



*Get Started.*

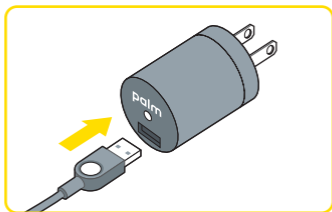
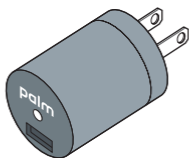
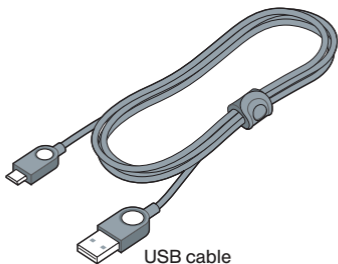
*All you need to know to get going.*

trēo pro<sup>TM</sup> by palm

# Contents



Treo™ Pro Smartphone by Palm  
(comes with battery installed)

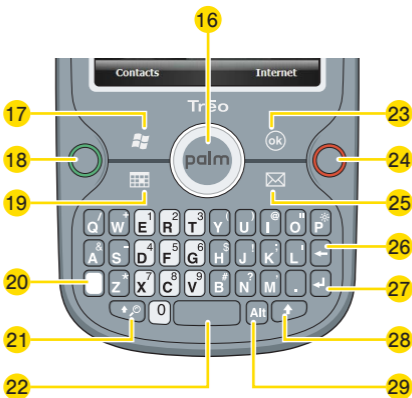


**TIP:** To charge your battery, connect the USB cable to your smartphone and to the USB AC charger. Then plug the USB AC charger into a power outlet.

# Overview



- 1 **Power:** Press to turn the screen on and off. Press and hold to turn the phone on and off.
- 2 **Charging indicator**
- 3 **Volume**
- 4 **Side button:** Press and hold to open the Camera application, or reassign to open your favorite application.
- 5 **Lanyard connector:** Attach a handle (sold separately) to carry your smartphone.
- 6 **MicroUSB connector:** Use to synchronize and charge your smartphone.
- 7 **3.5mm stereo headset jack**
- 8 **Earpiece**
- 9 **Ringer switch:** Slide to turn all sounds on or off.
- 10 **Touchscreen:** Use your finger or the stylus to activate items on the screen.
- 11 **MicroSD expansion card slot**  
(under back cover)
- 12 **Wi-Fi:** Press to turn Wi-Fi on and off.
- 13 **IR (infrared) port**
- 14 **Microphone**
- 15 **Stylus**



**16 5-way navigator**

**17 Start:** Press to access applications.

**18 Phone/Talk:** Press to make a call.

**19 Calendar**

**20 Option:** Press to enter numbers and symbols that appear above the letters on the keys.


**21 Shift/Search**

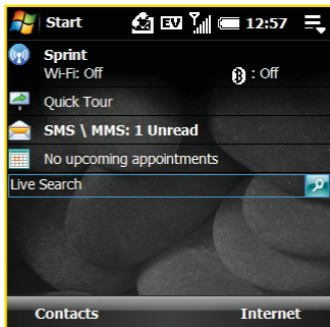
**22 Space**

**23 OK:** Press to minimize the current application.

- 24 End:** Press to end a call or to display the **Today** screen. Press and hold to turn off the screen.
- 25 Messaging:** Email, SMS (text messaging), and MMS (picture and video messaging).
- 26 Backspace**
- 27 Return**
- 28 Shift**
- 29 Alt:** Press to see more symbols and characters.

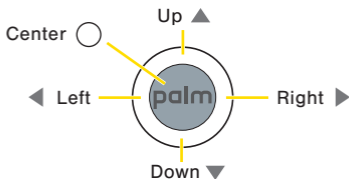
**> Use your Today screen**

- To go to your **Today** screen, press **End** .
- To turn wireless services (phone, Bluetooth® wireless technology, Wi-Fi) on and off, select **Sprint**.



## > Use the 5-way

Press ◀, ▶, ▲, or ▼ to move the highlight. Press **Center** ○ to select the highlighted item.



**TIP:** The Center button flashes when you have new voicemail messages.

## > Use the softkeys

A softkey is a word that appears in the lower-left or lower-right corner of the screen. Press a softkey to activate it. Here are some examples:

**Contacts:** Press the left softkey on your **Today** screen to open **Contacts**.

**Menu:** Press the right softkey on many screens to display the menu.





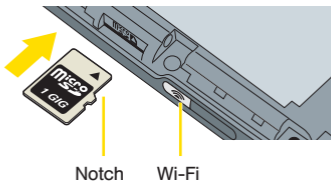
## > Insert an expansion card



- 1 With the back panel facing you, press the lower-right corner of the panel with your right thumb. Then, using both thumbs, firmly slide the panel away from you to release it.


**TIP:** Need another way to remove the back panel? Go to [kb.palm.com](http://kb.palm.com) and enter **30457** in the **Solution ID** field.

- 2 Insert a microSD card (sold separately) into the expansion card slot.



- 3 Push the card into the slot until you feel the card click into place.

# 1. Set Up Smartphone



- 1 Press **Power**  to turn on your device.
- 2 Wait a few minutes for your smartphone to prepare for setup. You'll see the Palm logo and then the Windows Mobile® screen.
- 3 When prompted, use the stylus to tap the screen.
- 4 Follow the onscreen instructions. If prompted, tap to reboot your device and complete the last step of setup.

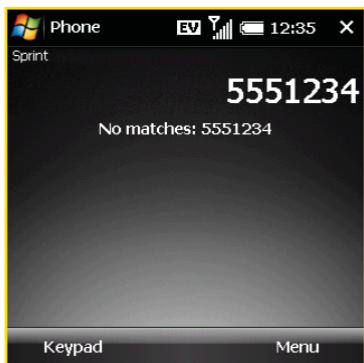
## > **Activate your smartphone**

- If you purchased your smartphone at a Sprint store, it is probably activated and ready to use.
- If you received your smartphone in the mail and you have a new Sprint account or phone number, your smartphone activates automatically when you first turn it on.
- If you received your smartphone in the mail and you are transferring your number from a previous Sprint phone, do one of the following to activate your smartphone:
  - On your computer, go to [sprint.com/activate](http://sprint.com/activate) and follow the onscreen instructions.
  - Contact Sprint Customer Service at 1-888-211-4727.

To confirm activation, make a phone call.

## 2. Make a Call

- 1 If your **Today** screen is not displayed, press **End** . (Press **Center**  to turn off Keyguard.)
- 2 Use the number keys on the keyboard to enter a phone number.




- 3 Press **Phone/Talk**  to dial.

**TIP:** To move around the screen during a call, use the **5-way**.

- 4 To end the call, press **End** .

### > Set up voicemail

- 1 Go to your **Today** screen.
- 2 Press and hold **1**  to dial Sprint's voicemail system.
- 3 Follow the prompts to create your password and record your name and greeting.

## 3. Set Up Email

### > Sync with your company's server

You can set up your smartphone to wirelessly synchronize Email—and Calendar, Contacts, and Tasks as well—with your company's Microsoft Exchange server.

Request this information from your system administrator:

- Mail server address and domain name.
- Your username and password for access to the mail server.
- Does your server use an encrypted (SSL) connection?
- Is it OK to store your email password on your smartphone?

1 Press **Start**  > **Programs** > **ActiveSync** .

2 Press **Menu** (right softkey) > **Add Server Source**.

3 Follow the onscreen instructions.

### > Set the sync schedule


1 Press **Start**  > **Programs** > **ActiveSync** .

2 Press **Menu** (right softkey) > **Schedule**.




## > **Set up personal email**

These steps cover setup for the most common providers of personal email. If your provider isn't recognized during this setup, you can enter the necessary information yourself. See the **User Guide** for help.

- 1 Press **Messaging**  .
- 2 Select **Setup E-mail**.
- 3 Enter your email address and the password for this email account.
- 4 Press **Next** (right softkey) twice.
- 5 Enter your name and a name to identify this account.
- 6 Press **Next** (right softkey), and then press **Finish** (right softkey).

**TIP:** For optimum battery life when checking personal email, set the sync frequency to every 2 hours.



TURN OVER  
FOR IMPORTANT  
TIPS AND TRICKS!



[www.palm.com/environment](http://www.palm.com/environment)

#### RECYCLE YOUR OLD PHONE

Get an account credit or help Sprint support Internet safety for kids by recycling your old phone through Sprint wireless recycling programs. Visit [sprint.com/recycle](http://sprint.com/recycle) for details.

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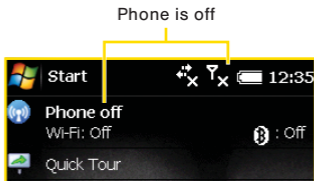
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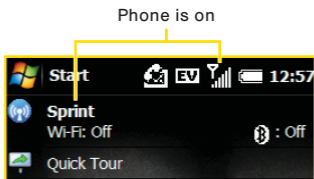
# Phone

## > Turn the phone off and on

**Off:** Press and hold **Power** .  
Your incoming calls go to voicemail.





**On:** Press and hold **Power** .




## > Answer a call

Press **Phone/Talk** .


## > Silence the ringing of an incoming call

Slide the **Ringer** switch to **Sound Off** ,  
or press any of the following: **Center** ,  
**Volume**, or any letter key.



## > Retrieve voicemail

Go to your **Today** screen > press and hold **1**  > enter your password. Listen for instructions.

### > **Dial a number by contact name**

Go to your **Today** screen > enter first or last name > highlight name > select phone number. Press **Phone/Talk** .

### > **See all the ways to reach a contact**

Go to your **Today** screen > **Contacts** (left softkey) > highlight the name. Press  or .

### > **Pair with a Bluetooth headset**

Press **Start**  > **Settings** > **Connections** tab > **Bluetooth** . Select **Add new device**.


### > **Create a speed dial**



Go to your **Today** screen > **Contacts** (left softkey). Select the contact > highlight the phone number > press **Menu** > **Add to Speed Dial**.

### > **Call a speed dial**

Go to your **Today** screen > press and hold the speed-dial key(s).

### > **Unlock the touchscreen during a call**

Use the **5-way** to highlight **Unlock** > press **Center** .

**TIP:** To find your phone number, press **Start**  > **Settings** > **Personal** > **Phone**  > **Phone** tab. Your phone number appears near the top of the screen.



# Icons



Battery is fully charged.



Battery is being charged.



Battery needs to be charged.



New voicemail.



New email message.



New text message.



New MMS message.



Roaming.



Caps Lock is on.



Option Lock is on.



Multiple alerts and messages  
(tap to view).



Connected to a Wi-Fi network.



Phone is on and data  
connection (1xRTT) is active.





Phone is on and broadband  
data connection (EVDO)  
is active.

# Contacts

## > Add a new contact

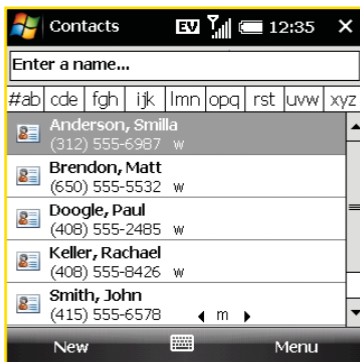
Go to your **Today** screen > **Contacts** (left softkey) > **New**.

## > Enter contact information

To enter a name or address, tap the arrow next to that field. To enter a phone number, press **Option**  twice and press the numbers. Press **Option**  again to enter letters.

## > Find a contact

Enter a few letters of the first or last name, or enter the first and last initials separated by a space.



# Calendar

## > Add a new appointment

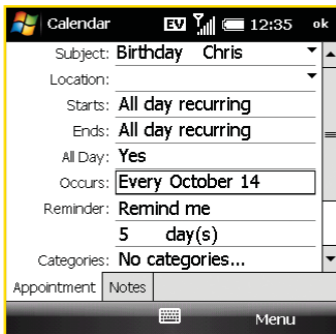
Press **Calendar**  . Press **Menu** > **New Appointment**.

## > Create an untimed appointment

Select **All Day** > **Yes**.

## > Create a repeating appointment

Select **Occurs** > select an interval.



Calendar EV 12:35 ok

Subject: Birthday Chris

Location:

Starts: All day recurring

Ends: All day recurring

All Day: Yes

Occurs: Every October 14

Reminder: Remind me  
5 day(s)

Categories: No categories...

Appointment Notes

Menu

## > Add an alarm to an appointment

Select **Reminder**.

## > Create a meeting invitation


Select **Attendees**.

# Email


## > Send an email message

Press **Messaging**  > select an email account. Press **Menu** > **New**. Press **Send** (left softkey) when ready.

**TIP:** Need to enter an underscore?

Press **Alt**  and select the third character in the list.


## > Find a contact's email address

Press **Menu** > **New** > select the **To** line > enter letters of the first or last name until you get a match. Highlight the email address > press **Center** .

## > Attach a file

New message screen > **Menu** > **Insert**.

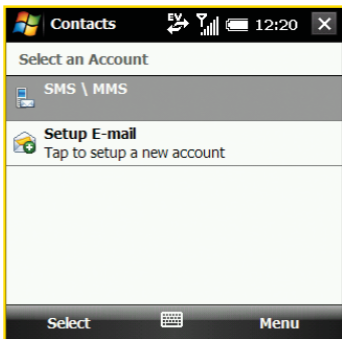
## > Open an attachment

Press  to highlight the attachment > press **Center** .

# SMS\MMS

## > Send a text or multimedia message

Press **Messaging**  > **SMS\MMS**.  
Press **Menu** > **New** > **Video Message**,  
**Picture Message**, or **SMS**.



## > Insert predefined text in a text message

Press **Menu** > **My Text**.

## > Insert an emoticon in a multimedia message

Select **Insert text here** > .

# Set Up Computer

You can install the desktop software to sync pictures, videos, music files, and Microsoft Office files with your computer. Additionally, you can sync Email, Calendar, Contacts, and Tasks from Microsoft Office Outlook® on your desktop computer, even if you sync with your company's Exchange server.

- 1 Connect the **USB cable** to your smartphone and your computer. **Setup** starts automatically (this is called setup mode).

**NOTE:** If the **Setup Mode** screen does not appear, do the following:

- **Windows® XP:** Go to **My Computer** and open the **Treo Setup** icon.
- **Windows Vista™:** Go to **Start > Computer** and open the drive named **Treo Setup**. If necessary, double-click **setup.exe**.

- 2 Follow the instructions on your computer screen.

**TIP:** To install the **User Guide** on your computer, click the **Download User Guide** link in the lower-right corner.

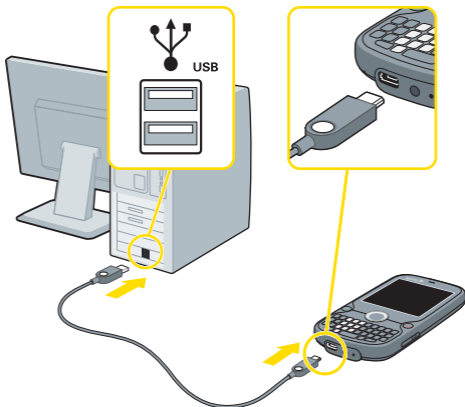
# Synchronization


Synchronizing means that information that you entered or updated in one place—your smartphone, your computer, or your corporate server—is automatically updated in the other. There's no need to enter information twice.

## > Sync with your computer

At the end of the desktop software installation, your smartphone and your computer are ready to sync. On your computer, select **Sync your PC and Treo** to initiate sync mode.

To sync in the future, simply connect the **USB cable** to your smartphone and your computer.





> **Specify the file types you want to sync**

After you set up your smartphone for synchronization, you can set options to sync pictures, videos, music files, and Microsoft Office files. To set these sync options, you use the following applications on your computer:

**Windows XP:** ActiveSync® desktop software and Windows Media® Player 10 or later.

**Windows Vista:** Windows Mobile Device Center.

See the *User Guide* for details.

> **Set up a second computer**






If you are in sync mode and want to set up a second computer or go back to setup mode, do the following:

Press **Start**  > **Programs** > **PC Setup** .



# Battery Life

Follow these tips to maximize the life of your smartphone battery between charges:

- End applications that use GPS features, such as **Sprint Navigation** and **Live Search**. On your **Today** screen, tap **Running Programs**  and then tap the X next to the application you want to end.
- Set Wi-Fi to stay off until you press **Wi-Fi**  on the side of your smartphone. Press **Start**  > **Settings** > **Connections** tab > **Wi-Fi Prefs**  > **Power Mode** tab. Select **On Button Press. Wi-Fi** turns off when your smartphone goes to sleep.
- Turn off **Bluetooth** when you're not using it. On your **Today** screen, tap **Bluetooth**  to open **Comm Manager**. Set **Bluetooth** to **OFF**.
- Keep your battery charged. If your battery becomes fully drained for an extended period of time, your smartphone may take up to 20 minutes to turn on after you begin charging it using your AC charger.
- Keep your battery away from direct sunlight or other sources of heat.

# Get Help

## > Need help with setup?


The Palm support staff can help you set up your smartphone and get you up and running. Call 1-866-750-PALM (7256) from 5:00 AM to 9:00 PM Pacific, Monday through Friday, and 8:00 AM to 5:00 PM Pacific, Saturday and Sunday. This service is free within 90 days of purchase. We may refer you to Sprint for help with carrier-specific features such as service plan information or billing issues. Offer subject to change without notice.

## > Features Guide

Take a peek at other things you can do with your smartphone to get the information you want when you want it.

## > User Guide

Lots of illustrated info, steps, and tips.

- On your smartphone, press **Start**  > **My Treo** > **Support** > **User Guide**.
- On your computer desktop, select the **User Guide** icon.

## > Online support

- Visit [sprint.com/treoprosupport](http://sprint.com/treoprosupport) to access the **User Guide** and helpful support information.
- Visit [palm.com/support](http://palm.com/support) for up-to-date downloads and additional support.

# Manage Your Account

## > **Check minute usage and account balance**

Go to your **Today** screen > enter **\*4** > press **Phone/Talk** .

## > **Make a payment**

Go to your **Today** screen > enter **\*3** > press **Phone/Talk** .

## > **Find service plan information**

Go to your **Today** screen > enter **\*2** > press **Phone/Talk** .

**TIP:** You can also manage your account online at [sprint.com](http://sprint.com), or by calling Sprint from any phone:

- Sprint Customer Service:  
1-888-211-4727
- Business Customer Service:  
1-800-927-2199

# *Total Equipment Protection*

With Total Equipment Protection, your smartphone will be protected against loss, theft, physical and liquid damage, as well as covered for mechanical and electrical failure, routine maintenance, and failure from normal wear and tear. Enroll when you activate or upgrade your smartphone. You have up to 30 days after activation or upgrade to enroll, so don't delay.\*

\* Please see the Total Equipment Protection brochure available at any participating retail location or visit [sprint.com](http://sprint.com) for complete terms and conditions of coverage including applicable charges and deductible(s). Terms and conditions are subject to change. May not be available in all states. Eligibility varies by device. Claims may be fulfilled with new or refurbished equipment.