automatically started when you begin using a program that uses an Internet connection.  
To manually start the connection, perform one of the following:
  - ī Repeat steps 1 and 2, then on the **Tasks** tab, tap **Manage existing connections** under **My ISP**. Tap and hold a connection name, then select **Connect** from the pop-up menu.
  - ī Perform the "To connect to a wireless network" procedure on page 22.

#### **Flight Mode**

Flight Mode allows you to turn off all the active wireless connections for safe use on an airplane.

##### To turn off wireless connections:

- 1 Press and hold the **End**  button for five seconds.



- 2 Select **Yes** when the Turn On Flight Mode notification appears. All active wireless connections are turned off.  
When you want to turn the wireless connections back on, press and hold the **End**  button for five seconds. Select **Yes** when the Turn Off Flight Mode notification appears. The device remembers which wireless connections were active prior to entering Flight Mode and only turns on those wireless connections.

#### **Connecting to your office network**

You can connect to your office network by using a modem, virtual private network (VPN), or wireless connection. Before you perform the procedure below, obtain the following information from your network administrator or your wireless service provider.

- ī For a modem connection:
  - ī ISP server phone number or access point
  - ī User name and password
- ī For a VPN connection:
  - ī User name, password, and domain name
  - ī TCP/IP settings
  - ī VPN server host name or IP address
  - ī ISP server phone number or access point

If you will be using a modem or a VPN connection, perform the procedure in this section.  
If you will be using a wireless connection, perform the "To connect to a wireless network" procedure on page 22.

## 2 Wireless Communications

### **Getting connected**

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#### To connect to your office network:

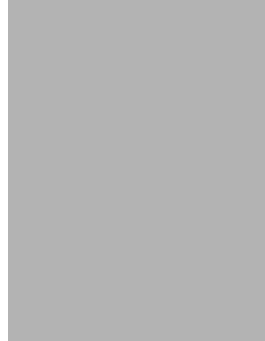
- 1 Tap  > **Settings** .
- 2 On the **Connections** tab, tap **Connections** .
- 3 Under My Work Network on the Tasks tab; select the kind of work connection you will be using.
- 4 Enter the required information for the selected work connection.
- 5 Tap **Finish**.  
The connection is automatically started when you use Internet Explorer Mobile to connect to your work network. Begin using a program that uses an Internet connection. To manually start the connection, perform one of the following:
  - (a) Repeat steps 1 and 2, then on the Tasks tab, tap **Set up my proxy server** under My Work Network.
  - (b) On the Modem or VPN tab, tap and hold a connection name, then select **Connect** from the pop-up menu.

### **Viewing intranet URLs**

If you'll be connecting to intranet sites that have periods in their URLs (e.g. [intranet.corporatename.com](http://intranet.corporatename.com)), you must add them to Work URL Exceptions list. Otherwise, Internet Explorer Mobile will search for them in the Internet rather than the company's intranet.

#### To add an intranet URL:

- 1 Tap  > **Settings** .
- 2 On the **Connections** tab, tap **Connections** .
- 3 On the **Advanced** tab, tap **Exceptions**.



- 4 Tap **Add New URL**.
- 5 Enter the intranet URL.

**TIP:** If you use URLs that share the same root company name, you can add them as group by entering **\*.corporatename.com**.

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- 6 Tap **ok**.

### Setting an e-mail server connection

You can set up a connection to an e-mail server so that you can send and receive e-mail messages on your device. You can use multiple e-mail accounts to receive your messages. For each e-mail account you intend to use, first set up and name the e-mail service. If you use the same service to connect to different mailboxes, set up and name each mailbox connection.

There are two types of e-mail account that can be managed using your device.

- ī Microsoft Outlook  
Using Microsoft Outlook, your Inbox is updated each time you sync with your computer or corporate e-mail server.
- ī POP3/IMAP4  
This includes e-mail service from providers. These e-mail accounts can be managed remotely using a wireless connection.

#### To set up an e-mail account:

For an explanation on any of the setup screens, tap  > Help .

- 1 Tap  > Messaging .
- 2 Tap New E-mail Account.
- 3 Enter your e-mail address.
- 4 Tap the "Try to get e-mail settings automatically from the Internet" check box to allow auto setup to connect to the Internet and obtain e-mail server settings.
- 5 Tap **Read Privacy Statement online** to address privacy concerns.
- 6 Tap **Next**.  
This will initiate auto setup which attempts to connect your device to your e-mail server and automatically download the necessary e-mail connection settings. If auto-configuration is successful you can begin sending/receiving e-mails. If unsuccessful you will need to manually enter the settings.
- 7 Once auto setup is finished, tap **Next**.
- 8 Enter your name and the name you want displayed when you send an e-mail.
- 9 Tap **Next**.  
If auto setup is not successful, contact your ISP or network administrator for the following information and enter them manually:
  - ī User name and password
  - ī Domain name
  - ī Account type and name
  - ī Incoming and outgoing e-mail server

2 Wireless Communications  
***Getting connected***

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## 3 Using Phone

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The phone function of your SP500 EDA boasts of standard cell phone features—such as mailbox and text messages—as well as several handy call features including Speed Dial, Caller ID, Conference Call, Call Forwarding, Call Waiting, Voice Mail and Text messages, Fixed Dialing, Call Barring, Call History, speakerphone, note taking, voice mail, and emergency number setting.

The Phone program is integrated with both Microsoft Contacts and Messaging. This means you can make a call and send e-mail/text messages from any of these three programs. This fully integrated functionality of Phone also makes sharing contact information between programs an easier task.

This chapter shows you how to install a SIM (Subscriber Identity Module) card on your device. It also describes basic phone operations and features, as well as ways of customizing the phone function based on your preferences.

- ī Phone setup
- ī Dialer screen
- ī Phone operation
- ī Making phone calls
- ī Phone features
- ī Phone profiles
- ī Phone preferences

### Phone setup

#### Installing the SIM card

If you wish to use the phone function, you need to first install a valid SIM card.

A SIM card is a small printed circuit board that must be installed when signing on as a subscriber in a GSM-based mobile phone like your SP500. It contains subscriber details, security information and memory for a personal directory of numbers.

To install the SIM card:

- 1 If the device is switched on:
  - (a) Press the **Power/End** key  to turn off the device.
  - (b) Wait for five seconds to allow the device to completely enter sleep mode.
- 2 Remove the battery pack. See "To uninstall the battery pack" on page 8 for instructions.
- 3 With the rear panel facing you, slide the SIM card holder to the right.
- 4 Lift the holder halfway from the recess area.

### 3 Using Phone

#### ***Phone setup***

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- 5 Insert the SIM card into the SIM card holder.

Note the proper position of the SIM card—the card connector (i.e., gold area) should be facing downward with the beveled corner fitting the lower-left corner of the recess area.

- 6 Press the SIM card holder down.

- 7 Slide the SIM card holder to the left to lock it into place.

- 8 Reinstall the battery pack. See "To install the battery pack" on page 8 for instructions.

The default settings for your device are programmed on the assumption that you'll be using the phone function once you've properly installed a SIM card (and in some cases, entered a PIN), you can then proceed to establishing a connection to your mobile service provider's network.

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**NOTE:** If you're not going to install a SIM card on your device, keep the Phone program closed or turn the program off using Wireless Manager to minimize power consumption.

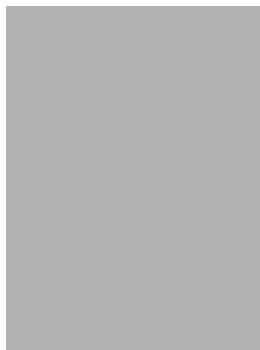
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### Entering your PIN

After installing the SIM card you'll be able to activate your mobile service connection. In most cases, SIM cards are preset with a PIN (Personal Identity Number), provided by your mobile service provider.

To enter your PIN:

- 1 Tap  > **Phone** .
- 2 On the Dialer screen, enter the preset PIN from your mobile phone service provider.



- 3 Tap **Enter**.

If you consecutively enter a wrong PIN for three times, the SIM card is blocked. If that happens, you can unblock it with the PIN Unlocking Key (PUK code) also provided by your mobile phone service provider.

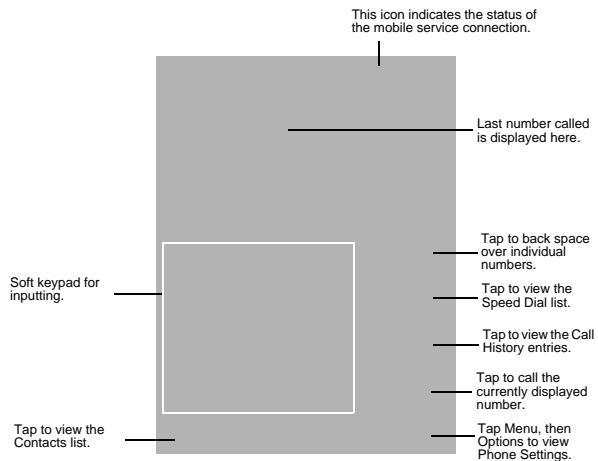
### 3 Using Phone

#### Dialer screen

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#### Dialer screen

To launch the Dialer screen, tap  > Phone  or press the **Send** button .



#### Dialer buttons

The list below shows the actions of the Dialer screen buttons.

Icon	Description
	Tap to erase the number you entered.
	Tap to view the Speed Dial list.
	Tap to see all received, made, and missed calls.
	Tap to call the displayed number.
	Tap to enable speakerphone mode.
	Tap to view Contacts.
	Tap to mute a call.
	Tap to hold a call.
	Tap to end a call.
	Tap during a call to create a note or recording for a particular call.

### Phone status icons

The list below shows the Phone-related status icons.

Icon	Name	Description
	Network search	Indicates that the device is attempting to establish mobile service connection.
	No network	Indicates that the device is not able to establish mobile service connection.
	Phone off	Indicates that the phone is off.
	In network service	Indicates that the phone is connected to a network.
	Signal status	The number of bars indicates the strength of your connection signal. As the strength of the signal diminishes the number of bars in the icon diminishes, with no bars indicating no signal.
	Active call	Indicates that a call is being made or there is an incoming call.
	Speakerphone	Indicates that the speakerphone mode is enabled. See "Using the speakerphone" on page 40 for more information on how to activate the speakerphone.
	Missed call	Indicates that you have a missed call.
	Unread message	Indicates that you have unread text or e-mail message(s), as well as voice mail notification(s).

### Phone operation

#### Turning the phone function on and off

If you have turned the phone function off, removed and then reinstalled the SIM card, the connection to your mobile service provider's network is not automatically enabled. You have the option to just use the device's EDA features or you can re-establish the mobile service connection.

---

**IMPORTANT:** In many countries it is required by law to turn off cell phones when boarding commercial flights. Turning off your SP500 does not turn off the device's phone function; you must use the Wireless Manager to turn off the phone.

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### 3 Using Phone

#### *Phone operation*

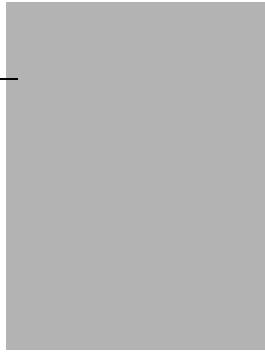
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##### To turn on the phone function:

- 1 Launch the Wireless Manager application:

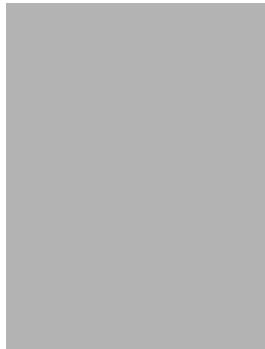
    i On the Today screen, tap **Wireless Manager** .

    Tap to launch the  
    Wireless Manager.



-or-

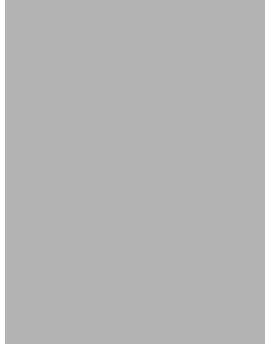
    i On the Today screen, tap the **signal icon**  on the upper right corner  
    of the screen, then from the Phone callout, tap **Wireless Manager**.



### 3 Using Phone *Phone operation*

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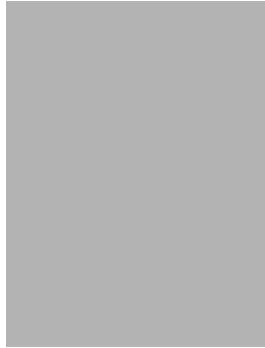
- 2 On the Wireless Manager screen, tap **Phone** to turn on phone function.



The signal icon  changes indicating the SP500 is searching for a mobile connection. This may take a few seconds. The signal icon  changes to , and to  once a mobile connection is established.

#### To turn off the phone function:

- 1 Launch the Wireless Manager application.
  - ī On the Today screen, tap **Wireless Manager** .
  - or-
  - ī On the Today screen, tap the signal icon  and select **Wireless Manager**.
- 2 On the Wireless Manager screen, tap **Phone** to turn off phone function.



#### **Erasing number input**

If you entered a wrong phone number when dialing, you can either backspace to erase individual digits or you can delete the entire phone number

- ī Tap  to backspace over digits.
- ī Press the Backspace key on the keypad.

### 3 Using Phone

#### Phone operation

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##### Answering a call

i On the Call Notification callout, tap **Answer** or press the **Send** button.

##### Rejecting a call

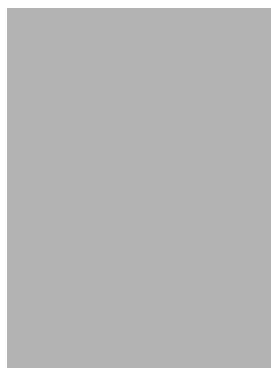
i On the Call Notification callout, tap **Ignore** or press the **End** button.  
Depending on your mobile service subscription, either a busy tone is sent out, or the call is forwarded to your voice mailbox.

##### Ending a call

i Tap **End** or press the **End** button.

##### Adjusting the phone volume

To adjust the phone volume, you must do so during a call. If you adjust the volume at another time it only affects the level of the system sounds (i.e., ring and notification alerts, .wmv/MP3 playback).



##### To adjust the phone conversation volume:

- 1 Tap on the navigation bar or press the volume key down to bring up the Volume drop-down box.
- 2 Drag the slider to adjust the phone volume.

##### Using the speakerphone

To attend to phone calls, attach the single earbud headset or activate the speakerphone mode. The speakerphone function allows you to talk hands-free and/or let other people listen to the caller.

##### To enable speakerphone mode:

- 1 Press and hold the **Send** button or tap the **Speaker On** screen button until the speakerphone turns on as indicated by the appearance of the **Speakerphone** icon on the navigation bar.

##### To disable speakerphone mode:

- 1 Press and hold the **Send** button or tap the **Speaker On** screen button again until the **Speakerphone** icon disappears from the navigation bar.

### 3 Using Phone *Phone operation*

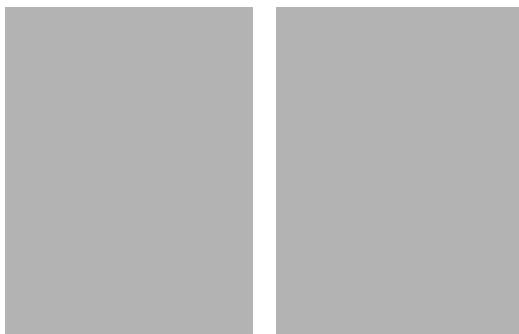
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#### Muting a call

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

To mute a call:

- During a call, tap **Mute** to toggle the mute function on and off.



The mute icon  is displayed on the Dialer screen's entry area to indicate that the mute function is enabled.

#### Making phone calls

The integrated nature of your device's phone function lets you make calls in a variety of ways across different applications. You can make a call by:

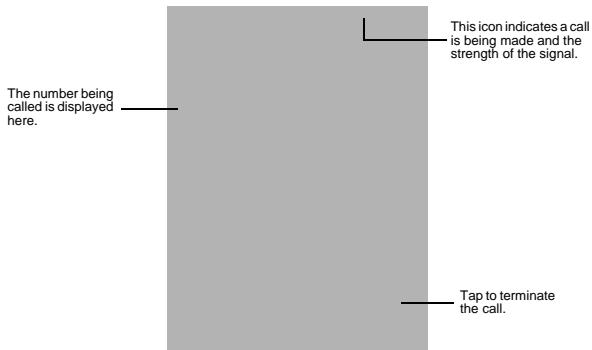
- Manually entering a phone number using the Dialer keypad.
- Accessing numbers using Speed Dial, Call History, Microsoft Contacts or SIM Manager.

Once a call has been initiated the signal icon  changes to  indicating an active call.

To make a call using dialer:

- On the **Dialer** keypad, tap the phone number you want to call.

- Tap **Talk** or press the **Send** button.



### 3 Using Phone

#### **Phone operation**

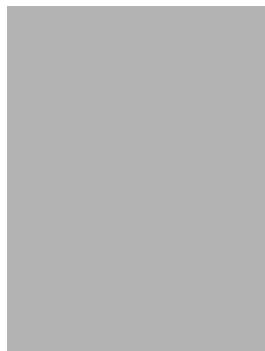
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##### **To make a call using Microsoft Contacts:**

There are several ways to make a call in Contacts. In this section, only the method using the hardware buttons is described. See "Calling a contact" on page 67 for instructions on other methods.

- 1 Tap  > **Contacts** .

Contacts opens to the contact list.



- 2 Type a name or number, or move the joystick up or down to scroll through the contact list and select the contact you want to call.
- 3 Press the **Send**  button twice—once to launch Phone and another to make the call. The call will be made to that contact's priority number.

##### **To make a call using Speed Dial:**

Speed Dial is a list you create for numbers you call regularly. Only numbers stored in Microsoft Contacts can be added to this list.

You can make a call in two ways:

- 1 By memorizing a phone number's position in the Speed Dial list, you can dial the number by entering its location number.



In the picture above, Clarisse Madeline Ang is at position 2. To dial her number, tap and hold 2 on the Dialer keypad until you hear a beep.

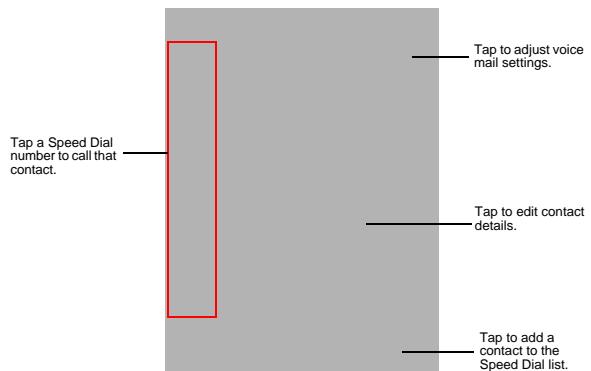
If a number holds a position of 10 or higher tap the first number, and then tap and hold the second to dial. For instance, to call the number in position 12, tap 1 then tap and hold 2.

### 3 Using Phone *Phone operation*

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Alternatively, if you don't remember the position of a number in the Speed Dial list follow the steps below:

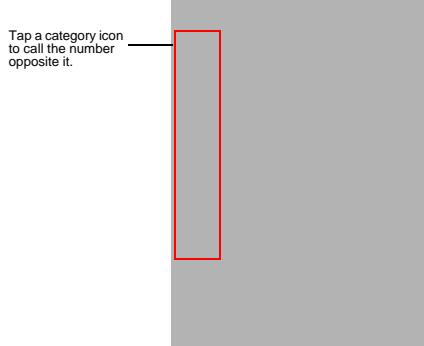
- Tap **Speed Dial**.
- On the Speed Dial screen, press the joystick to go through the list to find the number you want to call.
- Once the number is selected, you can either press the joystick or the **Send** button to initiate the call.



**To make a call using Call History:**  
Call History is a record of all incoming, outgoing, and missed calls.

- Tap **Call History**.
- Find the number you want to call. You can select a call category—All Calls, Missed, Outgoing, Incoming, and By Caller—by tapping the pick list in the top-left corner of the screen.
- Once the number has been selected press the joystick or the **Send** button to make the call.

Tap the **category** icon on the left of the selected number.



### 3 Using Phone

#### Phone operation

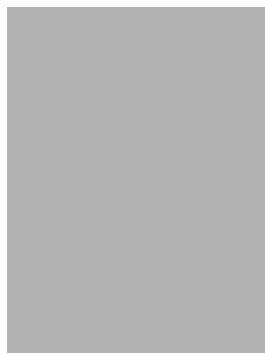
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##### To make a call using SIM Manager:

SIM Manager is a program you can use to view and manage the contents of your SIM card.

- 1 Tap  > **Settings** .
- 2 On the System tab, tap **SIM Manager** .

Wait for the SIM card contents to load.



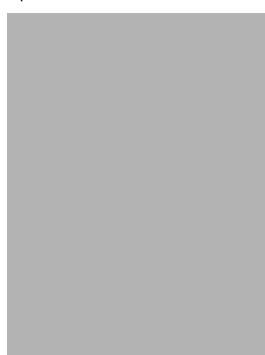
- 3 Scroll to the SIM contact you want to call and perform any of the following:

- ī Press the joystick.
- ī Press the **Send**  button.
- ī Tap and hold the SIM contact, then select Call from the pop-up menu.

##### To make a call from a Bluetooth-enabled headset:

You can use a Bluetooth-enabled headset with your device when you create a partnership between your device and the headset.

- 1 Make sure that the two devices are turned on, discoverable, and within close range.
- 2 Tap  > **Settings** .
- 3 On the Connections tab, tap **Bluetooth** .
- 4 On the Devices tab, tap **Add new device**.



Your device will search for other Bluetooth devices and displays them in the device list.

- 5 Tap the name of the Bluetooth-enabled hands-free device in the list, then tap **Next**.

### 3 Using Phone **Phone features**

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- 6 If you want to use a passcode, enter the alphanumeric passcode for the Bluetooth-enabled hands-free device, then tap **Next**.

You can find the passcode in the manufacturer's documentation for your hands-free device.

- 7 Tap **Finish**.

- 8 Select the check box for the Hands Free service, and tap **Finish**.

**To make an International call:**

For making a call to an overseas number that is not stored either in your SIM card or on your device, follow the steps below.

- 1 Tap and hold the Backlight/0 key until the plus (+) sign appears.

This sign replaces the international number prefix "00".

- 2 Enter the full phone number you want to dial.

It includes the country code, area code (without the leading zero), and phone number.

- 3 Tap **Talk**  or press the **Send**  button.

#### Making an emergency call

SP500 supports the international emergency number 112, and for US/Canada residents, the emergency number 911 as well. You can call these numbers for emergency police, fire, and medical assistance.

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**NOTE:** In some cases, additional local emergency numbers may be provided by your mobile phone service provider.

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Generally, you can make a call to these emergency numbers, with or without a SIM card installed on your device, as long as a mobile phone service network is available in your area. However, some mobile phone service providers may require that a SIM card is inserted, and in some cases that the PIN has been entered as well, before an emergency call can be made. Contact your mobile service provider for the requirements applicable to your mobile subscription.

**To make an emergency call:**

- 1 Dial the emergency number by using Dialer.

    i For international emergency calls, dial 112.

    i For US/Canada emergency calls, dial 911.

- 2 Tap **Talk**  or press the **Send**  button.

## Phone features

Flexibility is a hallmark of your device's phone function. This is best exemplified in such features as Call Notification, Call Hold and Conference Call, which allows you to attend to more than one call simultaneously—all with a simple tap of your stylus.

Variety is another hallmark of your device's phone function. This is implemented in such range of features as Call Notes, text/e-mail messaging, Voice Mail, and Contacts Integration.

---

**NOTE:** The availability of some of the phone features described in this section may depend on your mobile service subscription. Contact your mobile service provider for information.

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### 3 Using Phone

#### **Phone features**

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##### **Call notification and identification**

The Call Notification feature lets you know if another person is trying to call you when you are talking on the phone. When this happens the following callout appears.



The Caller Identification feature matches the incoming call number with those stored in Contacts so you know who is calling you.

##### **Call hold**

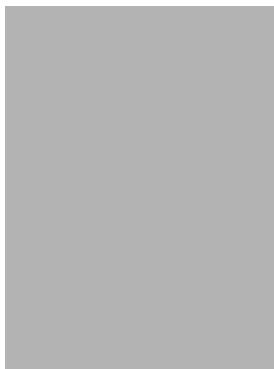
After being notified of an incoming call while already on the phone, you can choose to reject a call by tapping the **Ignore** button on the Call Notification callout, or you can use the Call hold feature to attend to both calls.

**To put a call on hold:**

i On the **Call Notification** callout, tap **Answer** to take the incoming call and put the original one on hold.

**To swap between calls:**

i To shift between two callers tap **Menu > Hold**.



### 3 Using Phone **Phone features**

---

#### Conference call

With the Conference Call feature you can create a conversation line between several callers. You can either, put a call on hold, then dial another number and wait for it to be picked up; or accept an incoming call when you already have one in progress.

To set up a conference call:

- 1 During a call with two active numbers, tap **Menu > Conference**.  
If the conference connection is successful the word "Conference" will appear in the input area of the Dialer screen.

To add additional people to a conference call:

You can connect up to six (6) callers at a time in a conference call.

- 1 During an active conference call, tap **Menu > Hold**.
- 2 Key in the new number.
- 3 Tap **Resume** to return and continue with the conference call.
- 4 Repeat steps 1-3 to add more people in the conference call.

#### Call notes

The Call Notes feature allows you to create a written or recorded note during a call. The call note will be saved as an attachment to your call as viewed in Call History.

To create a call note:

- 1 During an active call, tap **Note**.
- 2 On the **Notes** screen, use any of the input methods to compose your call note.



- 3 After you finished your call note, tap **ok**.

To add a recording to a call note:

- 1 During an active call, tap **Note**.
- 2 On the **Notes** screen, tap **Menu > View Recording Toolbar**.
- 3 Position your device's built-in microphone near your mouth or other source of sound.
- 4 On the Recording toolbar, tap **■**.
- 5 Tap **■** to stop recording.

### 3 Using Phone

#### **Phone features**

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The new recording appears as an embedded icon.



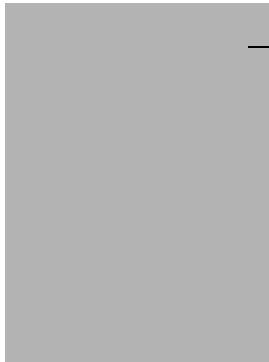
6 Tap **ok**.

**To view a call note:**

You can view call notes either from the Call History screen or from the Notes program.

i On the Call History screen:

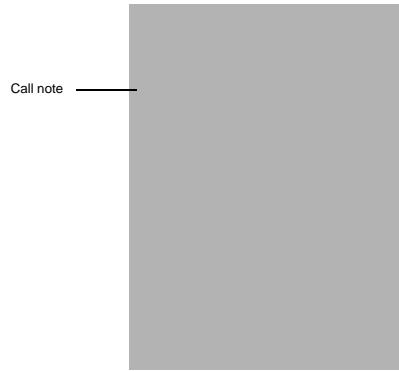
- (a) Tap **Call History** .
- (b) Select a log item marked with this  icon.
- (c) Tap and hold the selected log item, then tap **View Note** from the pop-up menu.



### 3 Using Phone **Phone features**

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- i On the **Notes** screen:  
Tap the call note from the list.  
A call note's label corresponds to the name or phone number of the related contact.



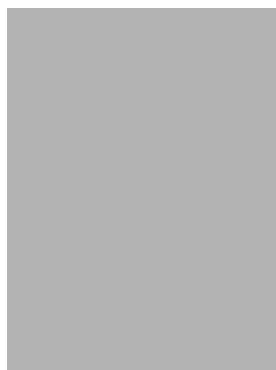
#### Text messaging service

Just like a regular mobile phone, you can send and receive text messages using your device. Your account is automatically setup in **Inbox** when you activated your mobile service subscription.

##### To view a text message:

You can view a text message whether the phone function is on or off.

- i When the phone function is on, you can view a text message from its notification callout:  
Tap the **text message notification** icon  on the navigation bar to display the message.

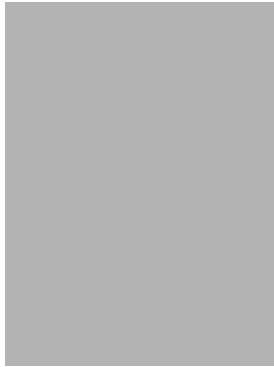


### 3 Using Phone

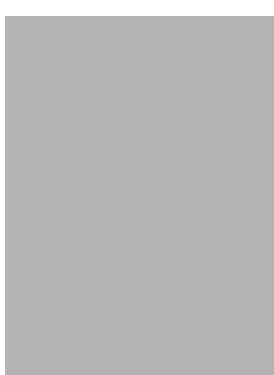
#### **Phone features**

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The Caller Identification feature matches incoming text message numbers with those stored in Contacts so you know who is sending you a message. Furthermore, the "New Text Message" callout gives you the option to call the sender or save, dismiss, or delete the message.



- † When the phone function is off, you can still view received text message in Messaging:
  - (a) Perform one of the following:
    - Tap  > **Messaging**  > **Text Messages**.

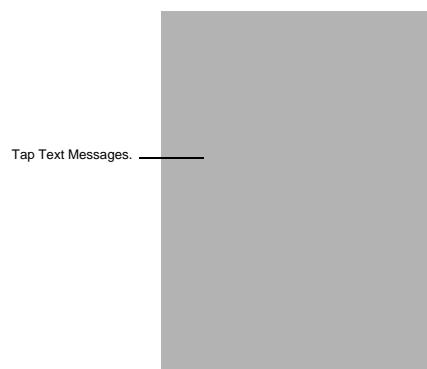


-or-

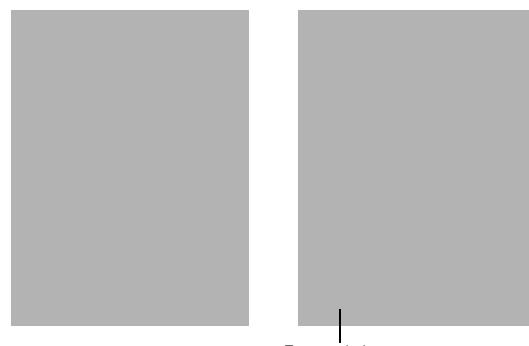
### 3 Using Phone **Phone features**

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- On the Today screen, tap **Text Messages**.



(b) In the message list, tap a text message.



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**NOTE:** If the phone function is turned off and you tried to call the sender, send a reply, or forward the message, you will be prompted to turn the phone function on.

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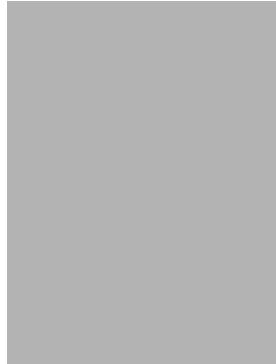
### 3 Using Phone

#### **Phone features**

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##### To create a text message:

- 1 On the **Dialer** screen, select a contact name that you want to send a message to.
- 2 Tap **Menu > Send Text Message**.



- 3 Compose your message.



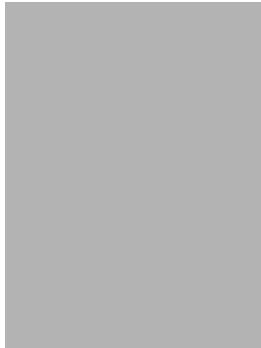
### 3 Using Phone **Phone features**

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The auto-correct feature automatically fixes common spelling errors as you type so your messages are more accurate.

The character counter lets you see and control the size of the message as you compose.

If you want to know if your text message was received, tap **Menu > Message Options**, then select the Request SMS text message delivery notification check box.



- 4 Tap **Send** when you've finished the message.

If the phone function is turned on, your text message will be sent out. If it's off, you will be prompted to turn on the phone function. If you do so, the message will be sent out; otherwise when you tap **ok**, the message will be saved in the Drafts folder and you can send it out later.

#### Voice mail

With the voice mail service you need not miss a message when you miss a call. Unattended calls (i.e., no answer, phone function is turned off or is out of network service) or a busy line will automatically forward callers to your voice mailbox where they can leave their messages.

When you insert your SIM card into your device, it will automatically detect and set as default the voice mailbox number provided by your mobile service provider. By default, the first Speed Dial location is assigned to your voice mailbox.

To retrieve your voice mails:

- i Tap and hold the  button on the Dialer keypad.  
Your voice mail retrieval number is automatically dialed.

### 3 Using Phone

#### Phone features

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- 1 Tap the **New Text Message Notification** icon  informing you of the new voice mail, then tap **Menu > Call sender** from the "New Text message" callout.



#### Contacts integration

Your device's phone function is integrated with other applications making it easy for you to share contacts—phone numbers—between programs. Listed below are the places where contacts can be stored on your device:

- 1 Microsoft Contacts  
Your contact list contains phone numbers that you can use in Phone.
- 1 Your SIM card  
You interchange your SIM card between your SP500 and another device; while using the other device you can create new contacts on the SIM card.
- 1 Call History  
New contact numbers can be found in incoming or missed calls.

#### Sharing contacts in Microsoft Contacts

Below are several advantages for exporting contact information to Microsoft Contacts:

- 1 As a backup in case you lose your SIM card while using it with another device.
- 1 If you are using your SIM with another device, you may need the numbers stored in Microsoft Contacts.
- 1 Exporting phone numbers to Microsoft Contacts allows you to create a more detailed record.

#### To add contacts to Microsoft Contacts:

You can choose to create new contacts or add contacts from SIM Contacts or from Call History.

- 1 See "To create a contact" on page 66 for more information on creating new contacts.
- 1 See "Sharing contacts in call history" on page 55 for more information on adding Call History items.
- 1 See "Sharing contacts in SIM Contacts" on page 55 for more information on adding SIM contacts.

#### To export contacts from Microsoft Contacts:

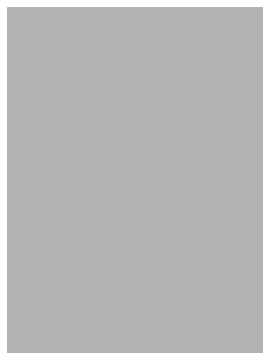
- 1 Perform one of the following:
  - 1 Tap and hold a contact to display the pop-up menu.
  - 1 Tap a contact to select it, then tap **Menu**.  
If you do not select a contact, the first entry on the list will be exported.
- 2 Select the location where to export the contact.

### 3 Using Phone **Phone features**

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#### To export a contact to Speed Dial:

- 1 Tap a contact to select it, then tap **Menu > Add to Speed Dial**.



- 2 In the next screen add the contact details.
- 3 Select a location. You can either:
  - i Accept the default location which is the first available position in the Speed Dial list.
  - ii Use the up and down arrows in the **Location** field to scroll and select the desired location. If you want to put a number in a position that is already occupied, the new number will overwrite the number already there.
- 4 Tap **ok**.

#### Sharing contacts in SIM Contacts

SIM Contacts enable you to manage all contacts stored in your SIM card with the option to export this information to Microsoft Contacts.

##### To export SIM contacts:

You can choose to export individual or all SIM Manager contacts to Microsoft Contacts.

#### Sharing contacts in call history

Call History is a record of all incoming, outgoing, and missed calls. You have the option to export new numbers under the Incoming and Missed categories to Microsoft Contacts.

##### To export Call History entries to Microsoft Contacts:

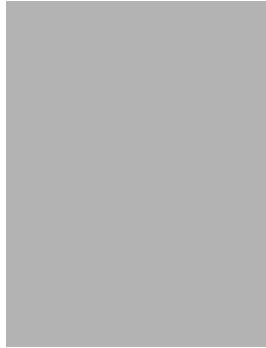
- 1 On the **Dialer** screen, tap **Call History**
- 2 The Incoming or Missed categories appear.
- 2 Tap and hold the number you want to export.

### 3 Using Phone

#### **Phone features**

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- 3 In the pop-up menu that appears select **Save to Contacts**.



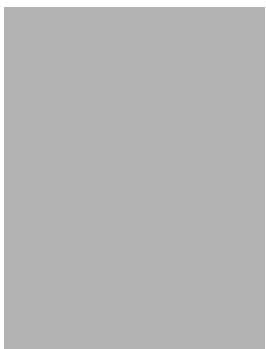
- 4 On the **Contact** screen add additional contact details.
- 5 Tap **ok** or press the joystick.  
The call details in the **Call History** for the transferred number will change to display the contact name specified.

#### **Call History**

All calls made on your device are recorded in Call History. It provides the time and duration of all incoming, outgoing, and missed calls, and a summary of total calls. You can refer to it to access any notes taken during a call. You can also set a limit on the number of entries or delete them as necessary to save memory space.

To view Call History:

- 1 On the **Dialer** screen, tap **Call History**.



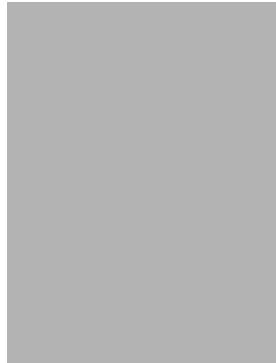
### 3 Using Phone **Phone features**

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#### **To change the Call History view:**

You can limit the number of entries that appear on the Call History list according to specific criteria, such as All Calls, Missed, Outgoing, Incoming, or By Caller.

- 1 On the **Dialer** screen, tap **Call History** .
- 2 Tap **Menu > Filter**, then select a different view. For example, you can view only missed or incoming calls.



The Call History list can be filtered according to the following criteria.

Category	Description
All Calls	Shows all calls made to and from your device in a chronological order.
Missed	Shows calls made to your device that were not answered.
Outgoing	Shows all calls made from your device.
Incoming	Shows all calls made to your device.

### 3 Using Phone

#### **Phone features**

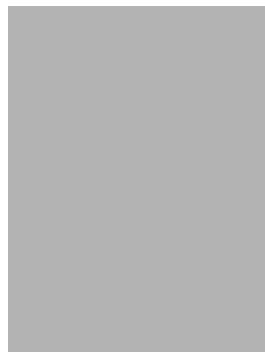
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##### Call details

Call History allows you to check the date and time a call was made, as well as the duration.

To view call details:

- 1 Find the call you are interested in, then tap it once.

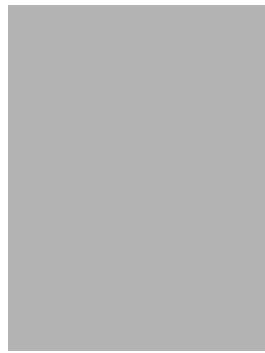


##### Call history limit

To minimize the memory space occupied by the Call History items, you can set a limit for the number of entries retained after a specific period of time. You can also delete items that you no longer need.

To set the Call History limit:

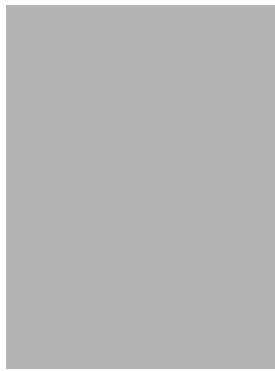
- 1 On the command bar, tap **Menu > Call Timers**.



### 3 Using Phone **Phone profiles**

---

- 2 On the **Call Timers** screen, tap the "Delete call history items older than" pick list, then, tap a time period option.



- 3 Tap **ok**.

**To delete individual Call History entries:**

- ī Tap and hold the entry you want to delete, then from the pop-up menu, select **Delete**.

**To delete all Call History entries:**

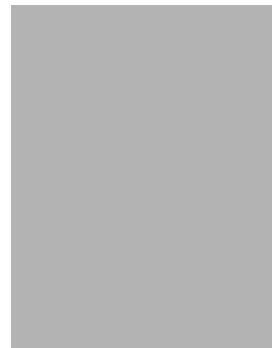
- ī From the command bar, tap **Menu> Delete All Calls**.

## Phone profiles

Your device supports five types of preset profiles. These preset profiles allow you to personalize the ring tone, image, and profile expiration time settings of your device, and to activate a profile for different events and environments.

**To activate a pre-defined phone profile:**

- 1 Tap **> Settings**.
- 2 On the **System** tab, tap **Phone Profiles**.
- 3 Select a profile setting.
- 4 Tap **Menu > Active**.



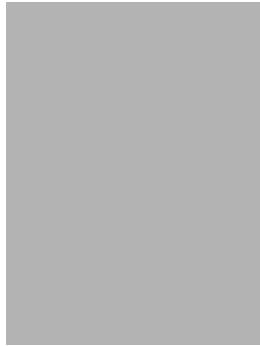
### 3 Using Phone

#### *Phone profiles*

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To create a new phone profile:

- 1 Tap  > **Settings** .
- 2 On the System tab, tap **Phone Profiles** .
- 3 Tap **New** > **Yes**.

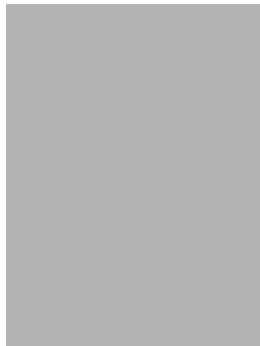


- 4 Define the phone profile settings.

- 5 Tap **OK** > **ok**.

To change a phone profile setting:

- 1 Tap a profile setting that you want to change.
- 2 Tap **Menu** > **Edit**.



- 3 Enter a profile name.
- 4 Set the ring volume for incoming voice calls and messages by pressing the **Volume** key up or down.
- 5 Select a ringing option for incoming voice calls in the Ring Type list.
- 6 Select a ringing option for incoming messages; tap the Short Message Sound list.
- 7 Select a picture to add to your profile by tapping **Browse**.
- 8 Set the duration of the alerting signal prior to an incoming voice call or SMS message.
- 9 Tap **Advance**.
- 10 On the Incoming, Reminders, and Message tab, define settings for an incoming voice call or SMS message.
- 11 Tap **Save** > **OK**.
- 12 Tap **OK** > **Yes**.

### 3 Using Phone **Phone preferences**

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To delete a phone profile:

- 1 Tap a profile setting.
- 2 Tap **Menu > Delete.**
- 3 Tap **Yes > OK.**

To activate the HAC profile:

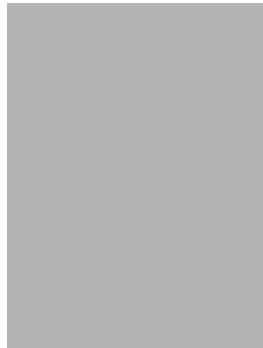
SP500 is compliant with the FCC HAC (Hearing Aid Compatibility) requirements. When some wireless devices are used near hearing devices (such as hearing aids and cochlear implants), a buzzing, humming, or whining noise may be detected. Some hearing devices may be more immune than others to this interference, and wireless devices also vary in the amount of interferences they generate. SP500 has a predefined HAC profile that optimizes the audio performance for some hearing aids.

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**NOTE:** Some hearing aids may be more immune than others are to interference. Consult your hearing health-care professional to determine the rating of your hearing aid and whether the hearing aid will work with this device.

---

- 1 Tap  > **Settings** .
- 2 On the System tab, tap **Phone Profiles** .
- 3 Tap **HAC.**
- 4 Tap **Menu > Active.**



## Phone preferences

You can configure most features of the phone function to suit your preferences. You do this by accessing the Phone option under Settings.

To access Phone settings:

- i On the Dialer screen, tap **Menu > Options.**
  - or -
  - From any other screen, tap  > **Settings**  > **Personal** tab > **Phone** .

The **Phone Settings** screen has five tabs—Phone, Services, Network, Band, and PPP Auth. Refer to the following sections for the configuration options available for each tab.

### 3 Using Phone

#### Phone preferences

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##### Phone tab

Configure sound and security settings in this tab.



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**NOTE:** Before proceeding with the configuration, make sure Phone  is turned on.

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##### To configure ring type, ring tone, and keypad sounds

- 1 Turn on Phone .
- 2 In the Sounds option, tap the pick list for each field, then select your choice from the drop-down list.



Ring Type



Ring Tone



Keypad Sounds

##### To listen to a ring tone:

- ī Select the ring tone file you want to play, then tap the **Play** button. To stop ring tone playback, tap the **Stop** button.

##### To customize the ring tone options:

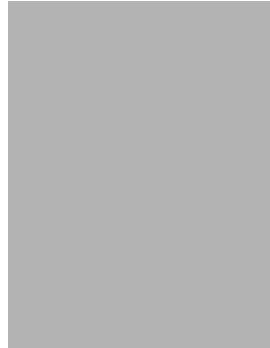
To have a more personalized batch of ring tones to choose from, you can download additional sound files to your device. File formats supported include .wav, .wma, .mp3, and .mid.

- 1 To add more ring tone options to your device, you can:
  - ī Synchronize sound files from your computer using ActiveSync.
  - ī Download sound files from a network using a GPRS or Wi-Fi connection
  - ī Received sound files from other IR- or Bluetooth enabled devices.

### 3 Using Phone **Phone preferences**

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- 2 After receiving the sound files in your device, use **File Explorer**  to make sure that they are located in the **My Device | Windows | Rings** folder. Only then will they be listed as ring tone options.

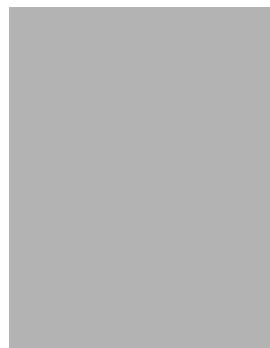


- 3 Create customized ring tone options by creating stand-alone recordings in Notes. These recordings are automatically copied to the **My Device | Windows | Rings** folder. See "To set a voice recording as ringtone" on page 30 for related instructions.

#### To associate a ring tone with a contact:

Rings tones can be set to be triggered by a contact to let you know at once when an incoming call is from that contact without looking at the display.

- 1 Tap  > **Contacts** .
- 2 Tap a contact in the contact list (or select it using the joystick), a summary screen displays. This is referred to as a contact card.
- 3 Tap **Menu > Edit**.
- 4 On the **Ring tone** list, select a voice recording.



- 5 Tap **ok**.

#### **Configuring your PIN**

Under the Security options, you can change your PIN and have it enabled or disabled.

##### To enable your PIN:

- i Select the "Require PIN when phone is used" check box.

### 3 Using Phone

#### **Phone preferences**

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##### To disable your PIN:

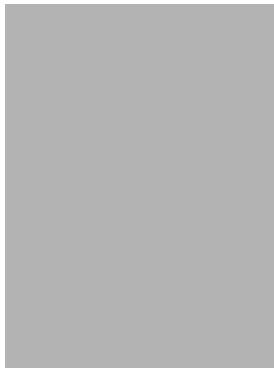
1 Deselect the "Require PIN when phone is used" check box.

##### To change your PIN:

- 1 Tap the **Change Pin** button. The Dialer screen displays.
- 2 Enter the old PIN, input a new one, then retype it for confirmation.

#### **Services tab**

Configure the different phone services in this tab—Call Barring, Caller ID, Call Forwarding, Call Waiting, Voice Mail and Text Messages, and Fixed Dialing.



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**NOTE:** The availability of some of the phone services described in this section may depend on your mobile service subscription. Contact your mobile service provider for information.

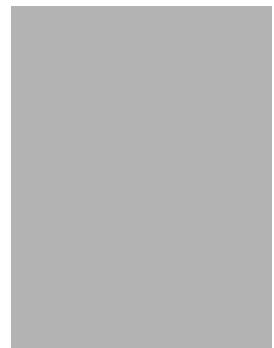
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#### **Call barring**

You have the option to block calls in specific situations.

##### To enable or disable call barring:

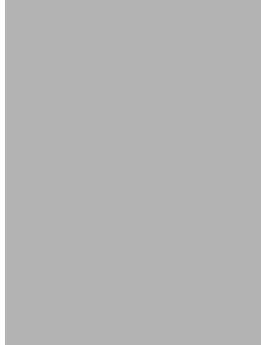
- 1 On the **services** list, tap **Call Barring**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).



### 3 Using Phone *Phone preferences*

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- 3 On the next screen, define the call barring settings.
  - ī Block incoming calls
    - ī All calls - to prevent any calls from coming through
    - ī When roaming - to block incoming calls when in phone service is in roaming status
    - ī Off - to accept all incoming calls
  - ī Block outgoing calls
    - ī All calls - to prevent any calls from being made from your device
    - ī International - to block outgoing international calls
    - ī International except to home country - to block all outgoing international calls other than those being made to the set home country
    - ī Off - to disable call barring for all outgoing calls



- 4 Tap **ok**.  
To confirm the call barring function on your device is activated, repeat step 1 and 2. The Settings screen displays with the new setting.

#### Caller ID

When this service is enabled and you make a call, your phone number will be displayed on the phone screen of the person you're calling.

##### To enable or disable Caller ID:

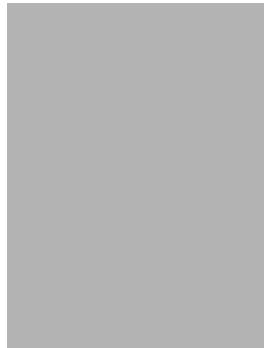
- 1 On the **services** list, tap **Caller ID**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).
- 3 On the next screen, define the caller ID settings.
  - ī Everyone - to enable Caller ID
  - ī No one - to disable Caller ID

### 3 Using Phone

#### **Phone preferences**

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- ī Only to contacts - to enable caller ID for selected phone numbers only



#### 4 Tap **ok**.

To confirm the caller ID function on your device is activated, repeat step 1 and 2. The Settings screen displays with the new setting.

#### Call forwarding

This service allows you to forward incoming calls to another phone number. You can choose to forward all calls to the same number or specify a number based on the following conditions:

- ī Unavailable - the phone function is turned off or is out of network service
- ī Busy - when you are attending to a phone call
- ī No answer - when you are not answering your phone calls

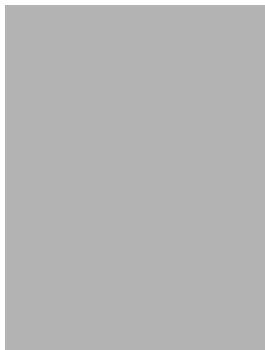
##### To enable or disable call forwarding:

- 1 On the **services** list, tap **Call Forwarding**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).
- 3 On the next screen, follow these steps to enable or disable call forwarding:
  - ī To enable call forwarding:
    - ī Tap the "Forward all incoming phone calls" check box, then specify the call forward phone number on the "To" field.  
- or -
    - ī To forward incoming calls to a different number based on the following conditions, then specify the call forward phone number on the box opposite it:
      - ī No answer - forward calls to a specific phone number when you can't answer your phone
      - ī Unavailable - forward calls to a specific phone number when the phone is turned off or you are unreachable
      - ī Busy - forward calls to specific phone number when the line is busy

### 3 Using Phone **Phone preferences**

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ī To disable call forwarding, deselect all the check boxes.



4. Tap **ok**.

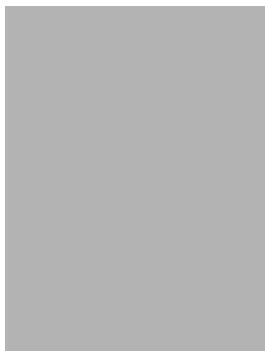
To confirm the call forwarding function on your device is activated, repeat step 1 and 2. The Settings screen displays with the new setting.

#### Call waiting

This service allows you to receive another call during an active call.

To enable or disable call waiting:

- 1 On the services list, tap **Call Waiting**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).
- 3 In the next screen, define the call waiting settings.
  - ī Notify me - to enable call waiting, or
  - ī Do not notify me - to disable call waiting



4. Tap **ok**.

To confirm the call waiting function on your device is activated, repeat step 1 and 2. The Settings screen displays with the new setting.

### 3 Using Phone

#### Phone preferences

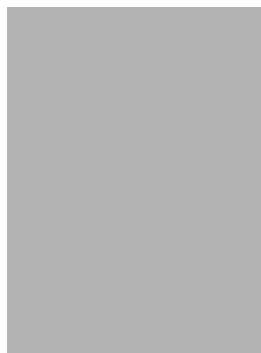
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##### Voice mail and text messages

By default your device will automatically detect and set the voice mail and text messages access numbers provided by your mobile service provider. You can view these numbers for your reference.

To view voice mail and text messages numbers:

- 1 On the **services** list, tap **Voice Mail and Text Messages**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).
- 3 Enter the voice mail or text message phone number.



- 4 Tap **ok**.

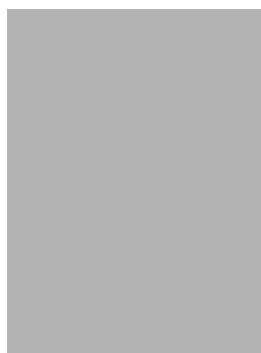
To confirm the voice mail and text messages function on your device is activated, repeat step 1 and 2. The Settings screen displays with the new setting.

##### Fixed dialing

This service allows you to set predefined numbers or prefixes that you would like to call.

To create fixed number entries:

- 1 On the services list, tap **Fixed Dialing**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).



- 3 Tap the "Enable fixed dialing" check box, then tap **Done**.
- 4 To add a number to the list, tap **Menu > Add**.
- 5 Enter the phone number or area code you want to be restricted, then tap **Done**.
- 6 Repeat steps 4 and 5 to add more numbers, then tap **Done**.

### 3 Using Phone **Phone preferences**

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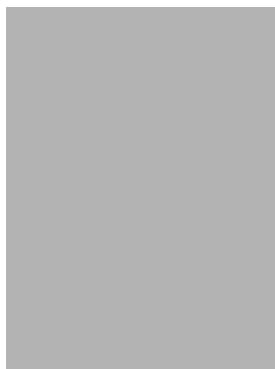
- 7 Enter the unblock (PUK2) code.
- 8 Enter the PIN2, then tap **Done**.
- 9 Tap **ok**.  
To confirm the fixed dialing function on your device is activated, repeat step 1 and 2.  
The Settings screen displays with the new setting.

To edit entries:

- 1 On the services list, tap **Fixed Dialing**.
- 2 Tap the **Get Settings** button (retrieving settings may take a few minutes).
- 3 Select the number pattern, then tap **Menu**.
- 4 Tap **Edit**, then enter PIN2 and tap **Done**.
- 5 Enter the new number, name, and position, then tap **Done**.

#### Network tab

This tab allows you to configure settings related to mobile service networks. The currently activated network is indicated on the first line of this tab.



To find a network:

Do this when the network status is currently out of network service and you want to conduct a search.

- ī Tap the **Find Network** button (search process may take a few minutes).

To select a network:

Set the mode for conducting a network search.

- ī In the Network selection drop-down list, tap either **Automatic** or **Manual**.  
Retrieving network settings may take a few minutes if you select **Manual**.

### 3 Using Phone

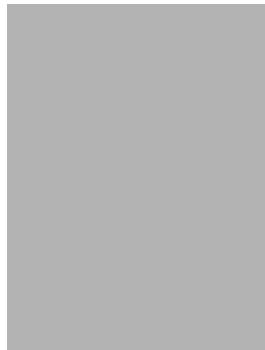
#### **Phone preferences**

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##### To set preferred networks:

If there are many mobile phone service providers available in your area, you can configure this function to select your preferred ones and set its priority level.

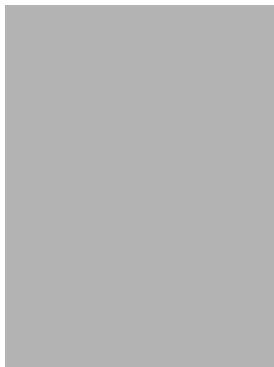
- 1 Tap the **Set Networks** button (search process may take a few minutes).



- 2 To include a listed network as a preferred network, tap the check box opposite it.
- 3 To set the priority level, tap a preferred network, then tap the **Move Up** or **Move Down** buttons.
- 4 Tap **ok**.

##### **Band tab**

SP500 operates on the GSM 850/900/1800/1900 bands. Use the Band tab to select a GSM band for your device to operate on.

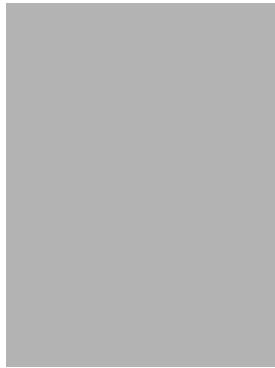


##### To set your device's roam mode:

- 1 On the **Band** tab, select a GSM band.
- 2 Tap **Apply**.

### PPP Auth tab

The PPP Auth tab provides option for setting up PPP authentication to provide secure communications over the network. With PPP authentication protocols such as Challenge Handshake Authentication Protocol (CHAP), Microsoft Challenge Handshake Authentication Protocol (MS-CHAP), and Password Authentication Protocol (PAP), the integrity and privacy of sensitive data is ensured.



[To set the global settings for your network connection:](#)

- 1 On the PPP Auth tab, select a PPP authentication protocol.
- 2 Tap **Apply > ok**.

3 Using Phone  
***Phone preferences***

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## 4 Using GPS Navigation

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- ⠁ GPS antenna
- ⠁ Unpacking the SP500 vehicle mount kit
- ⠁ Setting up SP500 on your vehicle
- ⠁ Using SP500 safely

### GPS antenna

SP500 has an internal micro-antenna for the GPS (Global Positioning System) receiver. This antenna, located beneath the top left of the device, receives radio signals and process position information between the device receiver and the satellite signals. GPS accuracy and signal availability and quality may be affected by your location, buildings, canyon walls, hard ground, and weather conditions. Use your device outdoors to allow reception of GPS signals.

### Unpacking the SP500 vehicle mount kit

The vehicle mount kit includes:

- ⠁ Vehicle mount
- ⠁ Cradle plate
- ⠁ Auto charger cable
- ⠁ Headset

### Setting up SP500 on your vehicle

**WARNING!** Some countries prohibit the mounting of any electronic device in any location on the vehicle dashboard. Be sure to check your local laws acceptable mounting areas before installing the auto mounting kit.

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#### Installation reminders



- ⠁ Do not mount the device where it will obscure the driver's view of the road.
- ⠁ Do not mount the device near the driver seat air bag deployment area.
- ⠁ Do not place the device on top of the dashboard or anywhere without securing the device on the vehicle mount.
- ⠁ Do not mount the device near the passenger seat air bag deployment area.

## 4 Using GPS Navigation

### ***Setting up SP500 on your vehicle***

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- † Install the vehicle mount on the surface of your vehicle that is reasonably flat and free of dirt and oil

#### **Device mounting precautions**

- † Some countries prohibit the mounting of any electronic device in any location on the vehicle dashboard. Be sure to check your local laws acceptable mounting areas before installing the auto mounting kit.
- † Some newer vehicle models may have a heat reflective shield embedded in the windshield. This may in some cases obstruct the GPS signal reception. In some cases, poor GPS signal are caused by:
  - † Indoors and GPS cannot receive satellite positioning signal
  - † Pylon or mobile phone base station
  - † Bad weather, thunder, lightning, cloudy sky, fog, or rain
  - † Driving at high speed
- † The heating and cooling cycle of a vehicle's interior will in some cases loosen the adhesion of the suction cup. Check the vacuum seal of the vehicle mount kit for adequate adhesion each time you use the unit, and reinstall if necessary.
- † If the vehicle mount kit has problems staying on, clean the plastic suction cup with alcohol, then reinstall.

#### **To set up the device on your vehicle:**

Install the vehicle mount on the surface of your vehicle that is reasonably flat and free of dirt and oil

- 1 Clean the mounting surface with a glass cleaner and a clean cotton cloth.
- 2 Install the vehicle mount on the windshield or other flat car surface.
  - (a) Fix the suction cup mount to the selected area with the suction lever facing up.
  - (b) Flip the lever down to create a vacuum between the suction cup and the mounting surface.  
Make sure that the suction bond is strong enough before proceeding to the next step.
  - (c) Insert the vehicle mount's cradle plate to the holes on the back of the cradle.
  - (d) Move the car cradle until both parts are engaged.

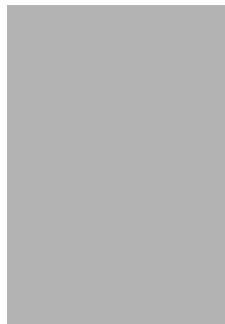


## 4 Using GPS Navigation

### ***Setting up SP500 on your vehicle***

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- 3 Slide the device into the cradle.

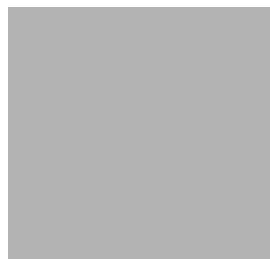


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**IMPORTANT:** Before you start to use your device for GPS navigation, download the LTO (Long Term Orbit) first to update the Ephemeris data (current satellite position and timing information) onto your device. This data is needed to determine the GPS position of your current location.

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- 4 The internal GPS receiver of your device is located as shown, for best GPS reception, make sure to mount your device in the correct position as shown in the illustration.



- 5 Connect the charger cable to the device and connect the other end of the charger cable to the cigarette lighter socket.  
The LED indicator on the right side of the touch screen lights up orange during charging.

#### Downloading the LTO satellite data

Global Locate LTO satellite data provides guidance information about your current location and the distance and duration of travel. After the final location and time are calculated, the coordinates in the GPS are expressed in specific coordinate system, degrees and decimal degrees format, using the WGS 84 coordinate system.

The SP500 includes an Express GPS Connection application that makes use of the LTO satellite data, which can be downloaded using a GPRS/EDGE wireless data service connection or obtained from a server on the Internet through WLAN network. As an alternative to GPRS/EDGE or WLAN download, you can retrieve the LTO satellite data from a server on the Internet and transfer it to your SP500 when you connect it to your PC via ActiveSync or Bluetooth. After downloading the satellite orbit data, Express GPS Connection stores the data into the device's GPS chipset.

## 4 Using GPS Navigation

### **Setting up SP500 on your vehicle**

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For your first location fix, it is best to be outdoors under an open sky, with no tall buildings or other obstructions close by. It should take one to two minutes to compute the first position fix. After obtaining the first fix, Express GPS Connect operates at the optimum GPS performance level. If the data has expired, you should check your Express GPS Connect settings.

You have two options to download LTO—from the Today screen, using the **Express GPS Connect** icon ; or the Express GPS Connect option under the **Settings > Connections** preferences.

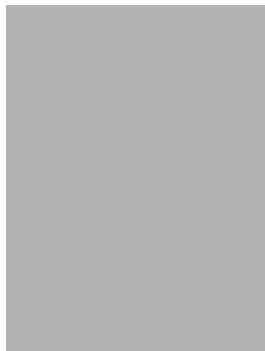
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**NOTE:** Be sure the current date is displayed on the SP500. If the date and time are not current, tap the **Clock** icon  on the Today screen.

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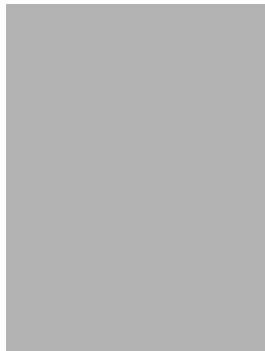
To download the LTO satellite data file using Settings:

- 1 Start a remote connection to the server using a GPRS/EDGE or Wi-Fi connection.
- 2 Tap  > **Settings** .
- 3 On the Connections tab, tap **Express GPS Connect** .
- 4 Tap **Download Now**.



To download the LTO satellite data file using the Express GPS Connect icon:

- 1 On the Today screen, tap the **Express GPS Connect** icon , located on the lower right corner of the screen.
- 2 Tap **Download Now**.



## 4 Using GPS Navigation

### ***Using SP500 safely***

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Once activated, Express GPS Connect icon on the Today screen turns from gray  to blue .

See "Express GPS Connect" on page 168 for more information on how to use Express GPS Connection,

## **Using SP500 safely**

For your safety, observe the following precautions carefully.

### **Driving precautions**

- ⠁ Do not attempt to enter information or configure the device while driving. If you need to do so, pull out of traffic and come to a stop in a legally permissible and safe location before using your device.
- ⠁ Vehicle operators must maintain full surveillance of pertinent driving conditions at all times. Minimize the need to view the device screen while driving and use voice prompts to guide you.
- ⠁ Never place the device on the passenger seat or any place else in the car where it can become projectile during a collision or stop.
- ⠁ An air bag inflates with great force, DO NOT mount the device in the area over the air bag or in the air bag deployment area.

4 Using GPS Navigation  
***Using SP500 safely***

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