

hp jornada 560 series  
personal digital assistant

User's Guide



Printed in Singapore  
Edition 1

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# Contents

1   Welcome .....	1
What's in the Box .....	2
Using This Manual .....	2
hp Jornada Programs .....	3
Where to Find Information .....	7
2   Getting Started .....	9
Hardware Features.....	10
Using Your hp Jornada for the First Time .....	12
Powering Your hp Jornada .....	14
Turning Your hp Jornada On and Off .....	16
Using the Hardware Buttons .....	16
3   Overview of Microsoft Windows for Pocket PC.....	21
Navigating in Microsoft Windows for Pocket PC.....	22
Entering Information .....	30
Finding and Organizing Information .....	45
4   Connecting to Your Desktop PC .....	47
Microsoft ActiveSync .....	48
Connecting Your hp Jornada .....	53
5   Connecting to the Internet or to a Network.....	57
Connecting your hp Jornada .....	58
Creating an ISP or Network Connection .....	60
Browsing the Web (or a Corporate Intranet).....	63
Sending and Receiving E-mail.....	68
6   Configuring and Optimizing Your hp Jornada .....	77
Managing Power .....	78
Managing Memory .....	80
Backing Up and Restoring Data .....	82
Adjusting Settings.....	86
Configuring Hardware Buttons.....	90
Configuring Menus.....	90
Adding or Removing Programs .....	92
Accessories .....	94

---

7   Microsoft Pocket Outlook .....	97
Calendar: Scheduling Appointments and Meetings .....	98
Contacts: Tracking Friends and Colleagues .....	101
Tasks: Keeping a To-Do List .....	105
Notes: Capturing Thoughts and Ideas.....	108
8   Companion Programs.....	109
Microsoft Pocket Word .....	110
Microsoft Pocket Excel .....	111
Microsoft Windows Media Player.....	114
Microsoft Reader.....	116
MSN Messenger.....	120
hp Jornada image viewer.....	123
OmniSolve .....	128
CodeWallet Pro.....	129
9   Troubleshooting .....	131
Resetting your hp Jornada .....	132
Basic Problems .....	134
Remote Connections .....	138
Display Problems .....	141
10   Support and Service.....	143
Web site.....	143
Customer support.....	143
Service .....	143
Contacting Hewlett-Packard Worldwide.....	144
Warranty.....	147
Glossary .....	155
Appendix: Character Recognition .....	159
Index.....	163

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# 1 | Welcome

Congratulations on purchasing the Hewlett-Packard Jornada 560 series personal digital assistant powered by Microsoft® Windows® for Pocket PC. Your hp Jornada lets you keep your most important business and personal information current and close at hand. Your hp Jornada includes Microsoft Pocket PC Software 2002, which includes the latest version of Microsoft Pocket Outlook®, so you can read and write e-mail while on the road and manage your appointments and contacts. You will find that your hp Jornada is also the perfect companion to your desktop or notebook PC, allowing you to take vital business data and documents with you and easily upload updated information upon returning to your desk. The hp Jornada offers you the highest quality in performance and power management as well as rich programs and utilities designed by Hewlett-Packard, making hp Jornada your powerful, reliable, mobile business partner.

In this chapter, you will find:

- a list of the hp Jornada package contents.
  - an overview of this User's Guide, and pointers to other sources of helpful information.
  - descriptions of the programs and features included with your hp Jornada.
-

## What's in the Box

Your hp Jornada package includes the following items:

- hp Jornada 560 series personal digital assistant
- hp Jornada main battery (rechargeable lithium-polymer battery pack)
- 3-volt CR-2032 coin cell backup battery (attached to the Quick Start Card)
- ac adapter
- USB cradle for connecting your hp Jornada to your desktop PC
- hp Jornada Quick Start Guide—a graphic guide to setting up your hp Jornada
- hp documentation pack—includes this User's Guide and Regulatory Information Leaflet, and the hp Jornada Accessory Guide
- Pocket PC Companion CD—includes Microsoft ActiveSync® and Microsoft Outlook 2002 for your desktop PC, as well as programs and utilities that add functionality to your hp Jornada

## Using This Manual

This User's Guide is designed to help you get started using your hp Jornada quickly and easily. Although great care has been taken to ensure the accuracy of procedures and artwork, some of the screens displayed on your hp Jornada may be different from the ones that appear in this User's Guide.

Detailed, step-by-step instructions for using the programs on your hp Jornada are also included in online Help, so you will always have access to them, and you do not have to carry this guide when you travel. (For more information on using online Help, see "Using Online Help on Your hp Jornada," later in this chapter.)

This User's Guide includes certain visual cues that will help you find the information you want easily.



A shortcut, another way to do something, or expanded information about the topic.



Caution or warning information about the topic. This is important information that should be observed to prevent loss of data or damage to your hp Jornada.



Helpful information related to the topic.

## hp Jornada Programs

Your hp Jornada already includes the full suite of software you need to function as a mobile professional. These programs are introduced below. Detailed information can be found in later chapters.

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The programs listed below are preinstalled in Flash ROM or in the hp safe store folder. These preinstalled programs will not be deleted if your hp Jornada suffers a loss of power.



## hp Programs

**hp backup.** Protect your valuable data even when you are away from your office by backing up your personal information manager (PIM) databases (Contacts, Calendar, and Tasks) or your entire hp Jornada to the hp safe store folder or to an optional CompactFlash card.



**hp emergency backup.** Automatically back up your PIM databases to the hp safe store folder, so they are protected even when you restore your hp Jornada to its factory default settings.





**hp home menu.** Quickly launch your favorite programs or open frequently used documents. Assign each of the buttons on the hp home menu to a different document or program.



**hp task switcher.** Switch between open programs and documents, or close any program from a pop-up menu.



**hp image viewer.** View individual images or run a slideshow on the screen of your hp Jornada.



**hp pocket camera software.** Use the optional hp pocket camera to snap pictures with your hp Jornada.<sup>1</sup>



**hp Microchai.** The micro edition of hp ChaiVM—a Java™ application environment for intelligent appliances—hp Microchai enables you to download Java applications on demand to your hp Jornada.



**hp settings.** Adjust the brightness of the display, set power preferences, and set the speaker volume to suit your work environment. Choose from the preset profiles or create your own.



**hp display profile.** Quickly switch among preset or user-defined profiles for screen brightness and backlight settings.



**hp volume profile.** Quickly switch among preset or user-defined profiles for speaker volume, alerts, and reminders.



**hp quick menu.** Use a pop-up menu to open the Align Screen control panel or turn the display off.

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<sup>1</sup> Requires the optional hp pocket camera. For more information, see the hp Jornada Accessory Guide.

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## Microsoft Pocket PC Software

**ActiveSync.** Synchronize information between your device and desktop computer.



**Calendar.** Keep track of your appointments and create meeting requests.



**Contacts.** Keep track of your friends and colleagues.



**Inbox.** Send and receive e-mail messages from your hp Jornada.



**Notes.** Create handwritten or typed notes, drawings, and recordings.



**Pocket Excel.** Create new workbooks or view and edit Excel workbooks created on your desktop PC.



**Pocket Word.** Create new documents or view and edit Word documents created on your desktop PC.



**Tasks.** Keep track of your to-do list.



**Microsoft Pocket Internet Explorer.**<sup>1</sup> Browse the Web and view channels and subscription content.



**MSN Messenger.**<sup>1</sup> Send and receive instant messages with your MSN® Messenger contacts.



**Microsoft Windows Media Player for Pocket PC.**<sup>2</sup> Play audio and video clips on your hp Jornada. Windows Media™ Player lets you play songs and video files that have been recorded in the MP3 or WMA formats.



**Microsoft Reader.** Read electronic books on your hp Jornada.



<sup>1</sup> Requires an optional modem and an account with an Internet service provider.

<sup>2</sup> Check the Microsoft Mobile Devices Web site for updates to Windows Media Player, including details on support for video file formats and streaming audio and video capabilities.

## Third-Party Software



**OmniSolve business calculator.** Perform complex mathematical and business calculations with this full-featured calculator from Landware.



**Developer One CodeWallet Pro.**<sup>1</sup> Store, organize, and retrieve personal information, such as passwords, credit card numbers, favorite URLs, and emergency phone numbers.



**Stowaway Portable Keyboard driver.** Preinstalled driver for a folding, full-size keyboard from Targus.

**AccessPanel Platinum.**<sup>1</sup> Speed your data entry by pasting common phrases, contact information, or date and time stamps into any application with a few screen taps.

## Additional Programs

The Pocket PC Companion CD included with your hp Jornada has additional programs for both your desktop PC and your hp Jornada.



You can also install programs from a variety of sources, including the Internet. For more information, see "Adding or Removing Programs," in chapter 6.

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Programs for your hp Jornada include

- **AudiblePlayer™ 2.0 and AudibleManager 3.0 from Audible Inc.** Listen to best-selling audiobooks, newspapers, magazines and more!
- **HPC Notes Lite Edition**, and a trial version of HPC Notes Professional from PhatWare Corporation. HPC Notes 4.0 Lite Edition is a powerful notes creator and organizer for Windows Powered Pocket PCs. It allows users to create notes, password-protect them, and organize them by type, subject, creation and modification date.

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<sup>1</sup> May not be available on some hp Jornada 560 series models.

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Programs for your desktop PC include

- **Microsoft ActiveSync 3.5.** Synchronize your hp Jornada with your desktop PC.
- **Microsoft Outlook 2002.** Manage your messages, appointments, contacts, and tasks on your desktop PC.
- **MusicMatch® JukeBox 6.0 from MusicMatch Corporation.** The award-winning MusicMatch Jukebox lets you record, download, stream, organize, and play digital audio and video on your desktop PC, and format music into MP3 or WMA to play on your hp Jornada.
- **Developer One documentation.** In-depth documentation for CodeWallet and AccessPanel Platinum.

The programs included on the CD are subject to change. Check your CD for the complete list, and visit the hp Web site at [www.hp.com/jornada](http://www.hp.com/jornada) for even more programs and software updates.



## Where to Find Information

The following table is a guide to additional information to help you use your hp Jornada.

For information on	See this source
Programs on your hp Jornada	This User's Guide or online Help. Tap <b>Help</b> on the <b>Start</b> menu to view Help.
Additional programs that can be installed on your hp Jornada	The Pocket PC Companion CD and the hp Web site at <a href="http://www.hp.com/jornada">www.hp.com/jornada</a> .
Connecting to and synchronizing with a desktop PC	ActiveSync Help on your desktop PC.

<b>For information on</b>	<b>See this source</b>
Last-minute updates and detailed technical information	The Read Me files in the <b>Microsoft ActiveSync</b> folder on your desktop PC or the Pocket PC Companion CD, and the hp Jornada Web site at <a href="http://www.hp.com/jornada">www.hp.com/jornada</a> .
Troubleshooting connections	The ActiveSync Troubleshooter on your desktop PC. On the ActiveSync <b>File</b> menu, click <b>Connection Settings</b> , and then click <b>Help</b> .
The latest on Windows Powered Pocket PCs	The Microsoft Mobile Devices Web site: <a href="http://www.microsoft.com/mobile/pocketpc">www.microsoft.com/mobile/pocketpc</a>





The complete text of this User's Guide is also available on the hp Web site at [www.hp.com/jornada](http://www.hp.com/jornada). You can download the User's Guide to your desktop PC and view it using the Adobe® Acrobat® Reader, available from the Adobe Web site at [www.adobe.com](http://www.adobe.com).

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## Using Online Help on Your hp Jornada

You can get help for specific programs and for Microsoft Pocket PC software by tapping **Help** on the **Start** menu. Help is displayed for the active program. To display a menu of all Help files available on your hp Jornada, tap the **View** menu, and then tap **All Installed Help**, or simply tap **Help** while the Today screen is active.

Navigate in Help just as you navigate in Microsoft Internet Explorer: by tapping links or tapping the  button. When you have finished viewing Help, tap  to return to the program you were using.

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## 2 | Getting Started

This chapter will help you start using your hp Jornada. You will become familiar with the hardware and learn how to set up your hp Jornada. When you finish this chapter, you will have all the information you need to begin working with your hp Jornada.

This chapter includes step-by-step instructions to help you

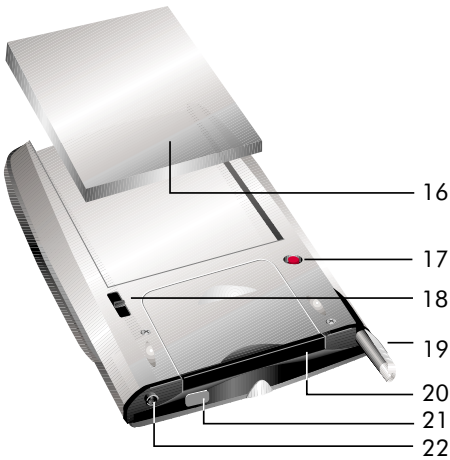
- Identify hardware features.
  - Install the batteries.
  - Power up the first time.
  - Complete the Welcome Wizard.
-

## Hardware Features

The illustrations below introduce you to the various buttons, connectors, ports, and other features of your hp Jornada.



1. Up/down control. Scroll through documents.
2. Record button. Press and hold to record voice notes.
3. Backup battery slot. Remove the tray to install or replace the backup battery.
4. Navigation pad. Press to navigate through documents or select on-screen buttons and controls.
5. Backup battery lock. Slide and hold to remove the backup battery tray.
6. Notification button/LED. Notifies you of scheduled appointments, alarms, and reminders. The LED indicates power status while recharging.
7. Ambient light sensor. Automatically turns on the backlight.
8. Touch screen. Tap on-screen controls or buttons to select menu commands or input text.
9. hp hot keys. Press to open an application or programmed function.
10. Speaker. Listen to music or set audible reminders and alerts.
11. DC jack. Connect to ac power to recharge your main battery.
12. Action button. Click to open the selected item.
13. USB/serial port. Connect to your desktop PC using the supplied cradle, or an optional sync cable.
14. Power button. Press to turn on your hp Jornada. Press and hold to turn the backlight on or off.
15. Microphone. Speak into the microphone to record voice notes.

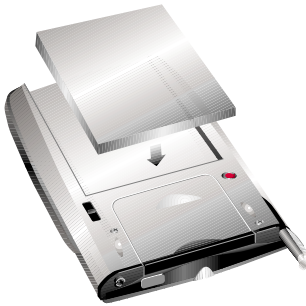


16. Main battery. Recharge the lithium-polymer main battery by connecting to ac power.
17. Reset button. Use the stylus to press the reset button and restart your hp Jornada.
18. Main battery lock. Slide to enable removal of the main battery pack.
19. Stylus. Use the stylus to navigate on the hp Jornada touch screen. Store it in the stylus slot when not in use.
20. CompactFlash Type I extended card slot. Add functionality with optional CompactFlash Type I or Type I extended cards.
21. Infrared port. Beam files to other mobile devices.
22. Stereo headphone jack. Connect a pair of stereo headphones.

## Using Your hp Jornada for the First Time

Follow these steps to begin using your hp Jornada:

1. **Install the main battery.** Align the main battery with the slots on the back of your hp Jornada, and slide until it locks in place.



2. **Install the backup battery.** The CR-2032 coin-cell backup battery is attached to the Quick Start Card. Use the stylus to hold the backup battery lock in the OPEN position, and remove the backup battery tray. Place the backup battery in the tray with the + sign facing up. Slide the tray into its slot until it locks into place.





3. **Connect to ac power.** Assemble the ac adapter, and connect it to the dc jack on your hp Jornada. Do not disconnect your hp Jornada from ac power until the green LED indicates that the main battery is fully charged.



4. **Follow the Welcome Wizard.** The first time you start your hp Jornada, the Hewlett-Packard Welcome screen appears. Then, after a few moments, the Welcome Wizard begins. The Welcome Wizard presents a brief orientation to Microsoft Windows for Pocket PC, helps you align the touch screen, and prompts you to select your city and time zone.
-

## Powering Your hp Jornada

Because the data and files you save on your hp Jornada are stored in RAM, maintaining a continuous power supply to the hp Jornada at all times is extremely important. If your hp Jornada runs out of power, all information stored in RAM is lost. The preinstalled programs will not be deleted even if your hp Jornada suffers a loss of power; however, any custom settings and programs you have added will be erased.



To safeguard data against loss in the event of power failure, you can save or back up files to the hp safe store folder. The hp emergency backup application automatically saves your PIM databases to the hp safe store folder. For more information, see “Backing Up and Restoring Data” and “Managing Memory” in chapter 6.

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Your hp Jornada receives power from three sources: the main battery, the backup battery, and the ac power adapter. The following sections describe these sources. For tips on extending battery life, see “Managing Power” in chapter 6.

### Main Battery

The hp Jornada lithium-polymer battery pack (the main battery) provides power to your hp Jornada while it is not connected to ac power. Under typical usage conditions (if you do not use the backlight), the fully charged main battery should provide power for up to 14 hours of use. Actual battery life will vary depending on how you use your hp Jornada. Some functions, such as listening to music, using the backlight, or operating CompactFlash cards, use considerable power and may reduce this time significantly.



The hp Jornada extended battery pack, which offers twice the battery life of the standard battery, is available as an optional accessory.

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The main battery is charged whenever your hp Jornada is connected to an ac power source—either the ac adapter or the USB cradle. Connect your hp Jornada to ac power or place it in the cradle when it is not in use, to

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ensure that the battery is fully charged when you need to take it with you. Charging the main battery takes approximately 3.5 hours. When the battery is fully charged, charging stops automatically; the battery will not overcharge if left connected to ac power.

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When the main battery charge is low, a low battery warning is displayed. If you see a low battery warning message, connect to ac power and charge the main battery immediately to avoid draining the backup battery, and prevent possible data loss.

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## Backup Battery

The CR-2032 coin-cell backup battery protects your data when the main battery runs out of power. The backup battery does not provide enough power to operate your hp Jornada, but it will preserve your data for up to 1 day after the low main battery warning is displayed. Connect to ac power to recharge the main battery.

The backup battery is not recharged while your hp Jornada is connected to ac power. When you see a warning message indicating that the backup battery is low, you should replace the backup battery as soon as possible. To replace the backup battery, follow the instructions in step 2 under “Using Your hp Jornada for the First Time,” earlier in this chapter.

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To prevent loss of data, replace the backup battery as soon as a warning message appears on your screen indicating that backup battery power is low.

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Do not mutilate, puncture, or dispose of batteries in fire. The batteries can burst or explode, releasing hazardous chemicals. Discard used batteries according to the manufacturer’s instructions.

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## AC Power

To avoid running out of battery power, you can operate your hp Jornada on ac power using the supplied ac adapter. The ac adapter accepts 100 V to 240 V, enabling you to connect to ac power anywhere in the

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world. When you travel, you may need adapters to accommodate different electrical outlets, but the hp Jornada ac adapter will safely convert ac line voltage to the dc voltage required by your hp Jornada.

While your hp Jornada is connected to ac power, the main battery is charged automatically. The color of the LED indicates the status of the battery: amber indicates that the battery is charging, and green indicates that the battery is fully charged.



If you will not be using your hp Jornada for an extended period of time, be sure to charge the main battery fully (or connect to ac power) before you store your hp Jornada.

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## Turning Your hp Jornada On and Off

One of the most convenient features of hp Jornada is “instant on.” With instant on, there is no waiting for your hp Jornada to start up or shut down; you can start working immediately by pressing the power button or one of the hp hot keys.



You can also turn on your hp Jornada simply by tapping the touch screen. On the Power Preferences page in hp settings, select the **Tap screen to power on** check box.

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When you are finished working, turn off your hp Jornada by pressing the power button. By default, your hp Jornada will turn off automatically after 1 minute of inactivity if it is not connected to an ac power source. You can use the Power control panel to change these settings. On the **Start** menu, tap **Settings**, tap the **System** tab, and then tap the Power icon.

## Using the Hardware Buttons

The hardware buttons on your hp Jornada (that is, the buttons on the device itself, rather than buttons or icons that appear on the display) can each be used to perform several functions, such as turning on your hp Jornada or starting a particular program.

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The features associated with each button are described below. In addition, most buttons can be reassigned or configured to start a program that you designate. For more information, see “Configuring Hardware Buttons” in chapter 6.

## Notification Button/LED

- A blinking green LED indicates an alarm or reminder.
- When your hp Jornada is connected to ac power, a solid green LED indicates that the main battery is fully charged.
- A blinking amber LED indicates that your hp Jornada is on; however, the display is off. Press and hold the notification button/LED to turn the display on again.
- A solid amber LED indicates that your hp Jornada is recording a voice note.
- While your hp Jornada is connected to ac power, an amber LED may also indicate that the main battery is charging.
- Press the notification button/LED to acknowledge an alarm or reminder and to silence the alarm.
- Press and hold the notification button/LED to turn off the display.

## Up/Down Control

- Press the up/down control to scroll through documents or to highlight items in a list.

## Record Button

- Press and hold the record button to turn on your hp Jornada and begin recording a voice note. If the speaker is not muted, a beep indicates that recording has started.
  - Release the record button to stop recording. If the speaker is not muted, a double beep indicates that recording has stopped.
-



If your hp Jornada is off, pressing the record button will turn it on. To avoid inadvertently turning on your hp Jornada, you can disable the record button. For more information, see “Adjusting Settings” in chapter 6.

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## hp Hot Keys

The hp hot keys can be reprogrammed to perform different functions or to open any program or document you want. The descriptions below refer to the default functions. For more information, see “Configuring Hardware Buttons” in chapter 6.

### hp home menu hot key

- Press the hp home menu hot key to launch the hp home menu application.
- Press the hp home menu hot key a second time to display the next page of home menu buttons.
- Press and hold the hp home menu hot key to launch the hp quick menu. Use the hp quick menu to open the Align Screen control panel or to turn off the display.

### Contacts hot key

- Press the Contacts hot key to open Pocket Outlook Contacts.
- Press and hold the Contacts hot key to display the **hp volume profile** pop-up menu.
- When working in Pocket Outlook Contacts, press the Contacts hot key to filter the Contacts list by category.

### Calendar hot key

- Press the Calendar hot key to launch the Pocket Outlook Calendar application.
  - Press and hold the Calendar hot key to display the **hp display profile** pop-up menu.
-

- When working in Pocket Outlook Calendar, press the Calendar hot key to change views (for example, to switch from Day view to Week view).



### Tasks hot key

- Press the Tasks hot key to open the Pocket Outlook Tasks application.
- Press and hold the Tasks hot key to open hp task switcher.

## Power Button

- Press the power button to turn your hp Jornada on or off.
- Press and hold the power button to turn the backlight on or off.
- If the display is off, press the power button to turn on the display.

## Navigation Pad and Action Button

- Press the navigation pad to scroll through a document or to highlight the next item in a list.
- Press the action button to select the highlighted item. The actions vary depending on the active program and the item selected.

## Caring for Your hp Jornada

When treated properly, your hp Jornada will be a reliable personal digital assistant. Follow these tips to ensure long and trouble-free use of your hp Jornada:

- **Protect the screen.** Pressing too hard on the touch screen may damage the screen. Use the stylus to tap the hp Jornada screen to avoid scratches or damage to the screen. To clean the screen, use a small amount of commercial glass cleaner sprayed on a soft cloth. Avoid spraying the screen directly.

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Be sure to turn off your hp Jornada before cleaning the touch screen. If your hp Jornada is set to power on when you tap the screen, change this setting before you clean the touch screen.

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- **Do not drop your hp Jornada.** Dropping your hp Jornada can cause damage to delicate components such as the display. Accidental damage is not covered under the warranty.
- **Avoid radiated interference.** Radiated interference from other electronic equipment may affect the appearance of the display of your hp Jornada. Removing the source of the interference will return the display to normal.
- **Avoid high temperatures.** Your hp Jornada is designed to operate at temperatures between 0 to 40 °C (32 to 104 °F). Subjecting the device to temperatures outside this range may damage the unit or result in loss of data. Be especially careful not to leave your hp Jornada in direct sunlight or in a car where temperatures can rise to harmful levels.
- **Register your hp Jornada.** To receive updates on exclusive promotions, exciting new products, and accessories, register your hp Jornada at [www.hp.com/jornada](http://www.hp.com/jornada).



## 3 | Overview of Microsoft Windows for Pocket PC

This chapter covers all the basics of working with documents and programs on your hp Jornada. Once you master these simple skills and concepts, you will find that it is easy to get around on your hp Jornada.

In this chapter you will learn how to

- Navigate in Microsoft Windows for Pocket PC using the stylus.
  - Use the Today screen to view your day at a glance.
  - Switch programs using the **Start** menu, hp home menu, and hp task switcher.
  - Interpret status icons and other information on your hp Jornada screen.
  - Enter text in a variety of ways.
  - Record voice notes.
  - Find and organize information on your hp Jornada.
-

## Navigating in Microsoft Windows for Pocket PC

Your hp Jornada uses the Microsoft Windows for Pocket PC operating system. Navigating in Windows for Pocket PC is similar to navigating in Microsoft windows on your desktop PC, with features such as the **Start** menu, pop-up menus, and toolbars.

### Using the Stylus

Use the stylus to navigate and select objects on the screen.

- **Tap.** Touch the screen once with the stylus to open items and select options.
- **Drag.** Hold the stylus on the screen and drag across the screen to select text and images. Drag in a list to select multiple items.
- **Tap and hold.** Tap and hold the stylus on an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform.


### Aligning the Touch Screen

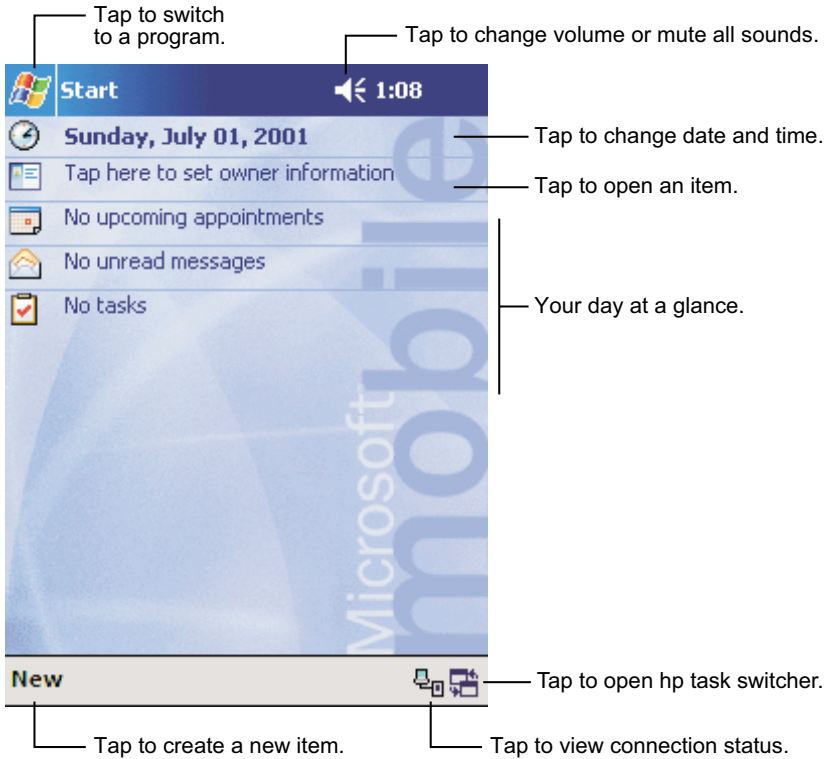
From time to time, you might notice that the accuracy of your stylus taps diminishes. When this happens, you can realign your touch screen using the Align Screen control panel.

#### To open the Align Screen control panel

1. Press and hold the hp home menu hot key to display the hp quick menu.
  2. Using the navigation pad, highlight **Align Screen** on the hp quick menu, and then click the action button.
  3. Tap the targets as they appear at each new location to align the touch screen.
-

## Today Screen

When you turn on your hp Jornada for the first time each day (or after 4 hours of inactivity), you will see the Today screen. You can also display it by tapping  and then **Today**. On the Today screen, you can see at a glance important information for the day.

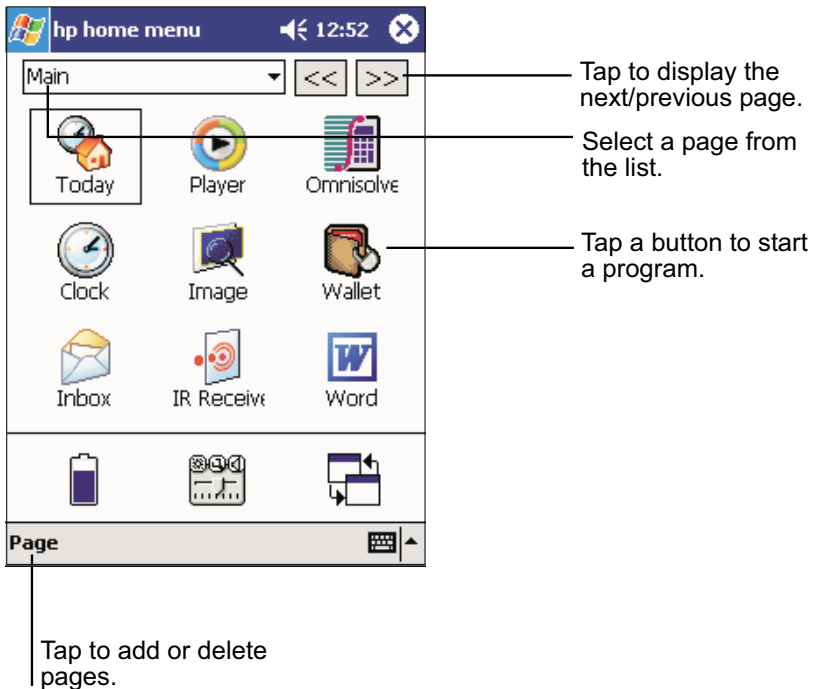


## Switching Programs

Use the hp home menu application or the **Start** menu to quickly launch your favorite programs or open frequently used documents. You can also use hp task switcher to switch between running programs.



### To start or switch programs using the hp home menu

1. Press the hp home menu hot key.
2. Tap the button that corresponds to the program or document.



The hp home menu displays up to 10 pages of buttons and icons that represent the programs and documents on your hp Jornada. To change pages, tap the name of a page in the drop-down list at the top of the hp

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home menu screen, or tap the arrows  or  to display the next or previous page.


---

The battery icon at the bottom of the hp home menu changes to indicate when power is low. Tap the icon to open the Power control panel.



---

### To start or switch programs using the Start menu


1. Tap  in the Navigation bar to display the **Start** menu.
  2. On the **Start** menu, tap the name of the program you want to switch to.  
–or–  
Tap one of the miniature icons at the top of the **Start** menu to switch to a recently used program.
- 

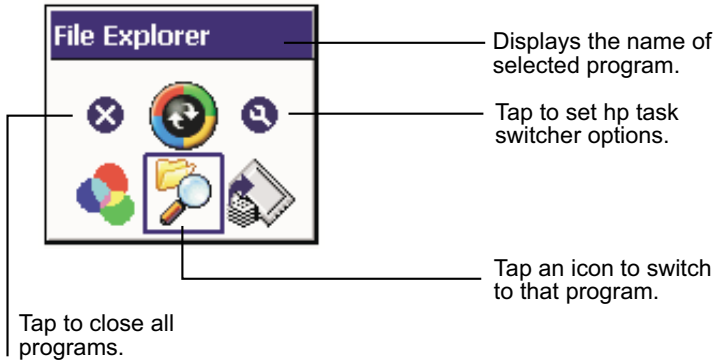
You can customize both the hp home menu and the **Start** menu to make it easier to access the programs you use most. For more information, see “Configuring Menus” in chapter 6.



---

### To switch programs using hp task switcher

1. On the Today screen, tap the hp task switcher status icon, , in the Command bar.  
–or–  
Press and hold the Tasks hot key to open hp task switcher.
  2. On the pop-up menu, tap the name of one of the running programs.
-

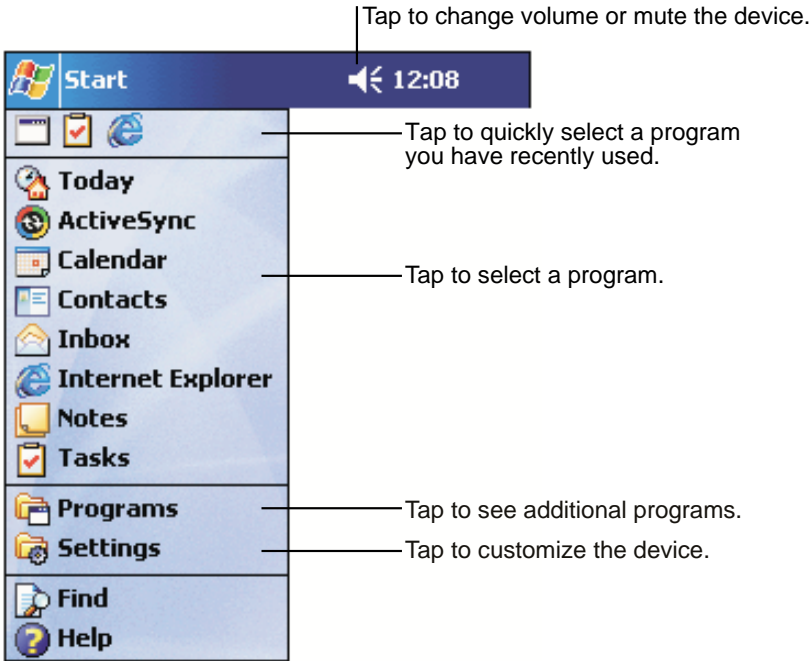


**The hp task switcher pop-up menu**

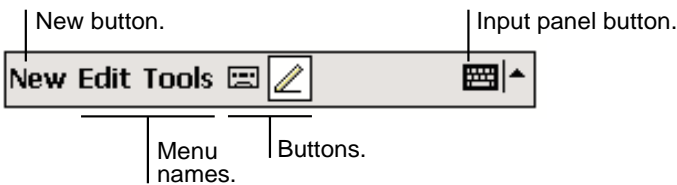
## Navigation Bar and Command Bar

The Navigation bar is located at the top of the screen. It displays the active program and current time, and allows you to switch programs and close screens.

Use the Command bar at the bottom of the screen to perform tasks in programs. The Command bar includes menu names, buttons, and the Input panel button. To create a new item in the current program, tap **New**. To see the name of a button, tap and hold the stylus on the button. Drag the stylus off the button so that the command is not carried out.















**The Navigation bar and Start menu**




**The Pocket PC Command bar**

## Status Icons

When the Today screen is displayed, you may see the following status icons on the Command bar or Navigation bar. In most cases, you can tap a status icon to display the associated control panel or more information related to the item. For example, tap a battery status icon to open the Power control panel.

<b>Icon</b>	<b>Meaning</b>
	Speaker is on
	Speaker is off
	hp task switcher is running
	hp emergency backup is activated
	Backup battery is low
	Main battery is charging
	Main battery is low
	Main battery is very low
	Main battery is fully charged
	Connection is active
	Synchronization is beginning or ending
	Synchronization is occurring



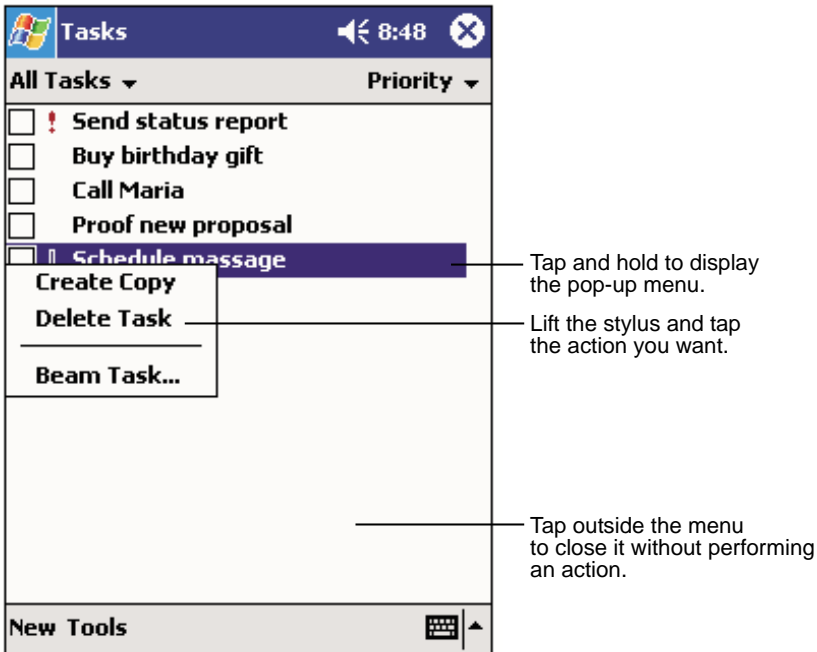
If there is not enough room to display all the notification icons that need to be displayed, the Notification icon, , will appear. Tap the icon to view all notification icons.

---



## Pop-Up Menus

With pop-up menus, you can quickly choose an action for an item. For example, you can use the pop-up menu in the contact list to quickly delete a contact, make a copy of a contact, or send an e-mail message to a contact. The actions in the pop-up menu vary from program to program. To access a pop-up menu, tap and hold the stylus on the name of the item that you want to perform the action on. When the menu appears, lift the stylus, and tap the action you want to perform. Or tap anywhere outside the menu to close the menu without performing an action.



## Alerts and Notifications

Your hp Jornada reminds you in a variety of ways when you have something to do. For example, if you have set up an appointment in Calendar, a task with a due date in Tasks, or an alarm in Clock, you will be notified in any of the following ways:

- A message appears on the screen.
- A sound, which you can specify, is played.
- The notification button/LED flashes.

To choose reminder types and sounds for your hp Jornada, tap **Settings** on the **Start** menu. On the **Personal** tab, tap **Sounds & Notifications**.

## Entering Information

You have several options for entering new information:

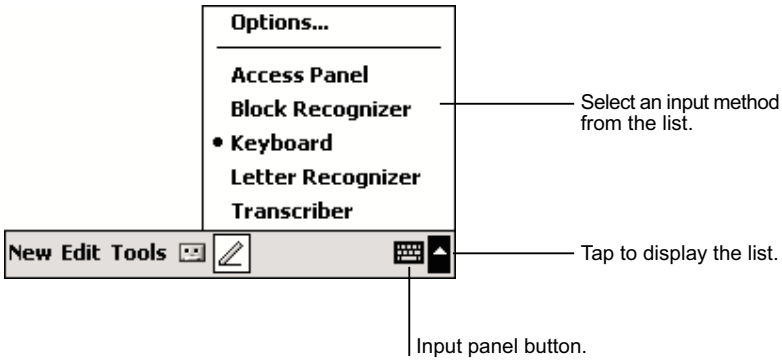
- Use the Input panel to enter typed text, either by using the soft keyboard or other input method.
- Write directly on the screen.
- Draw pictures on the screen.
- Speak into the microphone to record a message.

## Entering Text Using the Input Panel

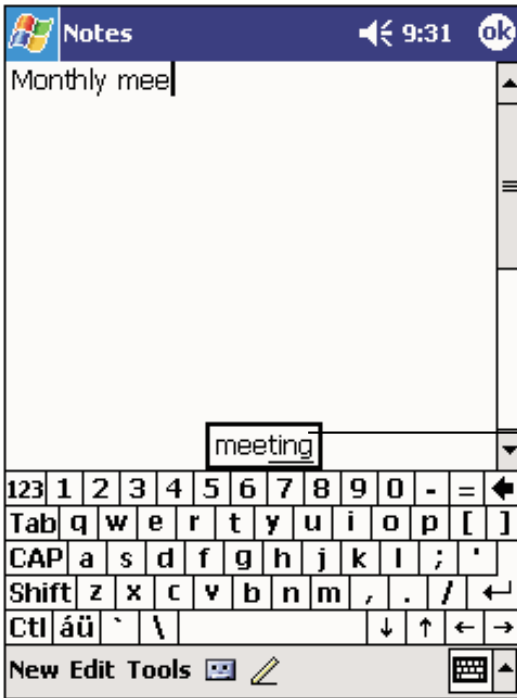
Use the Input panel to enter information in any program on your hp Jornada. You can either type using the soft keyboard or write using AccessPanel, the soft keyboard, Block Recognizer, Letter Recognizer, or Transcriber. In any case, the characters appear as typed text on the screen.

To show or hide the Input panel, tap the Input panel button. Tap the arrow next to the Input panel button to see your choices.

---



When you use the Input panel, your hp Jornada anticipates the word you are typing or writing and displays it above the Input panel. When you tap the displayed word, it is inserted into your text at the insertion point. The more you use your hp Jornada, the more words it learns to anticipate.



Tap here if this is the right word.



To change word suggestion options, such as the number of words suggested at one time, tap **Settings** on the **Start** menu. On the **Personal** tab, tap **Input**, and then tap the **Word Completion** tab.

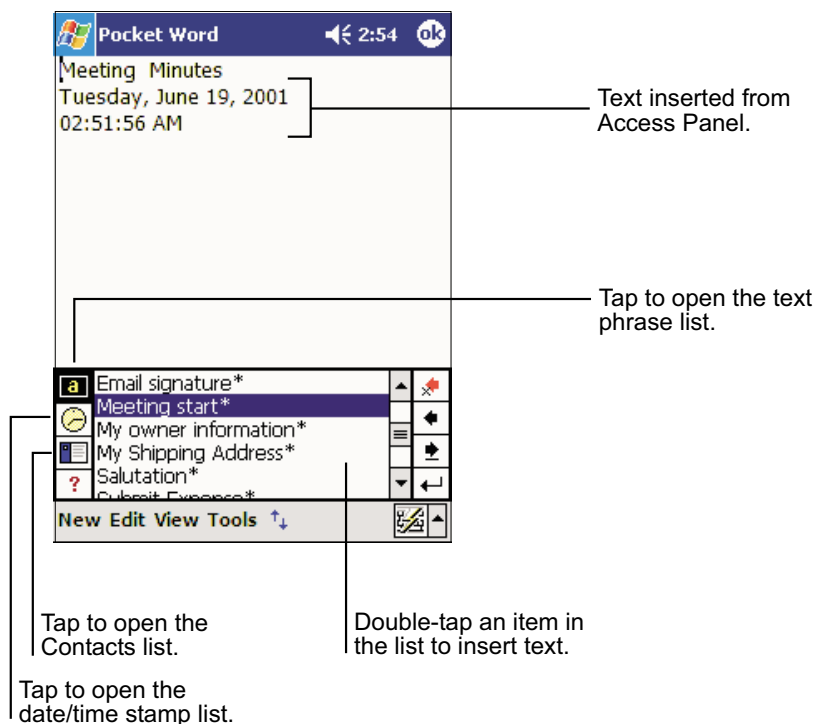
## AccessPanel

AccessPanel helps you speed data entry by giving you "tap-and-go" access—you can instantly paste common phrases, contact information, or date and time stamps into any application. Use AccessPanel to add your signature to e-mail messages, paste salutations into letters, or add dates and times to your memos.

When you open AccessPanel, the phrase list selection buttons are displayed on the left side of the window. These buttons activate a list of your text phrases, date and time stamps, or contacts.

### To start AccessPanel


1. In a note or document, position the insertion point where you want to insert the text.
2. Tap the arrow next to the Input panel button, and then tap **AccessPanel**.
3. Tap a button to display the text phrase list, date and time list, or contacts list.
4. Double-tap an entry in the AccessPanel list to insert the text into the document.





The first time you run AccessPanel, you are prompted to install a set of sample phrases that help illustrate the use of AccessPanel. Installing the samples will provide ideas that you can use to create your own custom phrases to paste into applications.

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For more information on using AccessPanel Platinum, tap  to display online Help, or refer to the *AccessPanel Platinum User Guide* on the Pocket PC Companion CD.

## Block Recognizer

With Block Recognizer, you can use the stylus to input characters using strokes that are similar to the Palm™ Graffiti® method.

### To type with Block Recognizer

1. Tap the arrow next to the Input panel button, and then tap **Block Recognizer**.
2. Write a letter in the box.

When you write a letter, it is converted to typed text that appears on the screen. For specific instructions on using Block Recognizer, open Block Recognizer, and then tap the question mark next to the writing area.

## Soft Keyboard

The soft keyboard is an onscreen keyboard displayed at the bottom of the screen.

### To type with the soft keyboard

1. Tap the arrow next to the Input panel button, and then tap Keyboard.
  2. On the soft keyboard that is displayed, tap the keys with your stylus.
-

## Letter Recognizer

With Letter Recognizer, you can write letters using the stylus just as you would use a pen on paper.

### To type with Letter Recognizer

1. Tap the arrow next to the Input panel button, and then tap **Letter Recognizer**.
2. Write a letter in the box.

When you write a letter, it is converted to typed text that appears on the screen. For specific instructions on using Letter Recognizer, open Letter Recognizer and then tap the question mark next to the writing area.

## Transcriber

With Transcriber you can write anywhere on the screen using the stylus just as you would on paper. Unlike Letter Recognizer and Block Recognizer, you can write a sentence or more of information; then, you pause and let Transcriber change the written characters to typed characters.

### To type with Transcriber

1. Tap the arrow next to the Input panel button, and then tap **Transcriber**.
2. Write anywhere on the screen.

For specific instructions on using Transcriber, open Transcriber and then tap the question mark in the lower-right corner of the screen.

## Writing on the Screen

In any program that accepts writing—such as the Notes program and the **Notes** tab in Calendar, Contacts, and Tasks—you can use your stylus to write directly on the screen. Write the way you do on paper. You can edit and format what you have written and convert the information to text later.

### To write on the screen

- Tap the Pen button to switch to writing mode. This action displays lines on the screen to help you write.
-



Tap the Pen button and use your stylus like a pen.



Some programs that accept writing may not have the Pen button. See the documentation for that program to find out how to switch to writing mode.

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If you want to edit or format writing, you must select it first.

### **To select writing**

1. Tap and hold the stylus next to the text you want to select until the insertion point appears.
  2. Without lifting, drag the stylus across the text you want to select.
-



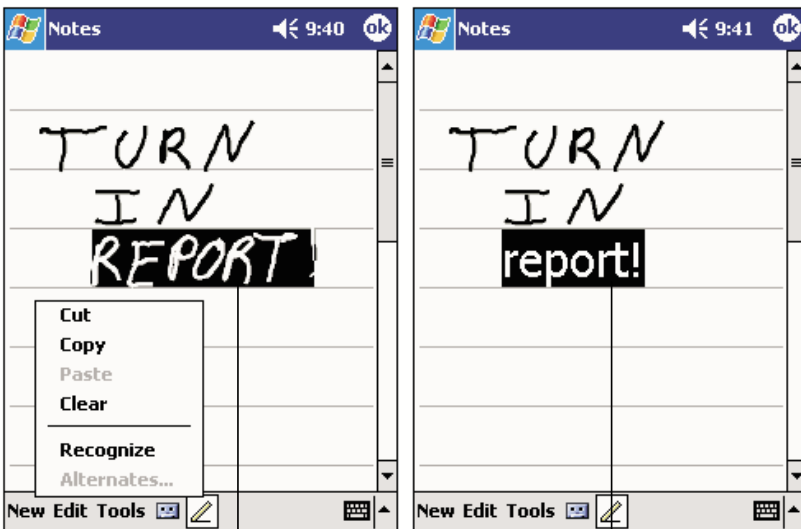
If you accidentally write on the screen, tap **Tools**, then **Undo**, and try again. You can also select text by tapping the Pen button to deselect it and then dragging the stylus across the screen.

You can cut, copy, and paste written text in the same way you work with typed text: tap and hold the selected words and then tap an editing command on the pop-up menu, or tap the command on the **Edit** menu.

### To convert writing to text

- On the **Tools** menu, tap **Recognize**.

If you want to convert only certain words, select them before tapping **Recognize** on the **Tools** menu (or tap and hold the selected words and then tap **Recognize** on the pop-up menu). If a word is not recognized, it is left as writing.

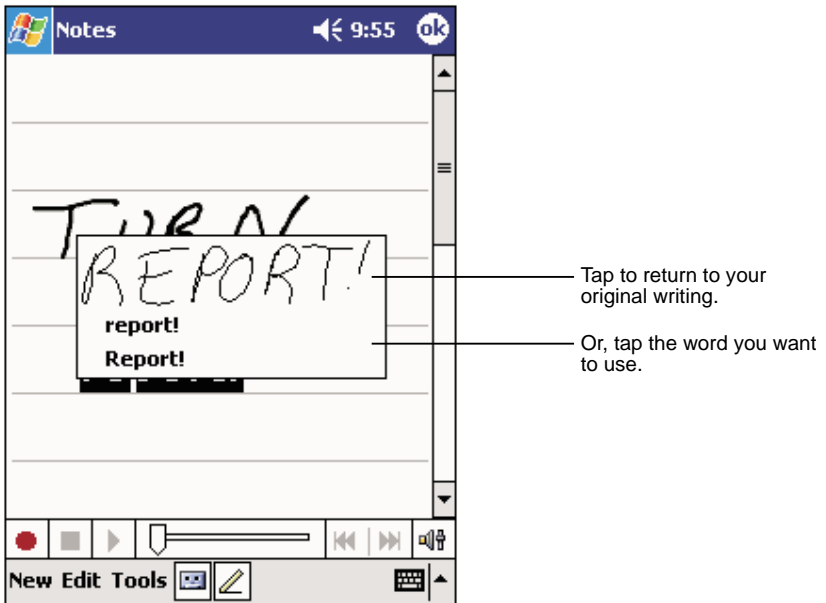


Select the text you want to convert and tap Recognize on the pop-up menu.

The writing is turned into text.

If the conversion is incorrect, you can select different words from a list of alternates or return to the original writing. To do so, tap and hold the

incorrect word (tap one word at a time). On the pop-up menu, tap **Alternates**. A menu with a list of alternate words appears. Tap the word you want to use, or tap the writing at the top of the menu to return to the original writing.



Some tips for getting good recognition are listed below:

- Write neatly.
- Write on the lines and draw descenders below the line. Write the cross of the "t" and apostrophes below the top line so that they are not confused with the word above. Write periods and commas above the line.
- For better recognition, use the **Tools** menu to increase the zoom level to 300%.
- Write the letters of a word close together and leave big gaps between words.

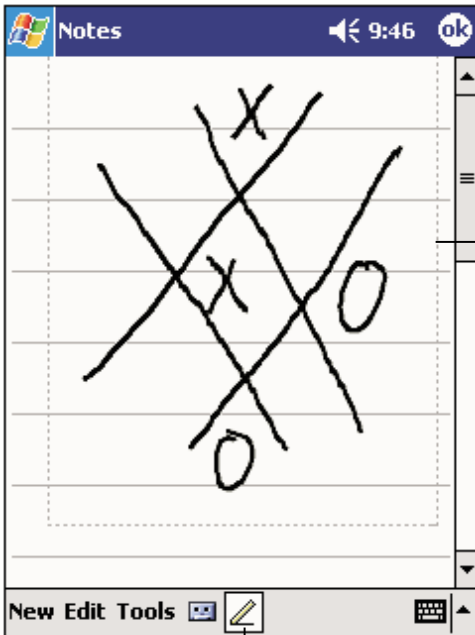
- Hyphenated words, foreign words that use special characters such as accents, and some punctuation cannot be converted.
- If you add writing to a word to change it (such as changing a “3” to an “8”) after you attempt to recognize the word, the writing you add will not be included if you attempt to recognize the writing again.

## Drawing on the Screen

You can draw on the screen in the same way that you write on the screen. The difference between writing and drawing on the screen is how you select items and how they can be edited. For example, selected drawings can be resized, while writing cannot.

### To create a drawing

- Cross three ruled lines on your first stroke. A drawing box appears. Subsequent strokes in or touching the drawing box become part of the drawing. Drawings that do not cross three ruled lines will be treated as writing.
-



The drawing box indicates the boundaries of the drawing.

Pen button.



You may want to change the zoom level so that you can more easily work on or view your drawing. Tap **Tools**, and then choose a zoom level.

---

If you want to edit or format a drawing, you must select it first.

### To select a drawing

- Tap and hold the stylus on the drawing until the selection handle appears. To select multiple drawings, deselect the Pen button and then drag to select the drawings you want.

You can cut, copy, and paste selected drawings by tapping and holding the selected drawing and then tapping an editing command on the pop-up menu, or by tapping the command on the **Edit** menu. To resize a drawing, make sure the Pen button is not selected, and then drag a selection handle.

---

## Recording a Message

In any program where you can write or draw on the screen, you can also quickly capture thoughts, reminders, and phone numbers by recording a message. In Calendar, Tasks, and Contacts, you can include a recording in the **Notes** tab. In the Notes program, you can either create a stand-alone recording or include a recording in a written note. If you want to include the recording in a note, open the note first. In the Inbox program, you can add a recording to an e-mail message.

### To create a recording

1. Hold the hp Jornada's microphone near your mouth or other source of sound.
2. Press and hold the record button. If the speaker is not muted, a beep indicates that your hp Jornada is recording. The notification button/LED shines steady amber while recording is in progress.
3. While holding down the record button, speak into the microphone.
4. To stop recording, release the record button. Two beeps will sound. The new recording appears in the note list or as an embedded icon.

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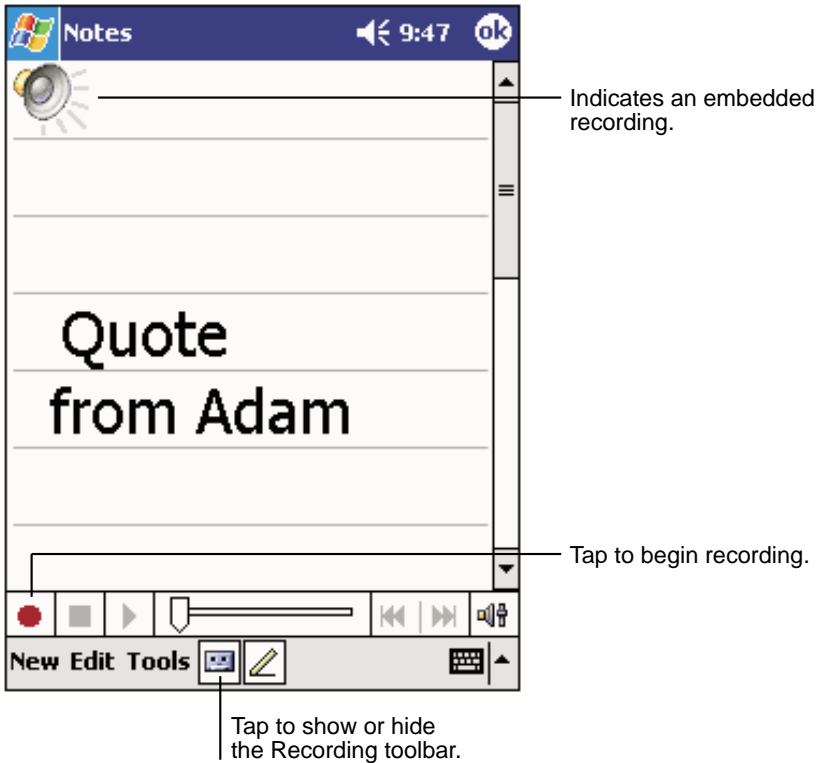
You can also make a recording by tapping the Record button on the Recording toolbar.

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### To play a recording

- Tap it in the list or tap its icon in the note.
-



## Recording Formats

Your hp Jornada supports several formats for voice notes. The formats vary in both the quality of the recording and the size of the sound file. When selecting a recording format, you should consider the quality you need as well as how much storage memory the recording will use on your hp Jornada.

Not all recording formats are compatible with other software or computers. If you will share your recordings with others or transfer a recording to your desktop PC, be sure to choose a recording format that is supported by the software used to play recordings on the other computer.

The PCM format offers the highest quality recording, and is compatible with all hp Jornada models, other Windows-powered mobile devices, and

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desktop PCs that use Windows operating systems. The GSM 6.10 format is compatible with all hp Jornada models and other Windows-powered mobile devices, but may not work with desktop PCs.

### **To select a recording format**

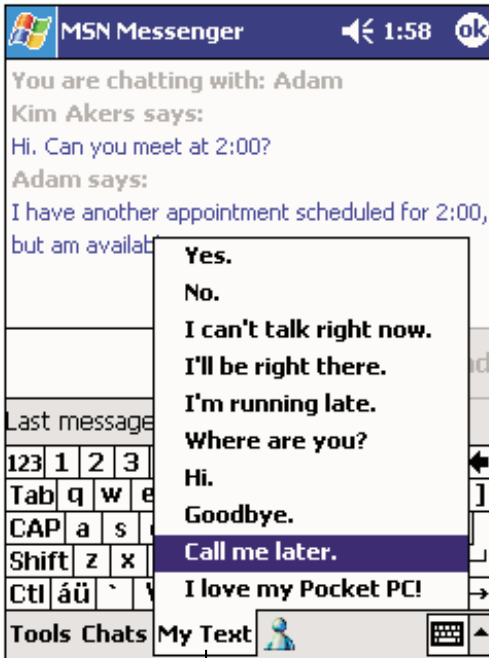
1. On the **Start** menu, tap **Settings**, and then tap the Input icon.
2. On the **Options** tab in the Input control panel, select a voice recording format from the drop-down list.

The list of recording formats on your hp Jornada indicates the sample rate, whether the format is stereo or mono, and how much storage memory is required per second of recording. You may need to experiment with different sample rates and formats to determine which format best suits your voice.

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## Using My Text

When using Inbox or MSN Messenger, use My Text to quickly insert preset or frequently used messages into the text entry area. To insert a message, tap **My Text**, and then tap a message.



Tap to select a prewritten message.



After inserting a My Text message, you can add text to it before you send the message.

To edit a My Text message, on the **Tools** menu, tap **Edit**, and then tap **My Text Messages**. Select the message you wish to edit and make desired changes.



## Finding and Organizing Information

The Find feature on your hp Jornada helps you quickly locate information.

### To find a file

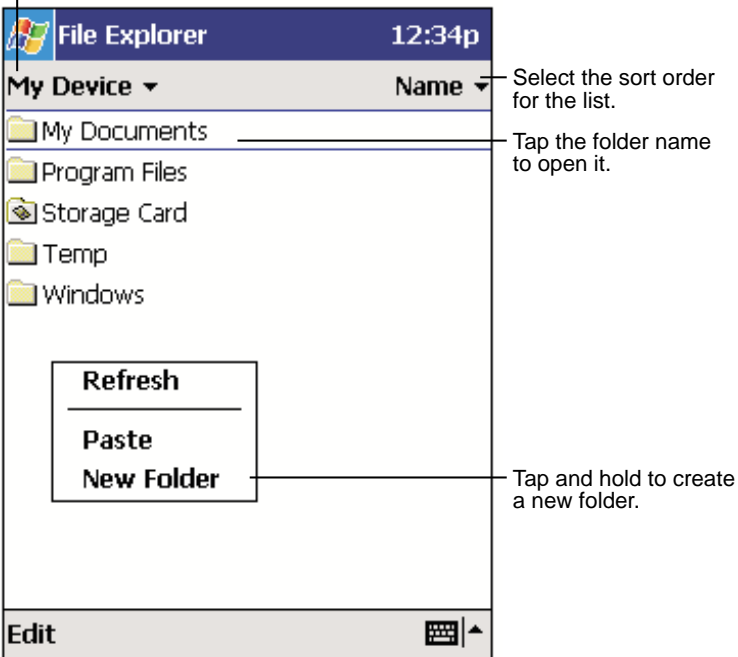
- On the **Start** menu, tap **Find**. Enter the text you want to find, select a data type, and then tap **Go** to start the search.

To quickly find information that is taking up storage space on your hp Jornada, select **Larger than 64 KB** under **Type**.



You can also use the File Explorer to find files on your hp Jornada and to organize these files into folders. On the **Start** menu, tap **Programs**, and then tap **File Explorer**.

Tap to change folders.





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You can move files in File Explorer by tapping and holding the item you want to move, tapping **Cut** or **Copy** on the pop-up menu, browsing to the new location, and then tapping **Paste**.

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## 4 | Connecting to Your Desktop PC

To get the most from your hp Jornada, you will want to connect to your desktop or notebook PC. This chapter describes how to establish the connection between your hp Jornada and your desktop PC, and how to synchronize and transfer files between your hp Jornada and your desktop (or any PC that has Microsoft ActiveSync installed). In this chapter, you will learn to

- Install Microsoft ActiveSync on your desktop PC.
  - Use ActiveSync to synchronize data between your hp Jornada and desktop PC.
  - Connect your hp Jornada to your desktop PC using either the USB cradle or the infrared port.
-

## Microsoft ActiveSync

Microsoft ActiveSync enables you to synchronize the information on your desktop PC with the information on your hp Jornada. In addition, you can back up data from your hp Jornada to your desktop PC and restore this data to your hp Jornada, and copy files between your hp Jornada and desktop PC.

Before you begin synchronization, install ActiveSync on your desktop PC from the Pocket PC Companion CD. ActiveSync is already installed on your hp Jornada.

After installation is complete, the ActiveSync Setup Wizard helps you connect your hp Jornada to your desktop PC, set up a partnership so you can synchronize information between your hp Jornada and your desktop computer, and customize your synchronization settings. Your first synchronization process will begin automatically when you finish using the wizard.

## Synchronizing Data

Synchronization compares the data on your hp Jornada with your desktop PC and updates both computers with the most recent information. For example, you can

- Synchronize Microsoft Word and Microsoft Excel files between your hp Jornada and desktop PC. Your files are automatically converted to the correct format.
- Synchronize e-mail messages in your hp Jornada Inbox with e-mail messages in Microsoft Outlook on your desktop PC.
- Copy favorite Web site addresses and any Web pages you have marked for offline viewing in Microsoft Internet Explorer to your hp Jornada.
- Keep your Pocket Outlook Contacts, Calendar, and Tasks databases up-to-date by synchronizing your hp Jornada with Microsoft Outlook data on your desktop PC.




Synchronization with Microsoft Outlook 2002 requires ActiveSync 3.5 on the desktop PC.

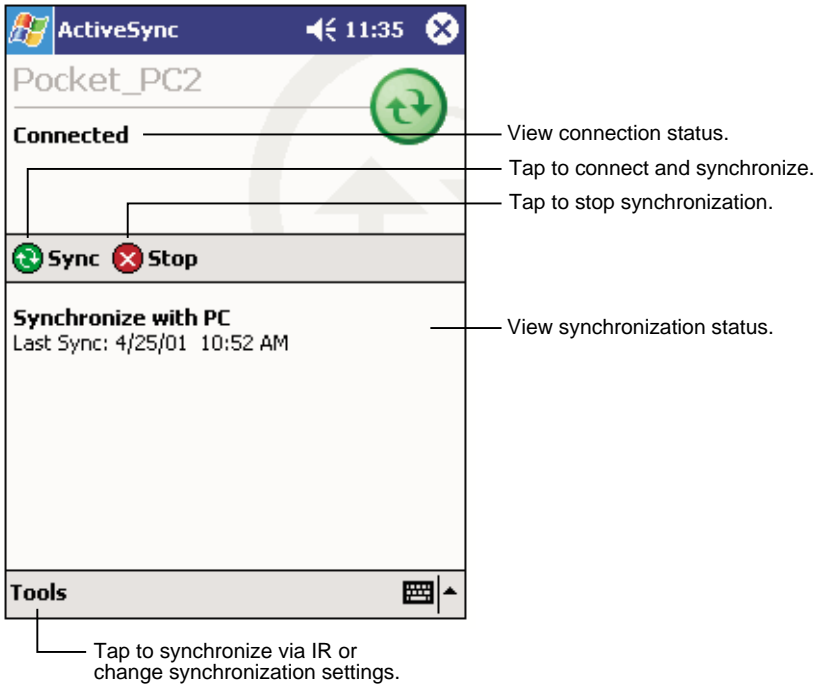
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After you synchronize, the information you have stored on your desktop PC is copied to your hp Jornada so you can take it with you when you go. Use ActiveSync options to select which information types are synchronized and to control how much data is synchronized. For example, if you choose to synchronize Calendar data, you can specify how many weeks of past appointments you want synchronized. By default, ActiveSync does not automatically synchronize all types of information. Use ActiveSync options to turn synchronization on and off for specific information types.

After you have set up ActiveSync and completed the first synchronization, you can control when synchronization occurs by selecting a synchronization mode. For example, you can synchronize continually while your hp Jornada is in the cradle, or only when you choose the **Synchronize** command.

### **To start synchronization from your hp Jornada**

1. Connect your hp Jornada to your desktop PC. For more information, see "Connecting Your hp Jornada," below.
2. On the **Start** menu, tap **ActiveSync**.
3. Tap  to begin synchronization.



For detailed instructions on setting ActiveSync options and using ActiveSync on your desktop PC, see ActiveSync Help on the desktop PC. For more information on using ActiveSync on your hp Jornada, see ActiveSync Help on your hp Jornada.

## Synchronizing from a Remote Location

You can also synchronize while your hp Jornada is connected to your desktop PC using a dial-up modem connection or over a network.<sup>1</sup> This can be useful if you need to synchronize files or PIM information while traveling. Before you leave, you must configure both your hp Jornada and your desktop PC.

<sup>1</sup> Requires an optional modem and/or an account with an Internet service provider.

## On your hp Jornada

Create a partnership between your hp Jornada and the desktop PC using one of the direct connection methods (USB cradle or infrared connection) described in this chapter. You must also configure a connection on your hp Jornada, as described in chapter 5, “Connecting to the Internet or to a Network.”

## On your desktop PC

Before you can synchronize remotely, the desktop PC or network server must be configured to allow your hp Jornada to connect. Depending on the version of Windows running on the desktop PC, you may need to install and configure Remote Access Services or Dial-Up Networking on the desktop PC.

You must also ensure that ActiveSync is configured to allow a network connection. For more information, see ActiveSync Help on your desktop PC.

Follow these steps to prepare your desktop PC before you leave:

- If you are using a modem on your desktop PC, turn the modem on before you leave.
- Leave your desktop PC on, and be sure you logged on under the same user name that you used when you created the partnership.
- Ensure your PIM program and e-mail program (Microsoft Outlook or Microsoft Exchange) are running.

If you receive an error message on your hp Jornada that states that an information type needs attention, or if unresolved items are reported after synchronization, you must synchronize directly with your desktop PC using the USB cradle, an infrared connection, or an optional serial cable.

## Copying Files Between Your hp Jornada and Your Desktop PC

You can copy files between your hp Jornada and desktop PC by dragging icons to or from the Mobile Device window or by using the **Cut**, **Copy**, and **Paste** commands on the **Edit** menu.

Files created on your desktop PC may need to be converted before you can use them on your hp Jornada, and files created on your hp Jornada

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may need to be converted before you can use them on your desktop PC. By default, ActiveSync automatically converts files to the appropriate type; however, you can choose not to convert files, or you can choose to specify the conversion for each type of file by changing options in ActiveSync.

## Backing Up Data with ActiveSync

To prevent loss of data, you should back up your hp Jornada frequently using either Microsoft ActiveSync or the hp backup application. When you back up your hp Jornada using ActiveSync, the backup file contains all the files, databases, PIM information, and RAM-based programs on your hp Jornada. The backup file is stored on your desktop PC.

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hp backup enables you to back up your PIM databases to a CompactFlash memory card or to the hp safe store folder on your hp Jornada. For more information on hp backup and hp emergency backup, see "Backing Up and Restoring Data" in chapter 6.

---

If you have established a partnership between your hp Jornada and desktop PC, you can set ActiveSync to back up data automatically each time you connect. You can also back up your hp Jornada manually any time you want. ActiveSync lets you decide whether to back up all data each time, or only new and updated information.

When you use the backup file to restore data to your hp Jornada, data on your hp Jornada is replaced with the data stored in the backup file. If you have created files on your hp Jornada since the last backup and do not want to delete these files during the restore process, move the files from your hp Jornada to your desktop PC before restoring data. You can restore data using ActiveSync or the hp backup application.

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Restoring data from ActiveSync replaces all data stored on your hp Jornada. Any data added after the backup file was created will be lost.

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For more information on backing up and restoring data using Microsoft ActiveSync, see ActiveSync Help on your desktop PC.

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## Connecting Your hp Jornada

You can connect your hp Jornada to a desktop computer in several ways:

- Using the USB cradle that is included with your hp Jornada. The USB cradle connects to a USB port on your desktop PC.
- Using the infrared port on your hp Jornada. You can connect your hp Jornada to an infrared-equipped desktop or notebook PC using the infrared port. Many notebook PCs have built-in infrared ports; however, you may need to purchase and install an infrared transmitter for your desktop PC.
- Over a network or dial-up connection. You can synchronize while connected to your desktop PC by a dial-up (modem) connection or over a local area network (LAN).
- Using a serial cable or cradle. If your desktop PC does not have a USB port or an infrared transmitter, or if your operating system does not support these connection methods, you can purchase an optional serial cable or serial cradle that enables you to connect your hp Jornada to a serial port. Instructions on establishing a serial connection are included with these accessories. Note that Windows 95 and Windows NT® do not support USB or infrared connectivity.

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Install ActiveSync on your desktop PC before connecting your hp Jornada by USB.



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## Connecting by USB Cradle

The USB cradle included with your hp Jornada provides a convenient way to connect to your desktop PC. In addition to enabling synchronization, the USB cradle charges the main battery on your hp Jornada. Keep your hp Jornada in the cradle when you are not carrying it with you, so it is always charged, synchronized, and ready to go.

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Do not shut down or restart your desktop PC while your hp Jornada is connected. Turn off your hp Jornada or remove it from the cradle before you shut down your desktop PC.

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Before you connect, be sure of the following: your desktop PC is on, you have installed ActiveSync on your desktop PC, and ActiveSync is configured to allow a USB connection.

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### **To connect by USB cradle**

1. Connect the dc plug from the ac adapter to the dc jack on the cradle cable, and plug the ac adapter into a wall outlet.
2. Connect the cable from the cradle to a USB port on your desktop PC.
3. If you have installed an optional extended battery pack, remove the expansion panel from the face of the cradle.
4. Slide your hp Jornada into the cradle. Your hp Jornada should start automatically and establish a connection to the desktop PC.



**Connecting to your PC**

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When you remove your hp Jornada from the cradle, hold the cradle down with one hand, and gently lift the hp Jornada with the other to avoid putting stress on the connectors.

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## Connecting by Infrared

The infrared port on your hp Jornada provides a convenient way to connect to an IrDA-equipped PC without using a cable or cradle. Many notebook computers have built-in infrared ports; however, you may need to install and configure an infrared port on a desktop PC. To install the port, follow the manufacturer's instructions. More information about infrared drivers for Microsoft Windows is available on the Microsoft Mobile Devices Web site at [www.microsoft.com/mobile/pocketpc](http://www.microsoft.com/mobile/pocketpc).

For complete instructions on connecting to your desktop PC by infrared, refer to ActiveSync Help on your desktop PC.

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## 5 | Connecting to the Internet or to a Network

In addition to connecting your hp Jornada to your desktop PC, you may want to connect to remote computers so you can access e-mail, browse the Internet, or retrieve files from a corporate network, whether you are at home or on the road. This chapter describes

- the several methods you can use to connect your hp Jornada to a modem, mobile phone, or network
  - the process of configuring your hp Jornada to connect to an Internet service provider (ISP) or network
  - browsing the Web (or a corporate intranet) from your hp Jornada using Microsoft Pocket Internet Explorer and Mobile Favorites
  - sending and receiving e-mail messages with your hp Jornada
-

## Connecting your hp Jornada

Your hp Jornada gives you several options for connecting to a remote computer. You can use an optional CompactFlash card modem, an infrared modem, or a mobile phone. Each of these methods requires purchase of a modem or adapter as an optional accessory. For more information about compatible modems and accessories, visit the hp Jornada Web site at [www.hp.com/jornada](http://www.hp.com/jornada).

### Connecting with a CompactFlash Card

Your hp Jornada supports a variety of CompactFlash card modems and network interface cards (NICs). Whether you use a CompactFlash modem or CompactFlash NIC, the card must be a CompactFlash Type I or CompactFlash Type I extended card. For a list of compatible CompactFlash cards, go to the hp Jornada accessories page at [www.hp.com/jornada](http://www.hp.com/jornada). For instructions on how to install a CompactFlash card in your hp Jornada, see "Accessories" in Chapter 6.

Many NICs also require that you install a software driver. The card manufacturer must provide a software driver for the hp Jornada. Follow the card manufacturer's instructions for installing the card and configuring the driver for use with your hp Jornada.

After you have installed and configured the card, the make and model of the card will appear in the list of modems or the list of network adapters when you create a new connection (see "Creating an ISP or Network Connection," later in this chapter).

When you are ready to connect, connect the CompactFlash card to an analog telephone line or a network connection using the appropriate cable. Follow the card manufacturer's instructions to attach the cable to the port on the card.



Do not connect a CompactFlash modem to a digital telephone line unless it is specifically designed for use with a digital line.

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## Connecting with an Infrared Modem

You can also use the infrared port on your hp Jornada to connect to the Internet or a remote computer via an IrDA-compatible infrared modem. When you create a new dial-up connection, select **Generic IrDA modem** from the modem list. Connect the modem to a phone line according to the manufacturer's instructions, and align the infrared port on your hp Jornada with the infrared port on the modem before dialing the call.

## Connecting with a Mobile Phone

If your mobile phone service supports remote data connection, you can use the mobile phone to connect your hp Jornada to the Internet or to a remote computer. Depending on the make and model of your mobile phone, you can connect your hp Jornada to the mobile phone using either a CompactFlash card interface or the infrared port.

### CompactFlash Connectivity Kit

You may be able to obtain a CompactFlash Type I or Type I extended connectivity kit from the manufacturer of your phone, or from a third-party manufacturer. In either case, the kit must be designed to work with the specific model of your phone, and the manufacturer must provide a driver for use with the hp Jornada.

After you have installed and configured the card, the make and model of the card will appear in the list of modems or the list of network adapters when you create a new connection (see "Creating an ISP or Network Connection," later in this chapter).

### Via Infrared

If your mobile phone has a built-in IrDA-compatible infrared port (or if an optional infrared connectivity kit is available for your phone), you can use the infrared port on your hp Jornada to connect. When you create a new dial-up connection, select **Generic IrDA modem** from the modem list. Align the infrared port on your hp Jornada with the infrared port on the mobile phone before dialing the call. For detailed instructions on how to establish a wireless connection using a mobile phone, check the hp Jornada Web site at [www.hp.com/jornada](http://www.hp.com/jornada).

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## Creating an ISP or Network Connection

To connect to a network or the Internet, you need an account with an ISP, an account on your corporate network, or access permission to dial in to a specific computer.

For each account, you will need a user name and password provided by the ISP or account administrator. If you are connecting to a commercial ISP, you will also need to know the dial-up telephone number, and IP and DNS addresses (if required).

If you plan to use the account to send or receive e-mail messages directly from your hp Jornada, you must also obtain the following information from your ISP or account administrator:

- A user name and password for your e-mail account. (These may be different from the user name and password you use to connect.)
- The name of the POP3 or IMAP4 server (for incoming messages).
- The name of the SMTP server (for outgoing messages).

Before you can use a modem to connect to an ISP or to dial in to a specific desktop PC, you must create a connection for that service on your hp Jornada. If you use a NIC to connect to a corporate network, you must configure your network connection. Your hp Jornada will recognize the connection after you attach the network cable to the NIC.

### To create a modem connection to an ISP

1. Get the following information from your ISP: ISP dial-up access telephone number, user name, password, and TCP/IP settings.
2. On the **Start** menu, tap **Settings**. On the **Connections** tab, tap **Connections**.
3. In the automatic Internet connection options, select **Internet Settings**, and then tap **Modify**.
4. On the **Modem** tab, tap **New**.
5. Enter a name for the connection, such as "ISP Connection."
6. In the **Select a modem** list, select your modem type.
7. You should not need to change any advanced settings. Most ISPs assign IP addresses dynamically. If the ISP you are connecting to does not use a dynamically assigned IP address, tap **Advanced**,



and then enter the address on the **TCP/IP** tab. Tap **OK**, and then tap **Next**.

8. Enter the access phone number or dial string, and then tap **Next**.
9. Select other desired options, and then tap **Finish**.
10. On the **Dialing** tab, specify your current location and phone type. These settings will apply to all connections you create.

To open the connection, simply open a program that requires a connection to the Internet. Your hp Jornada will attempt to connect automatically.

Once connected, you can:

- Send and receive e-mail messages by using Inbox. Before you can use Inbox, you need to provide the information it needs to communicate with the e-mail server. For specific instructions, see “Connecting Directly to an E-mail Server,” later in this chapter.
- Visit Web and WAP pages by using Pocket Internet Explorer. For more information, see “Browsing the Web (or a Corporate Intranet),” later in this chapter.
- Send and receive instant messages with MSN Messenger. For more information, see “MSN Messenger” in chapter 8.

### **To create a modem connection to a network**

1. Get the following information from your network administrator: dial-up access telephone number, user name, password, domain name, and TCP/IP settings.
  2. On the **Start** menu, tap **Settings**. On the **Connections** tab, tap **Connections**.
  3. In the automatic Internet connection options, select **Internet Settings**, and then tap **Modify**.
  4. On the **Modem** tab, tap **New**.
  5. Enter a name for the connection, such as “Company Connection.”
  6. In the **Select a modem** list, select your modem type.
  7. You should not need to change any advanced settings. Most servers now use a dynamically assigned address. If the server you are connecting to does not use a dynamically assigned address, tap **Advanced**, and then enter the address on the **TCP/IP** tab. Tap **OK**, and then tap **Next**.
-

8. Enter the access phone number or dial string, and then tap **Next**.
9. Select other desired options, and then tap **Finish**.
10. On the **Dialing** tab, specify your current location and phone type (most phone lines are tone). These settings will apply to all connections you create.


To start the connection, simply open a program that requires a connection to the Internet. Your hp Jornada will attempt to connect automatically.

Once connected, you can:

- Send and receive e-mail messages by using Inbox. Before you can use Inbox, you need to provide the information it needs to communicate with the e-mail server. For specific instructions, see "Connecting Directly to an E-mail Server," later in this chapter.
- Visit Internet or intranet Web or WAP pages by using Pocket Internet Explorer.
- Send and receive instant messages with MSN Messenger. For more information, see "MSN Messenger" in chapter 8.
- Synchronize data with a computer on the network. For more information, see ActiveSync Help on your desktop PC.

## Closing a Connection

If you opened the connection from a program, such as Inbox or Pocket Internet Explorer, close that program first. To disconnect, do one of the following:

- When connected via a dial-up or network connection, tap the Connection icon, , on the Navigation bar, and then tap **End**.
  - When connected via cable or cradle, detach your device from the cable or cradle.
  - When connected via infrared, move the device away from the desktop PC.
  - When connected via a network (Ethernet) card, remove the card from your device.
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## Get Help on Connecting

More information on the procedures described here, as well as information on additional procedures, can be found in the following locations:

- “Inbox: Sending and Receiving E-mail Messages” in this chapter
- Online Help on your hp Jornada
- ActiveSync Help on your desktop PC

For troubleshooting information, see “Troubleshooting Remote Connections” in chapter 9, or visit the Microsoft Mobile Devices Web site at [www.microsoft.com/mobile/pocketpc](http://www.microsoft.com/mobile/pocketpc).

## Browsing the Web (or a Corporate Intranet)

Once you are connected to an ISP or to a network, you can browse the Internet or a corporate intranet. You can also use Pocket Internet Explorer to browse Web and WAP content while you are not connected—by downloading mobile favorites and channels to your hp Jornada.

## Using Microsoft Pocket Internet Explorer

Use Microsoft Pocket Internet Explorer to view Web pages in either of these ways:

- Connect to an ISP or network and browse the Web. To do this, you will need to create the connection first, as described in “Creating an ISP or Network Connection,” earlier in this chapter.
- During synchronization with your desktop PC, download your favorite links and mobile favorites that are stored in the Mobile Favorites subfolder in Internet Explorer on the desktop PC.

While you are connected to an ISP or network, you can also download files and programs from the Internet or an intranet.

### To start Pocket Internet Explorer

- On the **Start** menu, tap **Internet Explorer**.
-



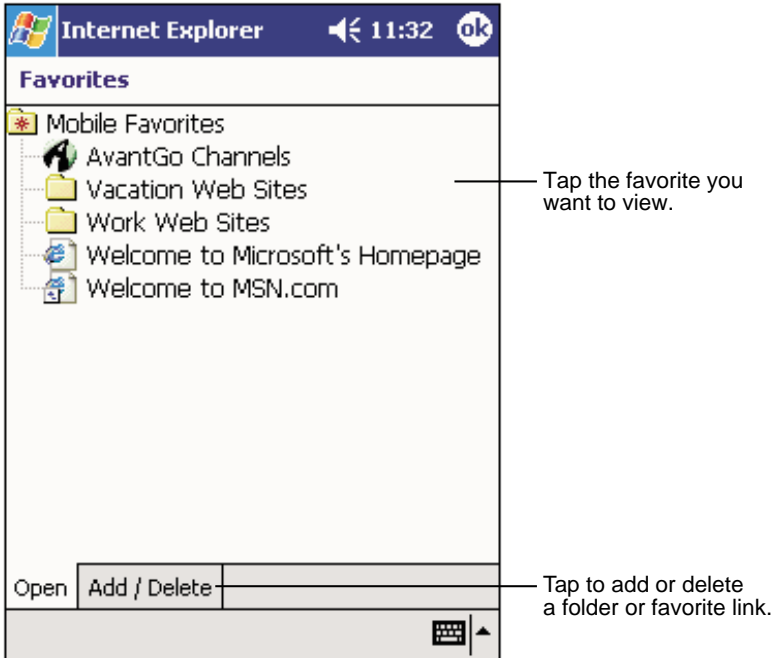
Tap to visit the hp Jornada Web site.

- Hide pictures button.
- Favorites button.
- Home button.
- Refresh button.

**The Pocket Internet Explorer home page**

### To view mobile favorites and channels

1. Tap the Favorites button to display your list of favorites.
2. In the list, tap the page you want to view.



You will see the page that was downloaded the last time you synchronized with your desktop PC. If the page is not on your hp Jornada, it will be dimmed in the Favorites list. You will need to synchronize with your desktop PC again to download the page to your hp Jornada, or connect to the Internet to view the page.

### To browse the Internet

1. Set up a connection to your ISP or corporate network, as described in this chapter.
2. To connect and start browsing, do one of the following:

- Tap the Favorites button, and then tap the favorite you want to view.
- Tap **View**, and then tap **Address Bar**. In the address bar that appears at the top of the screen, enter the Web address you want to visit and then tap **Go**. Tap the arrow to choose from previously entered addresses.

## The Mobile Favorites Folder

Only items stored in the Mobile Favorites subfolder in the Favorites folder in Internet Explorer on your desktop PC will be synchronized with your hp Jornada. This folder is created automatically when you install ActiveSync.

## Favorite Links

During synchronization, the list of favorite links in the Mobile Favorites folder on your desktop PC is synchronized with Pocket Internet Explorer on your hp Jornada. Both computers are updated with changes made to either list each time you synchronize. Unless you mark the favorite link as a mobile favorite, only the link (and not the page) will be downloaded to your hp Jornada, and you must connect to your ISP or network to view the content. For more information on synchronization, see ActiveSync Help on your desktop PC.

## Mobile Favorites

If you are using Microsoft Internet Explorer 5 or later on your desktop PC, you can download mobile favorites to your hp Jornada. When you synchronize your desktop PC and hp Jornada, the content of your mobile favorites is downloaded to your hp Jornada so that you can view pages while you are not connected to your ISP or your network.

Use the Internet Explorer plug-in installed with ActiveSync to create mobile favorites quickly.

### To create a mobile favorite

1. In Internet Explorer on your desktop PC, click **Tools**, and then click **Create Mobile Favorite**.
-

- To change the link name, enter a new name in the Name box.
  - To change how often the mobile favorite is updated, select a desired update schedule under **Update**.
2. Click **OK**. Internet Explorer downloads the latest version of the page to your desktop PC.
  3. If you want to download the pages that are linked to the mobile favorite you just created, right-click the mobile favorite and then click **Properties**. On the **Download** tab, specify the number of links deep you want to download. To conserve memory on your hp Jornada, download only one level of links.
  4. Synchronize your device and desktop PC. Mobile favorites that are stored in the Mobile Favorites folder in Internet Explorer are downloaded to your hp Jornada.

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If you do not specify an update schedule, you must manually download content to keep the information updated on your desktop PC and hp Jornada. Before synchronizing, in Internet Explorer on your desktop PC, click **Synchronize** on the **Tools** menu. You will see the last time content was downloaded to the desktop PC, and you can manually download content if needed.



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You can add a button to the Internet Explorer toolbar for creating mobile favorites. In Internet Explorer on your desktop PC, on the **View** menu, click **Toolbars**, and then click **Customize**.



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## Conserving Memory

Mobile favorites take up storage memory on your hp Jornada. Follow these tips to minimize the amount of memory used:

- Use ActiveSync settings to turn off pictures and sounds for the Mobile Favorites information type or to stop some mobile favorites from being downloaded to your hp Jornada. For more information, see ActiveSync Help.
-

- Limit the number of downloaded linked pages. In Internet Explorer on the desktop PC, right-click the mobile favorite you want to change, and then click **Properties**. On the **Download** tab, specify 0 or 1 for the number of linked pages you want to download.

## Using AvantGo Channels

AvantGo is a free interactive service that gives you access to personalized content and thousands of popular Web sites. You subscribe to AvantGo channels directly from your hp Jornada. Then you synchronize your hp Jornada with your desktop PC or connect to the Internet to download the content. For more information, visit the AvantGo Web site.

### To sign up for AvantGo

1. In ActiveSync options on the desktop PC, turn on synchronization for the AvantGo information type.
2. In Pocket Internet Explorer on your hp Jornada, tap the Favorites button to display your list of favorites.
3. Tap the AvantGo Channels link.
4. Tap the Activate button.
5. Follow the directions on the screen. You will need to synchronize your hp Jornada with your desktop PC, and then tap the My Channels button to complete the AvantGo setup.

When synchronization is complete, tap the AvantGo Channels link in your list of favorites to see a few of the most popular channels. To add or remove channels, tap the **Add** or **Remove** link.

## Sending and Receiving E-mail

If you have an e-mail account with an ISP or on a corporate network, you can use Inbox to send and receive e-mail messages in two ways:

- Synchronize e-mail messages with Microsoft Exchange or Microsoft Outlook on your desktop PC.
  - Send and receive e-mail messages by connecting directly to an e-mail server through an ISP or a network.
-



## Synchronizing E-mail Messages

You can synchronize e-mail messages as part of the general synchronization process whenever you connect your hp Jornada to your desktop PC. First, you must enable Inbox synchronization in ActiveSync. For information on enabling Inbox synchronization, see ActiveSync Help on the desktop PC.

During synchronization, the following occurs:

- Messages are copied from the mail folders of Exchange or Outlook on your desktop PC to the ActiveSync folder in Inbox on your hp Jornada. By default, you will receive messages from the past 3 days only, the first 100 lines of each message, and file attachments of less than 100 KB in size.
- E-mail messages in the Outbox folder on your hp Jornada are transferred to Exchange or Outlook, and then sent from those programs.
- E-mail messages in subfolders must be selected in ActiveSync on your desktop PC in order to be transferred.

## Connecting Directly to an E-mail Server

In addition to synchronizing e-mail messages with your desktop PC, you can send and receive e-mail messages by using a modem or network connection and Inbox on your hp Jornada.

In addition to the creating a connection to a network or an ISP, you must set up an e-mail “service” in Inbox.

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

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### To set up an e-mail service

- In Inbox, tap **Services**, and then tap **New Service**. Follow the directions in the New Service Wizard.

You can use multiple e-mail services to receive your messages. For each e-mail service you intend to use, first set up and name the e-mail service. If

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you use the same service to connect to different mailboxes, set up a separate service for each mailbox.

### **To connect to an e-mail service**

- In Inbox, tap **Services**, and then tap **Connect**.

When you connect to the e-mail server, new messages are downloaded to the Inbox folder on your hp Jornada, messages in the Outbox folder are sent, and messages that have been deleted on the e-mail server are removed from the Inbox folder on your hp Jornada.

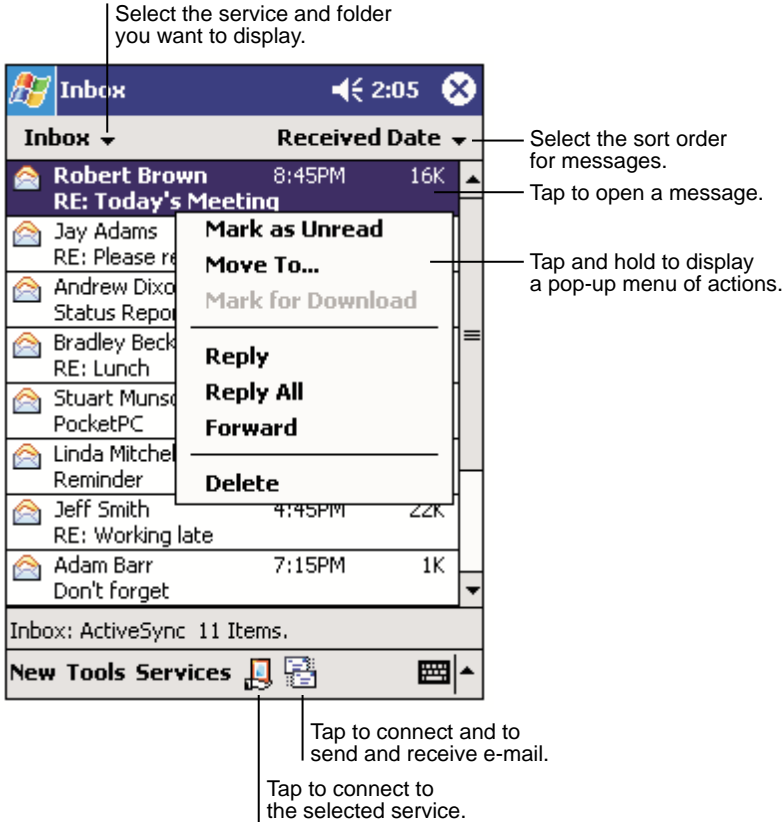
Messages that you receive directly from an e-mail server are linked to your e-mail server rather than your desktop PC. When you delete a message on your hp Jornada, it is also deleted from the e-mail server the next time you connect based on the settings you selected in ActiveSync.

You can work online or offline. When working online, you read and respond to messages while connected to the e-mail server. Messages are sent as soon as you tap **Send**, which saves space on your hp Jornada.

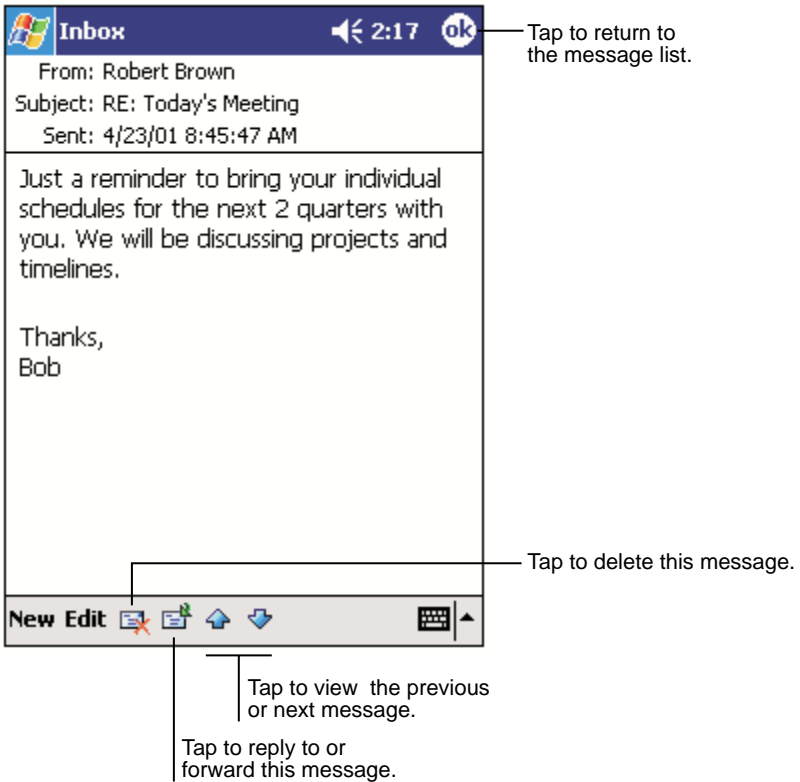
When working offline, you should download new message headers or partial messages, and then you can disconnect from the e-mail server while you decide which messages to download completely. The next time you connect, Inbox downloads any messages you marked for retrieval and sends the messages in your Outbox folder.

## Using the Message List

Messages you receive are displayed in the message list. By default, the most recently received messages are displayed first in the list.



When you receive a message, tap it to open it. Unread messages are displayed in bold.



When you connect to your e-mail server or synchronize with your desktop computer, by default, you will receive messages from the last five days only, the first 100 lines of each new message, and file attachments of less than 100 KB in size. The original messages remain on the e-mail server or your desktop PC.

You can mark the messages that you want to retrieve in full during your next synchronization or e-mail server connection. In the message list, tap and hold the message you want to retrieve. On the pop-up menu, tap **Mark for Download**. The icons in the Inbox message list give you visual indications of message status.

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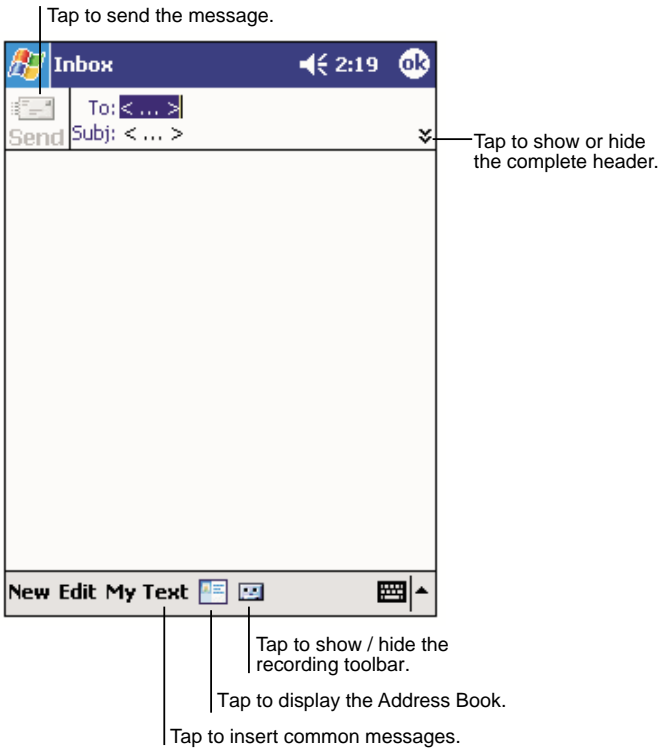
You specify your downloading preferences when you set up the service or select your synchronization options. You can change them at any time:

- Change options for Inbox synchronization using ActiveSync options. For more information, see ActiveSync Help.
- Change options for direct e-mail server connections in Inbox on your hp Jornada. Tap **Tools**, and then tap **Options**. On the **Service** tab, tap the service you want to change. To remove a service, tap and hold the service, and then tap **Delete**.

## Composing Messages

### To compose a message

1. Tap **New**.
  2. In the **To** field, enter an e-mail address of one or more recipients, separating them with a semicolon, or select a name from the contact list by tapping the **Address Book** button.
-



3. Compose your message. To enter preset or frequently used messages, tap **My Text** and select a message.
4. When you have finished the message, tap **Send**.

The message is placed in the Outbox folder on your hp Jornada and will be delivered in one of two ways:

- The message is transferred to the Outbox folder in Exchange or Outlook on your desktop PC, and sent the next time you synchronize.
  - The message is transferred to your e-mail server the next time you connect. In Inbox, make sure the appropriate service is selected on the **Services** menu. Then tap the **Connect** button (or tap **Connect** on the **Services** menu).
-

## Managing E-mail Messages and Folders

By default, messages are displayed in one of five folders for each service you have created: Inbox, Deleted Items, Drafts, Outbox, and Sent Items. The Deleted Items folder contains messages that have been deleted on your hp Jornada. The behavior of the Deleted and Sent Items folders depends on the options you have chosen. In the message list, tap **Tools**, and then tap **Options**. On the **Message** tab, select your options.

You can organize messages into additional folders. To create new folders, tap **Tools**, and then tap **Manage Folders**. To move a message to another folder, in the message list, tap and hold the message, and then tap **Move to** on the pop-up menu.

### Folder Behavior with a Direct Connection to an E-mail Server

The behavior of the folders you create depends on whether you are using ActiveSync, POP3, or IMAP4:

- If you use ActiveSync, e-mail messages in the Inbox folder in Outlook will automatically be synchronized with your hp Jornada. You can select to synchronize additional folders by designating them for ActiveSync. The folders you create and the messages you move will then be mirrored on the server. For example, if you move two messages from the Inbox folder to a folder named Family, and you have designated Family for synchronization, the server creates a copy of the Family folder and copies the messages into that folder. You can then read the messages while away from your desktop computer.
  - If you use POP3 and you move e-mail messages to a folder you created, the link is broken between the messages on the device and their copies on the mail server. The next time you connect, the mail server will see that the messages are missing from the device Inbox and delete them from the server. This prevents you from having duplicate copies of a message, but it also means that you will no longer have access to messages that you move to folders created from anywhere except the device.
-

- If you use IMAP4, the folders you create and the e-mail messages you move are mirrored on the server. Therefore, messages are available to you any time you connect to your mail server, whether it is from your device or desktop computer. This synchronization of folders occurs whenever you connect to your mail server, create new folders, or rename/delete folders when connected.



## 6 | Configuring and Optimizing Your hp Jornada

This chapter details ways you can optimize your hp Jornada using the Settings and the hp settings application, and describes ways you can expand features and functionality by adding programs. This chapter also offers important tips on safeguarding your data by managing power and memory and using the security settings. In this chapter, you will learn to

- Manage power effectively.
  - Manage the memory on your hp Jornada.
  - Adjust settings for the display and sounds.
  - Use security features to protect your data.
  - Configure hardware buttons.
  - Configure menus for easy access to programs and documents.
  - Add or remove programs.
  - Add functionality to your hp Jornada with CompactFlash cards and optional accessories.
-

## Managing Power

Because the data and files you save on your hp Jornada are stored in RAM, maintaining a continuous power supply to the hp Jornada at all times is extremely important. If your hp Jornada runs out of power, all information stored in RAM is lost. Although Microsoft Windows for Pocket PC and the preinstalled programs will not be erased, any information you have entered, programs you have added, and custom settings are erased if you lose power.



Data stored in the hp safe store folder or on a CompactFlash card will be saved, even if your hp Jornada loses power. To protect your data, use hp backup to back up regularly to the hp safe store folder or to a CompactFlash card.

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How long you can operate your hp Jornada without recharging the battery depends on the features and functions you use most. Under typical usage conditions, the battery included with your hp Jornada will provide approximately 14 hours of use (without the backlight). Note that some functions, such as listening to music or using CompactFlash cards, use considerable power and may reduce this time significantly.

When your hp Jornada displays a dialog box warning of low power, you should respond as soon as possible by recharging the main battery or replacing the backup battery. If you continue to use your hp Jornada until power reaches a critical low condition, a "Battery very low" message appears, and the hp Jornada shuts down automatically. You will be unable to use your hp Jornada until you connect to external power for charging. The backup battery does not provide enough power to operate your hp Jornada; it is intended only to preserve your data for a short time until you can recharge the main battery.

Because the main battery is charged automatically whenever your hp Jornada is connected to ac power, simply connect the ac power adapter or place your hp Jornada in the USB cradle to recharge it when the power is low. While your hp Jornada is connected to ac power, the notification button/LED indicates the charging status:

- Amber indicates that the battery is charging (connected to ac power).
  - Green indicates that the battery is fully charged.
-

### To check the remaining power

1. On the **Start** menu, tap **Settings**.
2. On the **System** tab, tap the Power icon.

The remaining power is displayed on a status bar in the Power control panel.

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Under certain conditions, the Power Status icon is displayed on the Command bar in the Today screen. Simply tap the Power Status icon to open the Power control panel.

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## Power Tips

Follow these tips to ensure the longest use of your hp Jornada between charges:

- **Turn off the backlight.** Press and hold the power button to turn off the backlight, or use the Backlight control panel to set the backlight to turn off automatically after a short period of inactivity.
  - **Turn off the display manually.** If you are playing music or using other functions that do not require the display, turn off the display by pressing and holding the notification button/LED. (Turn on the display by pressing and holding the notification button/LED again.)
  - **Suspend frequently.** Use the Power control panel to shorten the length of continuous idle time before your hp Jornada auto-suspends. Press the power button to turn off your hp Jornada when it is not in use, even for a short time.
  - **Always use ac power when connecting your hp Jornada to your desktop PC.** Note that your hp Jornada will not auto-suspend while it is connected.
  - **Turn off sounds.** Use the hp settings application to mute the speaker, or use the Sounds & Notifications control panel to turn off all but the most necessary system sounds.
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- **Avoid using CompactFlash card accessories while on battery power.** Some CompactFlash cards use considerable power and will quickly drain your battery.
- **Do not “listen” for infrared transfers.** Although you can set your hp Jornada to constantly monitor the infrared port for files sent from other devices, doing so will quickly drain your batteries.



Use the ac adapter to plug your hp Jornada into external power whenever possible, especially when connecting to a desktop PC or when using a CompactFlash card modem, NIC, or other peripheral device. Do not let the notification button/LED flash for a long time.

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## Managing Memory

Your hp Jornada uses three kinds of memory: the hp safe store folder, storage and program memory (RAM), and optional CompactFlash memory cards.

### The hp safe store folder

The hp safe store folder uses nonvolatile memory; that is, it will not be erased if your hp Jornada loses power. The hp safe store folder contains several preinstalled programs, as well as available storage space that you can use to store your most important files or as a location for your backup file.

The hp safe store folder appears under the My Device folder on your hp Jornada. Files stored in the hp safe store folder are not included when you back up your files using ActiveSync or the hp backup application.

For more information on backing up your hp Jornada to the hp safe store folder, see “Backing Up and Restoring Data” in chapter 6.

### Storage and Program Memory

The volatile RAM memory on your hp Jornada is allocated between storage memory and program memory. The operating system automatically

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manages the allocation between storage and program memory; however, in some situations—such as when memory is low—it may not be able to adjust the memory properly. If you receive a message stating that storage or program memory is unavailable, try the following solutions.

To increase storage memory, you can

- Move files or programs into the hp safe store folder. Files in the hp safe store folder do not use RAM-based storage memory.
- Buy an optional CompactFlash Type I or Type I extended memory card, and move files from internal memory to the card. (For more information on using CompactFlash cards, see “Accessories,” later in this chapter.)
- Delete unnecessary files.
- Remove Web pages stored for offline viewing in Internet Explorer folders.
- Remove programs you no longer use. See “Adding or Removing Programs,” later in this chapter.
- Clear program memory. See the section below.

To increase program memory, you can

- Use hp task switcher or the Memory control panel to stop programs you are not currently using. In most cases, programs automatically stop to free needed memory. However, in some situations, such as when a dialog box is waiting for a response, the program may not be able to stop automatically.
- Clear storage memory as described above. This will free some storage memory so that it can be reallocated as program memory.
- Remove your hp Jornada from the cradle, remove the CompactFlash card (if installed), and reset your hp Jornada. See “Resetting Your hp Jornada” in chapter 9.

### **To use the Memory control panel to stop programs**

1. Open the Memory control panel, and then tap the **Running Programs** tab to check the state of your active programs.
  2. To stop a running program, select the program in the list, and then tap **Stop**.
-

### To use hp task switcher to stop programs

1. Press and hold the Tasks hot key to display hp task switcher.
2. Tap the **Close** button  
–or–  
On the pop-up menu, tap **Close Window**, and then tap a program in the list or tap **Close All**.

## CompactFlash Memory Cards

CompactFlash memory cards are small, removable flash storage cards that enable you to expand the memory of your hp Jornada. You can use CompactFlash memory cards for backup storage, archives, or to transfer large files to other devices. CompactFlash cards can be purchased from a variety of third-party vendors.

Your hp Jornada supports CompactFlash Type I or Type I extended cards. In addition to CompactFlash memory cards, you can buy cards that offer additional functionality, such as modems, NICs, cameras, and other peripheral devices. For more information, see "Accessories" later in this chapter.

## Backing Up and Restoring Data

To prevent loss of data, you should back up your hp Jornada frequently. Your hp Jornada comes with three programs for backing up data:

- **Microsoft ActiveSync.** ActiveSync enables you to back up data to your desktop PC. You can back up all data on your hp Jornada, or only your PIM databases (Calendar, Contacts, and Tasks). You can set ActiveSync to back up automatically each time you connect, or you can back up manually, whenever you choose. For more information, see ActiveSync Help on your desktop PC.
  - **hp backup.** The hp backup application enables you to back up all data on your hp Jornada, or only your PIM databases and/or e-mail messages. You can save the backup file in the hp safe store folder or on an optional, removable CompactFlash memory card.
-

- **hp emergency backup.** When you activate hp emergency backup, your PIM databases are automatically backed up to the hp safe store folder. The backup file is password-protected. After you restore your hp Jornada to the factory default settings, you are prompted to enter the password and restore the databases.

## Using hp backup

The hp backup application gives you added flexibility in backing up your valuable data. With hp backup, you can back up all data or back up only your Calendar, Contacts, Tasks, and Inbox databases. You can save the backup file to the hp safe store folder or to an optional CompactFlash memory card, so you can safeguard your data even while you are traveling or away from your desktop PC.

---

You can back up data to internal (RAM) memory on your hp Jornada; however, if you restore your hp Jornada to the factory default settings or accidentally lose power, the back up file will be erased. To ensure the safety of your data, it is recommended that you back up to the hp safe store folder, to a CompactFlash memory card, or to your desktop PC.



---

### To back up data using hp backup

1. Use hp task switcher to close all running applications.
  2. Disconnect your hp Jornada from your desktop PC.
  3. On the **Start** menu on your hp Jornada, tap **Programs**.
  4. In the hp Applications folder, tap the hp backup icon.
  5. On the **Backup** tab, select **Back up all files** or **Back up only databases**.
  6. If you want to password-protect your backup file, tap **Backup Options**, and enter a password using the Input panel.
  7. Tap **Back Up Now**.
  8. In the **Name** box, enter a name for the backup file, and select a storage location from the drop-down list.
  9. Tap **OK**.
-

## Restoring Data

When you use the backup file to restore information, information on your hp Jornada is replaced with the information stored in the backup file. If you have created files on your hp Jornada since the last backup and do not want to delete these files during the restore process, move the files from your hp Jornada to your desktop PC—or to an optional CompactFlash memory card—before restoring information.



Depending on the type of backup file, the restore operation replaces all information stored in your PIM databases or all data stored on your hp Jornada. Any data added after the backup file was created will be lost.

---

### To restore PIM databases with hp backup

1. Use hp task switcher to close all running applications. (Press and hold the hp home menu hot key to display the hp task switcher pop-up menu, and then tap the **Close All** button.)
2. Disconnect your hp Jornada from your desktop PC.
3. On the **Start** menu on your hp Jornada, tap **Programs**.
4. In the hp Applications folder, tap the hp backup icon.
5. On the **Restore** tab, select **Restore only databases**, and then tap **Restore Now**.
6. In the file list, tap the name of a backup file you want to restore.
7. Remove the CompactFlash card (if installed), and reset your hp Jornada. See “Resetting Your hp Jornada” in chapter 9.

### To restore all data with hp backup

1. Disconnect your hp Jornada from ac power, and remove both the main and backup batteries. Wait 5 minutes.
  2. Replace the main battery, and then replace the backup battery.
  3. Complete the Welcome Wizard.
  4. On the **Start** menu on your hp Jornada, tap **Programs**.
  5. In the hp Applications folder, tap the hp backup icon.
-



6. On the **Restore** tab, select **Restore all files**, and then tap **Restore Now**.
7. In the file list, tap the name of a backup file you want to restore.
8. Remove the CompactFlash card (if installed), and reset your hp Jornada. See “Resetting Your hp Jornada” in chapter 9.

---

When you restore data, your hp Jornada must have the same regional settings that it had when you completed the backup; otherwise, you will not be able to restore the files. To change regional settings, on the **Start** menu, tap **Settings**, and then tap the **Regional Settings** icon on the **System** tab. Select your region from the drop-down list.

---



## Using hp emergency backup

When you enable hp emergency backup, your PIM databases and/or e-mail messages are automatically saved to the hp safe store folder. The backup file is protected even if your hp Jornada loses power or if you reset the factory defaults. You do not need to carry a removable storage card or connect to your desktop PC to back up and restore the file.

For hp emergency backup to function, you must ensure that there is enough free memory in the hp safe store folder to save your backup file. If you save other files and programs in the hp safe store folder, you may not have enough room for your backup file.

### To back up data using hp emergency backup

1. On the **Start** menu, tap **Settings**.
2. On the **System** tab, tap the hp emergency backup icon.
3. Select the **Enable emergency backup** check box.
4. Enter a password for the backup file. You must enter a password.
5. Select the check boxes for the databases you want to back up.
6. Tap **OK**.

The databases you selected will be backed up automatically each time you make changes. While hp emergency backup is activated, the hp backup icon is displayed in the Command bar.

---

## Restoring Data

The hp emergency backup application gives you the option of restoring data automatically whenever you restore your hp Jornada to the factory default settings. After you complete the Welcome Wizard, you will be asked if you want to restore your databases and then prompted to enter your password. For more information, see "Restoring Factory Defaults" in chapter 9.

## Adjusting Settings

Use the hp settings application to quickly change settings or set options for the display, alerts and notifications, and power management.

### To start hp settings

- On the **Start** menu, tap **hp settings**.



You can use pop-up menus to quickly change your display profiles and volume profiles. Press and hold the Contacts hot key to display the **volume profile** pop-up menu. Press and hold the Calendar hot key to display the **display profile** pop-up menu.

---

## Display Settings

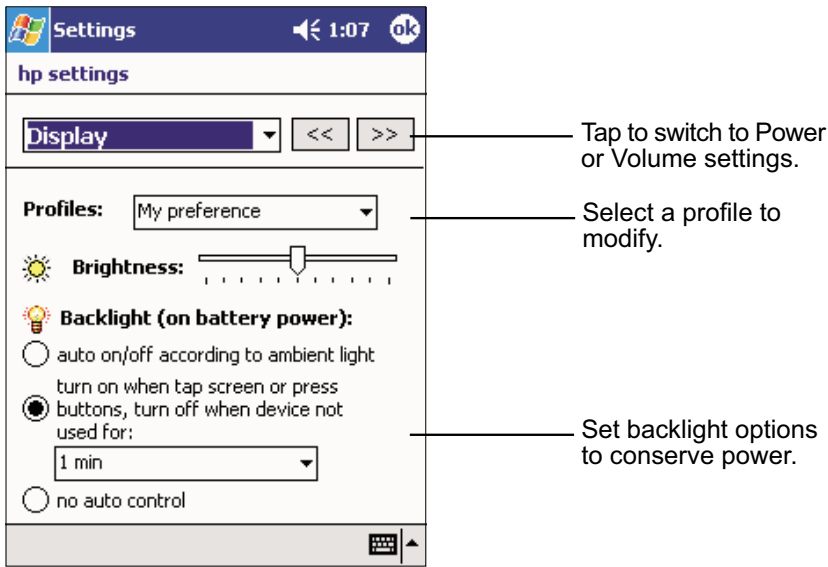
The screen of your hp Jornada uses ambient light to enhance the display. That is, the brighter the surrounding light, the better you will be able to see the screen. If you are in a dark room, you can use the backlight to compensate for the low ambient light.

Your hp Jornada includes a light sensor. You can set an option to turn on the backlight automatically whenever the light sensor detects that conditions are too dim to see the screen clearly. Use display settings to adjust the brightness of your hp Jornada screen, and set options for turning the backlight on and off.

---

You can also create display profiles for different environments or lighting conditions (for example, indoors or low power). Display profiles remember all of the display options for brightness and backlight.

The display settings are shown by default when you start hp settings.

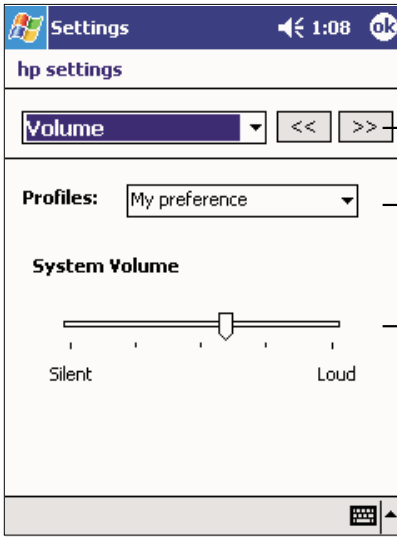


To quickly change display profiles, press and hold the Calendar hot key, and then select a profile from the pop-up menu.



## Volume Settings

Volume settings control the volume and tone of the alarms and notification sounds played by your hp Jornada. You can create volume profiles for different environments, for example a Loud profile for noisy environments, or a Meeting profile that silences most alerts.



Tap to switch to Display or Power settings.

Select a profile to modify.

Drag slider to adjust speaker volume.



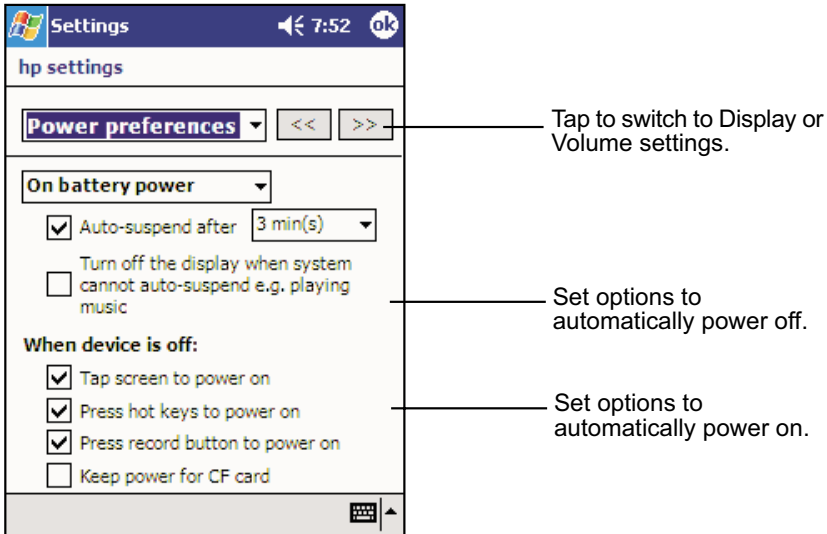
To quickly change between volume profiles, press and hold the Contacts hot key, and then select a profile from the pop-up menu.

---

## Power Preferences Settings

Use the Power Preferences page of the hp settings application to set options for turning your hp Jornada on and off, both for convenience and to conserve battery power. You can set your hp Jornada to turn on whenever you tap the touch screen. Disabling the record button and the hp hot keys while the hp Jornada is off prevents you from inadvertently turning on your hp Jornada by pressing one of these buttons.

---



## Adjusting Other Settings

You can change many settings on your hp Jornada to suit the way you work. To see the available options, tap **Settings** on the **Start** menu, and then tap any of the icons on the **Personal** or **System** tabs. In particular, you might want to adjust the following:

- **Clock.** Change the time or set alarms.
- **Owner Information.** Enter the contact information you want to be displayed each time you turn on your hp Jornada.
- **Password.** Limit access to your hp Jornada by requiring a four-digit password to be entered each time you turn on your hp Jornada.
- **Today.** Customize the look of, and the information that is displayed on, the Today screen.

## Configuring Hardware Buttons

You can configure the hardware buttons on your hp Jornada to suit the way you work. Use the Buttons control panel to assign the hp hot keys and the record button to start any program.

### To assign a program to a hardware button

1. On the **Start** menu, tap **Settings**, and then tap the Buttons icon.
2. On the **Program Buttons** tab, select a button from the list.
3. In the **Button assignment** list, select the program you want to assign to the button.

### To control the scroll speed

1. On the **Start** menu, tap **Settings**, and then tap the Buttons icon.
2. On the **Up/Down Control** tab, move the sliders to set the repeat rate and the delay before repeat.

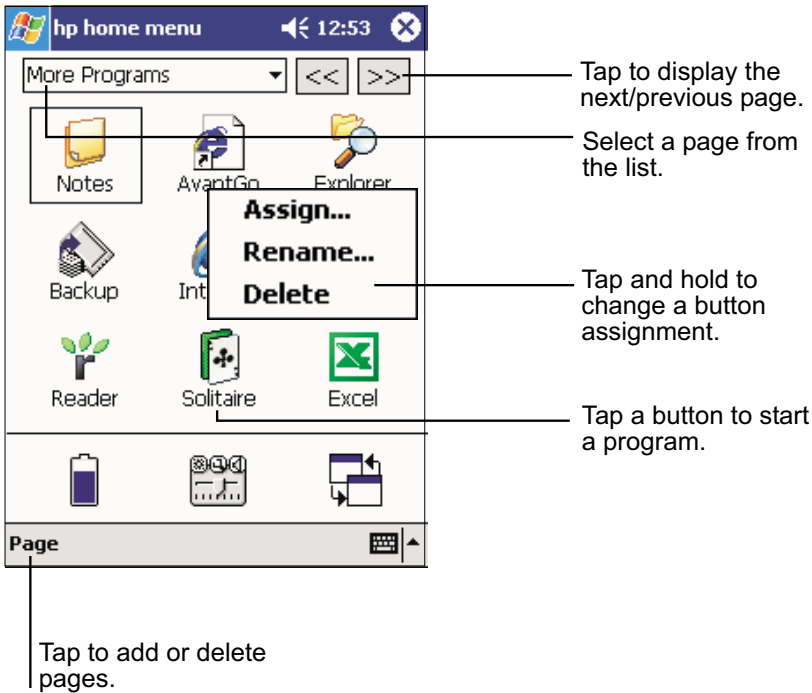
## Configuring Menus

You can customize the menus on your hp Jornada to ensure you have easy access to programs or documents.

### hp Home Menu

Use the hp home menu application to quickly launch your favorite programs or open frequently used documents. You can modify the buttons on the hp home menu by adding descriptions or by assigning them to other programs. You can also add pages that contain buttons for the programs or documents you use most.

---



### To modify a button assignment

1. Press the hp home menu hot key to open hp home menu.
2. Select the page you want to modify from the drop-down list of home menu pages.
3. Tap and hold the stylus on the button you want to modify.
4. On the pop-up menu, tap **Assign**, **Rename**, or **Delete**.
  - Tap **Assign**, and then browse to select the program or document you want to assign to the button.
  - Tap **Rename**, and then type a description to be displayed under the button. The description can be up to 10 characters long. The default description is the file name.
  - Tap **Delete** to clear the current button assignment.

### **To add a page to the hp home menu**

1. Press the hp home menu hot key to open the hp home menu.
2. On the **Page** menu, tap **Add Page**.
3. Enter a name for the page, and then tap **OK**.
4. On the new page, tap and hold a button to assign to a program or document.
5. On the pop-up menu, tap **Assign**, and then browse to select the program or document you want to assign to the button.

## **Start Menu**

You can add programs to the **Start** menu to make it easier to access the programs you use most.

### **To add a program to the Start menu**

1. On the **Start** menu, tap **Settings**, and then tap **Menus**.
2. On the **Start Menu** tab, select the check box for the program you want to add.

The **Start Menu** tab displays only the programs stored in the Start Menu folder on your hp Jornada. If you do not see a particular program listed, use File Explorer to move the program to the Start Menu folder.

## **Adding or Removing Programs**

### **Adding Programs**

You can add even more functionality to your hp Jornada by installing additional software and programs. A wide variety of software is available for Windows Powered Pocket PCs, ranging from custom business applications and system utilities to games and entertainment. Some programs are available on the Pocket PC Companion CD included with your hp Jornada. Other programs are available from software vendors or on the Web.

---



Install only programs designed specifically to run on an hp Jornada personal digital assistant and/or a Windows Powered Pocket PC. You cannot run programs designed for Windows on your hp Jornada. In addition, you may need a version of the program designed specifically for the StrongARM processor used by your hp Jornada.



Install software to your hp Jornada by first loading the installation files onto your desktop PC, and then using ActiveSync or running the Application Manager. You can install programs to storage memory (RAM) or to the hp safe store folder.

### **To install a program using ActiveSync**

1. Download the program to your desktop computer (or insert the CD or disk that contains the program into your desktop computer). You may see a single \*.exe or \*.xip file, a \*.zip file, a Setup.exe file, or several versions of files for different device types and processors. Be sure to select the program designed for the Pocket PC and the StrongARM processor.
2. Connect your hp Jornada to your desktop PC.
3. If the program includes an installer program (typically named Setup.exe or Install.exe), double-click the installer program on the desktop PC. The installer program copies the necessary files to your hp Jornada.

–or–

If the program does not include an installer, use ActiveSync Explore to copy the program file to the Program Files folder on your hp Jornada. Refer to the Read Me file or documentation that came with the program to be sure you have copied the necessary file(s). For more information on copying files using ActiveSync, see ActiveSync Help.

You can also use Pocket Internet Explorer to download some programs from the Internet directly to your hp Jornada. If the program includes a \*.xip, \*.exe or \*.zip file, a Setup.exe file, or a cabinet (\*.cab) file for Pocket PC, you can download this file to your hp Jornada, and then tap the icon to install the program.



## Removing Programs

To free storage memory on your hp Jornada, you can remove programs you no longer use. Only programs that are stored in RAM or in the hp safe store folder can be removed. Programs preinstalled programs in Flash ROM cannot be removed; however, these programs do not use storage memory.

### To remove a program

1. On the **Start** menu, tap **Settings**.
2. On the **System** tab, tap **Remove Programs**.
3. Select the program in the list, and then tap **Remove**.



If the program does not appear in the list of installed programs, use File Explorer on your hp Jornada to locate the program, tap and hold the program, and then tap **Delete** on the pop-up menu.

---

## Accessories

By purchasing accessories for your hp Jornada, you can add functionality, replace lost parts, and protect your hp Jornada from accidental damage. Hewlett-Packard makes a variety of accessories designed specifically to enhance your hp Jornada. In addition, you can purchase CompactFlash card accessories from many vendors.

### hp Accessories

Many optional accessories are available from Hewlett-Packard. The Accessories Guide included with your hp Jornada includes a catalog of accessories designed to work with the hp Jornada 560 series personal digital assistant. Check the Hewlett-Packard Web site at [www.hp.com/jornada](http://www.hp.com/jornada) for updates to this list.

---

## CompactFlash Cards

CompactFlash cards provide a wide range of additional functionality, such as additional memory, removable storage, connection to an external monitor, connection to a network, and modems. Many cards have been tested specifically for use with the hp Jornada. For a list of recommended cards, visit the hp Web site at [www.hp.com/jornada](http://www.hp.com/jornada).

In addition to CompactFlash memory cards, you can buy cards that offer additional functionality, such as modems, NICs, cameras, and other peripheral devices. Your hp Jornada supports CompactFlash Type I and Type I extended cards.

Before you can use a particular card, you must have a driver for that card. Your hp Jornada includes drivers for many popular cards, and others are included on the Pocket PC Companion CD. If you cannot find a driver for your card on the CD, the software drivers for the Microsoft Windows for Pocket PC operating system should be available from the card's manufacturer. Install software drivers as you would install any other software or program. For more information, see "Adding or Removing Programs," earlier in this chapter.

### **To install a CompactFlash card**

1. Remove the dummy card from the CompactFlash card slot.
  2. If the card is a Type I extended card, remove the CompactFlash door.
  3. Align the card as shown in the diagram, and push it into the slot until it clicks into place.
-



**If the card is Type I extended, remove the door from the CompactFlash Type I extended card slot, as shown on the left.**

## 7 | Microsoft Pocket Outlook

Microsoft Pocket Outlook includes Calendar, Contacts, Tasks, Inbox, and Notes. You can use these programs individually or together. For example, e-mail addresses stored in Contacts can be used to address e-mail messages in Inbox.

Using ActiveSync, you can synchronize information in Microsoft Outlook or Microsoft Exchange on your desktop PC with information in Pocket Outlook on your hp Jornada. Each time you synchronize, ActiveSync compares the changes you made on your hp Jornada and desktop PC and updates both computers with the latest information. For information on using ActiveSync, see ActiveSync Help on your desktop PC.

In this chapter, you will learn to

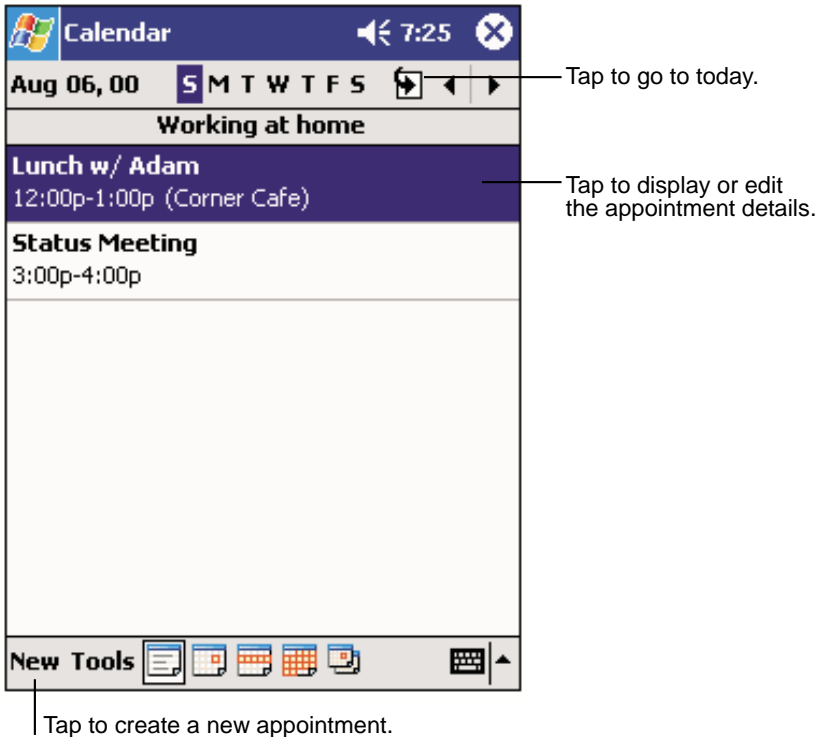
- Schedule appointments and meetings using Calendar.
- Keep track of friends and colleagues using Contacts.
- Keep a to-do list in Tasks.
- Capture thoughts and ideas with Notes.

For details on using Inbox to send and receive e-mail messages, see “Sending and Receiving E-mail” in chapter 5.

---

## Calendar: Scheduling Appointments and Meetings

Use Calendar to schedule appointments, including meetings and other events. You can check your appointments in one of several views (Agenda, Day, Week, Month, and Year) and easily switch views by using the **View** menu.

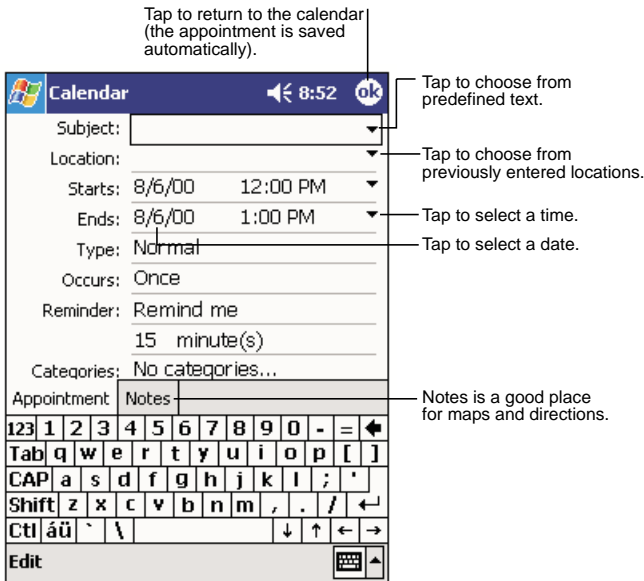


You can customize the Calendar display (for example, change the first day of the week), by tapping **Options** on the **Tools** menu.

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## To create an appointment

1. In Day or Week view, tap the desired date and time for the appointment.
2. Tap **New**.



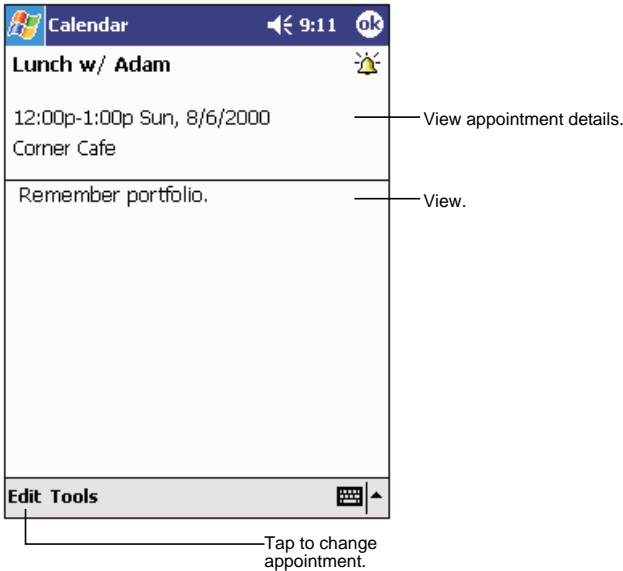
3. Using the Input panel, tap first to select the field, and then enter a description and a location.
4. If needed, tap the date and time to change them.
5. Enter other desired information. You will need to hide the Input panel to see all available fields.
6. To add notes, tap the **Notes** tab. You can enter text, draw, or create a recording. For more information on creating notes, see “Notes: Capturing Thoughts and Ideas,” later in this chapter.
7. Tap **OK** to return to Calendar.

If you select **Remind me** in an appointment, your hp Jornada will remind you according to the options set in the Sounds & Notifications control panel.



## Using the Summary Screen

When you tap an appointment in Calendar, a summary screen is displayed. To change the appointment, tap **Edit**.



## Creating Meeting Requests

You can use Calendar to set up meetings with users of Outlook or Pocket Outlook. The meeting notice will be created automatically and sent either when you synchronize Inbox or when you connect to your e-mail server. Indicate how you want meeting requests sent by tapping **Tools** and then **Options**. If you send and receive e-mail messages through ActiveSync, select **ActiveSync**.

### To schedule a meeting

1. Create an appointment.
  2. In the appointment details, hide the Input panel, and then tap **Attendees**.
  3. From the list of e-mail addresses in Contacts, select the meeting attendees.
-

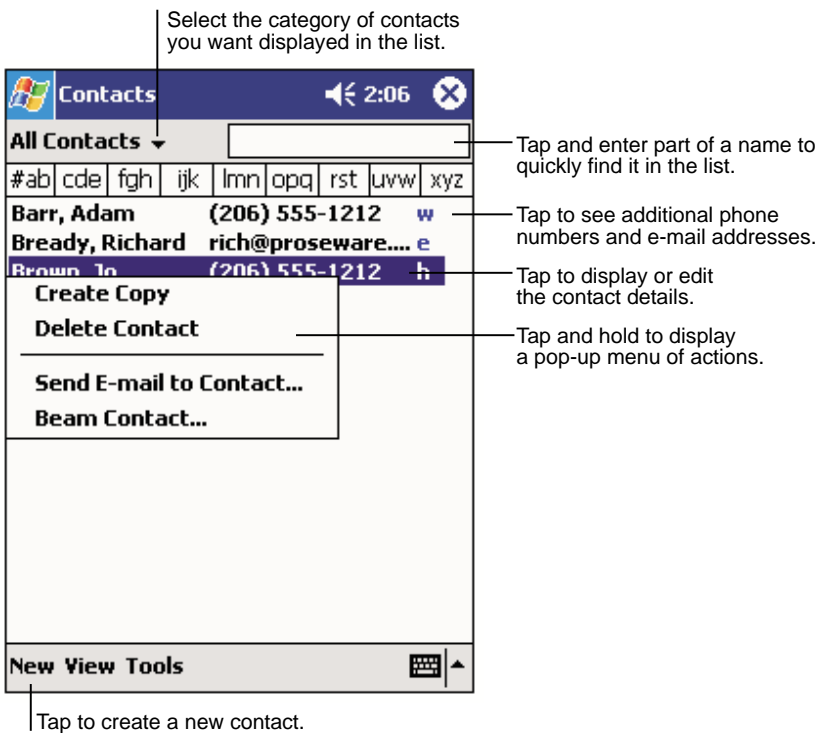


The meeting notice is created automatically and placed in the Outbox folder.

For more information on sending and receiving meeting requests, see Calendar Help and Inbox Help on your hp Jornada.

## Contacts: Tracking Friends and Colleagues

Contacts maintains a list of your friends and colleagues so that you can easily find the information you are looking for, whether you are at home or on the road. Using the hp Jornada infrared port, you can quickly share Contacts information with users of Pocket PCs and other mobile devices.





To change the way information is displayed in the list, tap **Tools**, and then tap **Options**.

### To create a contact

1. Tap **New**.

Tap to return to the contact list (the contact is saved automatically).

Contacts 7:38 ok

Name:

Job title:

Department:

Company:

Work tel:

Work fax:

Work addr:

E-mail:

Mobile tel:

Details Notes

123 1 2 3 4 5 6 7 8 9 0 - = ←

Tab q w e r t y u i o p [ ]

CAP a s d f g h j k l ; ' "

Shift z x c v b n m , . / ←

Ctl á ü ` \ | \_ { } ~

Edit

Scroll to see more fields.

Notes is a good place for maps and directions.

2. Using the Input panel, enter a name and other contact information. You will need to scroll down to see all available fields.

3. To assign the contact to a category, scroll to and tap **Categories** and select a category from the list. In the contact list, you can display contacts by category.
4. To add notes, tap the **Notes** tab. You can enter text, draw, or create a recording. For more information on creating notes, see “Notes: Capturing Thoughts and Ideas,” later in this chapter.
5. Tap **OK** to return to the contact list.

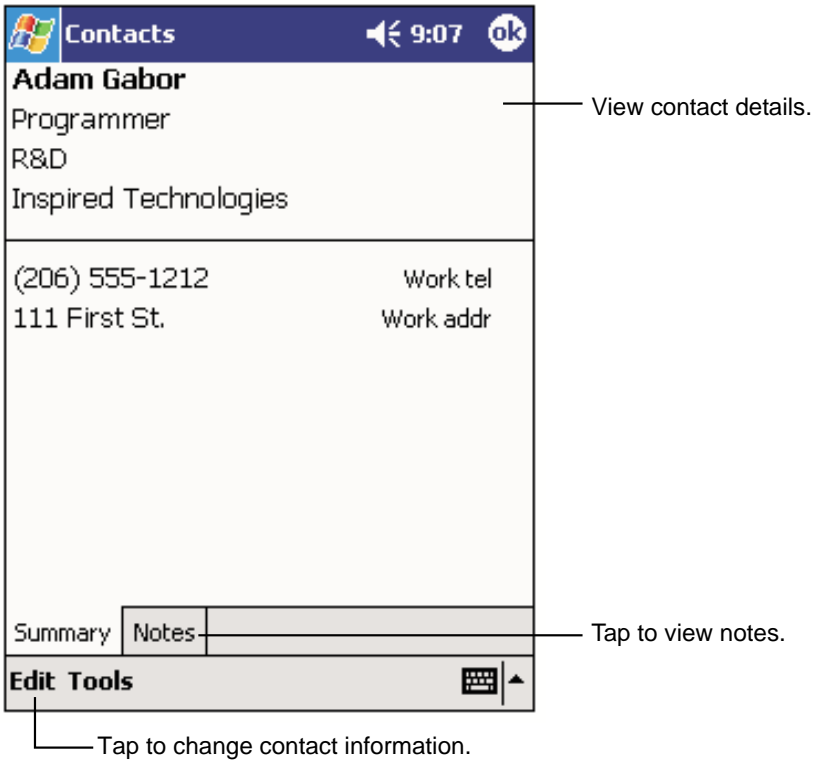
## Finding a Contact

There are four ways to find a contact:

- On the **Start** menu, tap **Find**, enter the contact name, select **Contacts** for the type, and then tap **Go**.
  - In the contact list, enter a contact name in the box under the Navigation bar. To show all contacts again, clear text from the box or tap the button to the right of the box.
  - In the contact list, tap the category list (labeled **All Contacts** by default) and select the type of contact that you want displayed. To show all contacts again, select **All Contacts**. To view a contact not assigned to a category, select **None**.
  - To view the names of companies your contacts work for, in the contact list, tap **View**, and then tap **By Company**. The number of contacts that work for that company will be displayed to the right of the company name.
-

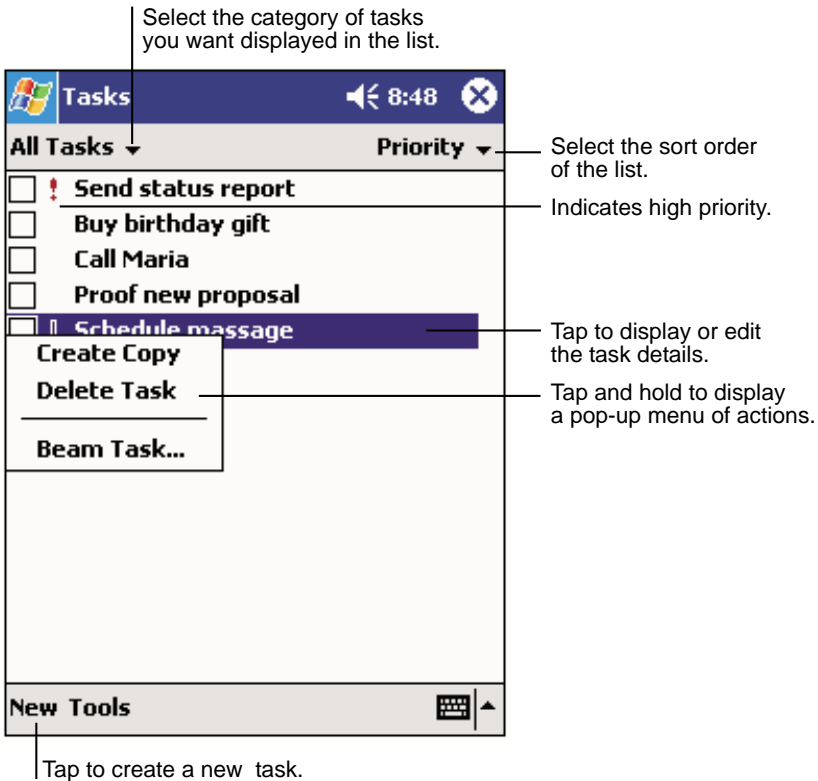
## Using the Summary Screen

When you tap a contact in the contact list, a summary screen is displayed. To change the contact information, tap **Edit**.



## Tasks: Keeping a To-Do List

Use Tasks to keep track of what you have to do.

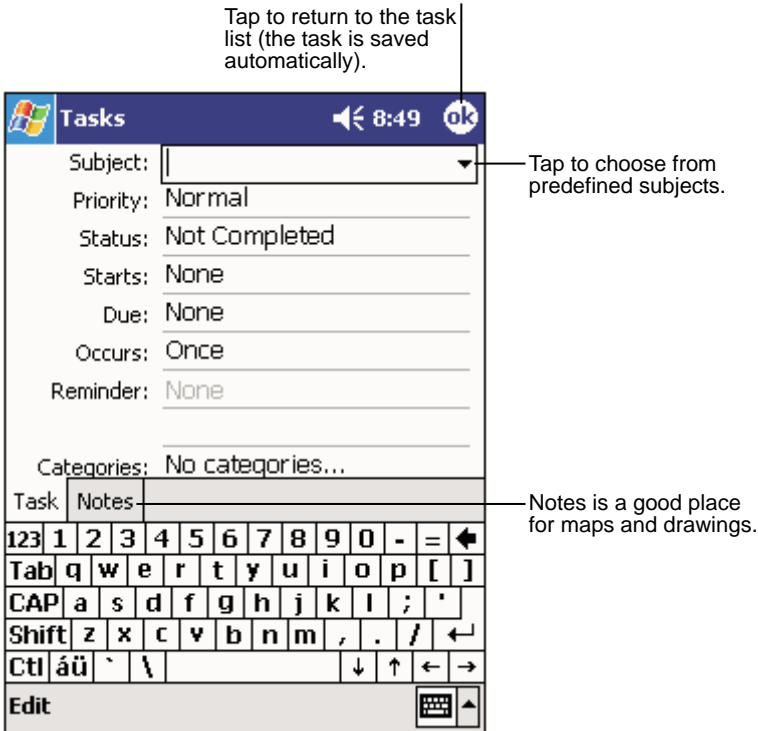


To change the way information is displayed in the list, tap **Tools**, and then tap **Options**.



## To create a task

1. Tap **New**.



2. Using the Input panel, enter a description.
3. You can enter a start date and due date or enter other information by first tapping the field. If the Input panel is open, you will need to hide it to see all available fields.
4. To assign the task to a category, tap **Categories** and select a category from the list. In the task list, you can display tasks by category.
5. To add notes, tap the **Notes** tab. You can enter text, draw, or create a recording. For more information on creating notes, see "Notes: Capturing Thoughts and Ideas," later in this chapter.

6. Tap **OK** to return to the task list.

To quickly create a task with only a subject, tap **Entry Bar** on the **Tools** menu, and then tap **Tap here to add a new task**. Enter your task information.



## Using the Summary Screen

When you tap a task in the task list, a summary screen is displayed. To change the task, tap **Edit**.

Tasks 9:09 ok

**Send status report** !

Starts: 8/18/2000  
Due: 8/18/2000

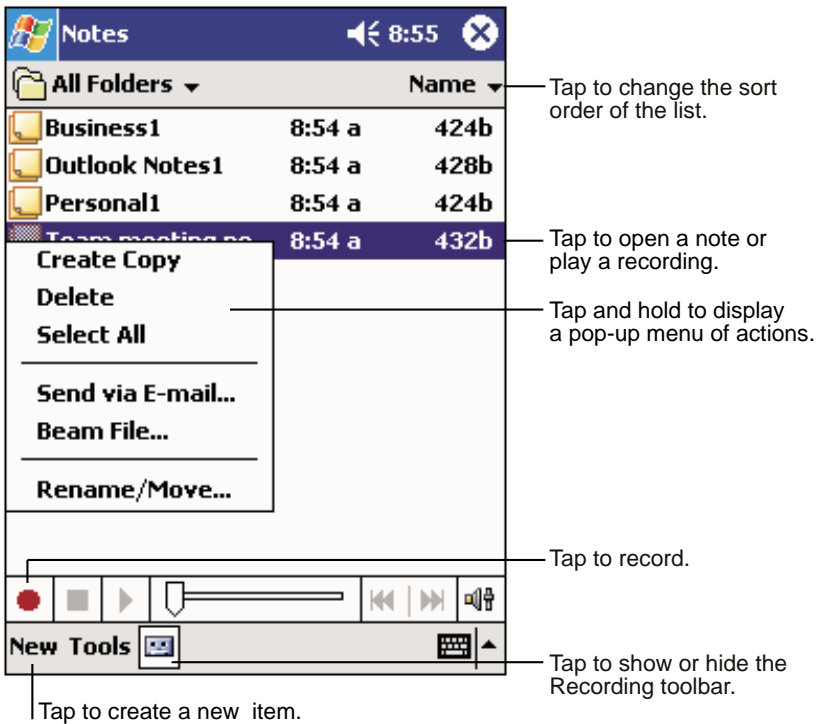
Send to the whole team using the new format.

**Edit Tools** [Keyboard Icon] [Up Arrow]

- View task details.
- Tap to show and hide additional summary information.
- View notes.
- Tap to change task.

## Notes: Capturing Thoughts and Ideas

Quickly capture thoughts, reminders, ideas, drawings, and phone numbers with Notes. You can create a written note or a recording. You can also include a recording in a note. If a note is open when you create the recording, it will be included in the note as an icon. If the note list is displayed, it will be created as a stand-alone recording.



### To create a note

1. Tap **New**.
2. Create your note by writing, drawing, typing, or recording. For more information about using the Input panel, writing and drawing on the screen, and creating recordings, see "Entering Information" in chapter 3.



## 8 | Companion Programs

Your hp Jornada includes Microsoft Pocket PC Software 2002, as well as programs from other vendors. The software includes hp image viewer, Microsoft Pocket Word, Microsoft Pocket Excel, Windows Media Player for Pocket PC, and Microsoft Reader. Third-party programs include OmniSolve from Landware and CodeWallet Pro from Developer One. This section provides an overview of these programs and enough information to get you started. For complete instructions on using a program, refer to online Help for that program.

In this chapter, you will learn about

- Microsoft Pocket Word
- Microsoft Pocket Excel
- Microsoft Windows Media Player for Pocket PC
- Microsoft Reader
- MSN Messenger
- hp image viewer
- Landware OmniSolve financial calculator
- CodeWallet Pro from Developer One<sup>1</sup>

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<sup>1</sup> CodeWallet Pro is not available on all hp Jornada 560 series models.

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## Microsoft Pocket Word

Microsoft Pocket Word works with Microsoft Word on your desktop PC to give you easy access to copies of your documents. You can create new documents on your hp Jornada, or you can copy documents from your desktop PC. Synchronize documents between your desktop PC and your hp Jornada regularly so that you have the most up-to-date content in both locations.

### To use Pocket Word

1. On the **Start** menu, tap **Programs**, and then tap the Pocket Word icon.
2. Tap the name of a document in the file list.  
–or–  
Tap **New** to open a blank document.



To open a template rather than a blank document, select a template for new documents. On the **Tools** menu, tap **Options**, and then browse to select the default template. When you tap **New**, the template appears with appropriate text and formatting already provided.

---

You can open only one document at a time; when you open a second document, you will be asked to save the first. You can save a document you create or edit in a variety of formats, including Pocket Word (.psw), Rich Text Format (.rtf), and Plain Text (.txt).

You can enter information in Pocket Word in four modes: writing, drawing, typing, and recording. Use the **View** menu to switch between modes. Each mode has its own toolbar, which you can show and hide by tapping the Show/Hide Toolbar button on the Command bar.

- **Typing Mode.** Use the Input panel to enter typed text into the document with either the soft keyboard or the Character Recognizer. For more information on entering typed text, see “Entering Information” in chapter 3.
-

- **Writing Mode.** In writing mode, use your stylus to write directly on the screen. Ruled lines are displayed as a guide, and the zoom magnification is greater than in typing mode to allow you to write more easily. For more information on writing and selecting writing, see “Entering Information” in chapter 3.

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Written words are converted to graphics (metafiles) when a Pocket Word document is converted to a Word document on your desktop PC.



- **Drawing mode.** In drawing mode, use your stylus to draw on the screen. Gridlines appear as a guide. When you lift your stylus off the screen after the first stroke, you will see a drawing box indicating the boundaries of the drawing. Every subsequent stroke within or touching the drawing box becomes part of the drawing. For more information on drawing and selecting drawings, see “Entering Information” in chapter 3.
- **Recording mode.** Use recording mode to embed a recording into your document. Recordings are saved as WAV files. For more information on recording, see “Entering Information” in chapter 3.

## Tips for Working in Pocket Word

- You can change the zoom magnification by tapping **View** and then **Zoom**. Then select the percentage you want. Select a higher percentage to enter text and a lower one to see more of your document.
- If you are opening a Word document created on a desktop PC, select **Wrap to Window** on the **View** menu so that you can see the entire document.

## Microsoft Pocket Excel

Microsoft Pocket Excel works with Microsoft Excel on your desktop PC to give you easy access to copies of your workbooks. You can create new workbooks on your hp Jornada, or you can copy workbooks from your desktop PC to your hp Jornada. Synchronize workbooks between your desktop PC and your hp Jornada so that you have the most up-to-date

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content in both locations. Pocket Excel provides fundamental spreadsheet tools, such as formulas, functions, sorting, and filtering, which enable you to create simple workbooks, such as expense reports and mileage logs.

### To use Pocket Excel

1. On the **Start** menu, tap **Programs**, and then tap the Pocket Excel icon.
2. Tap the name of a workbook in the file list.  
–or–  
Tap **New** to open a blank workbook.



To open a template rather than a blank workbook, select a template for new workbooks. On the **Tools** menu, tap **Options**, and then browse to select the default template. When you tap **New**, the template appears with appropriate text and formatting already provided.

---

You can open only one workbook at a time; when you open a second workbook, you will be asked to save the first. You can save a workbook you create or edit in a variety of formats, including Pocket Excel (.pxl) and Excel (.xls).

## Tips for Working in Pocket Excel

- View in full-screen mode to see as much of your worksheet as possible. Tap **View** and then tap **Full Screen**. To exit full-screen mode, tap **Restore**.
  - If your workbook contains sensitive information, you can protect it with a password. To do so, open the workbook, tap **Edit**, and then tap **Password**.
  - Show and hide window elements. Tap **View** and then tap the elements you want to show or hide.
  - Freeze panes on a worksheet. First, select the cell where you want to freeze panes. Tap **View** and then tap **Freeze Panes**. You might want to freeze the top and leftmost panes in a worksheet to keep row and column labels visible as you scroll through a sheet.
-

- Split panes to view different areas of a large worksheet. Tap **View** and then tap **Split**. Then drag the split bar to where you want it. To remove the split, tap **View** and then tap **Remove Split**.
  - Show and hide rows and columns. To hide a row or column, select a cell in the row or column you want to hide. Tap **Format**, then tap **Row** or **Column**, and then tap **Hide**. To show a hidden row or column, tap **Tools**, then tap **Go To**, and then type a reference that is in the hidden row or column. Tap **Format**, then tap **Row** or **Column**, and then tap **Unhide**.
-

## Microsoft Windows Media Player

Use Microsoft Windows Media Player for Pocket PC to listen to digital audio and video files, such as songs or movie clips. Media Player supports sound files recorded in Windows Media and MP3 formats.

### To start Windows Media Player

- On the **Start** menu, tap **Programs**, and then tap the **Windows Media Player** icon.



Indicates the progress of the current track.

Tap to adjust volume.

Tap to play or pause.

Tap to stop.

Tap to play a previous song.

Tap to skip to the next song.

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To save power, turn off the display while listening to music on your hp Jornada. To turn off the display, press and hold the notification button/LED. (Press the notification button/LED again to turn on the display.)

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You can copy music files to enjoy on your hp Jornada by converting or “ripping” files from your favorite audio CDs or by downloading songs from a Web site such as EMusic.com. The CD included with your hp Jornada has sample songs from Emusic.com and the MusicMatch JukeBox application, which can be used to record songs from your favorite audio CDs in a format that can be played on your hp Jornada.

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Your hp Jornada is uniquely identified by a UUID (Universally Unique ID). Many publishers of digitally secured content, such as MP3 music files and electronic books (eBooks) use digital rights management that relies on the device’s UUID to prevent unauthorized usage. After your hp Jornada has been serviced or repaired, you may be unable to access digitally secured content that you had downloaded prior to the service. In such cases, contact the content publisher for assistance.

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## **Working with Audio Files on a CompactFlash Card**

Because songs and audio files can use a lot of storage memory, you might want to store them on a CompactFlash memory card. For more information on installing a CompactFlash card and working with files on the card, see “CompactFlash Cards” under “Accessories” in chapter 6.

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## Microsoft Reader

Use Microsoft Reader to read eBooks on your hp Jornada. Download books to your desktop PC from eBook Web sites. Then, use ActiveSync to copy the book files to your hp Jornada. The books appear in the Reader Library.

Each book consists of a cover page, an optional table of contents, and the pages of the book. You can

- Page through the book by using the up/down control on your hp Jornada or by tapping the page number on each page.
- Annotate the book with highlighting, bookmarks, notes, and drawings.
- Search for text and look up definitions for words.

The Reader Guidebook is preinstalled on your hp Jornada, and contains all the information you will need to use Microsoft Reader. To open the Guidebook, tap **Help** on the Reader command bar. Or, on a book page, tap and hold on the book title, and then tap **Help** on the pop-up menu.

### To start Microsoft Reader

- On the **Start** menu, tap **Programs**, and then tap **Microsoft Reader**.

## Getting eBooks for Your hp Jornada

You can download book files from the Web. Just visit your favorite eBook retailer and follow the instructions to download the book files. Sample books and a dictionary are also included in the MSReader folder in the Extras folder on the Pocket PC Companion CD.



Your hp Jornada is uniquely identified by a UUID (Universally Unique ID). Many publishers of digitally secured content, such as MP3 music files and eBooks, use digital rights management that relies on the device's UUID to prevent unauthorized usage. After your hp Jornada has been serviced or repaired, you may be unable to access digitally secured content that you had downloaded prior to the service. In such cases, contact the content publisher for assistance.

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## Using the Library

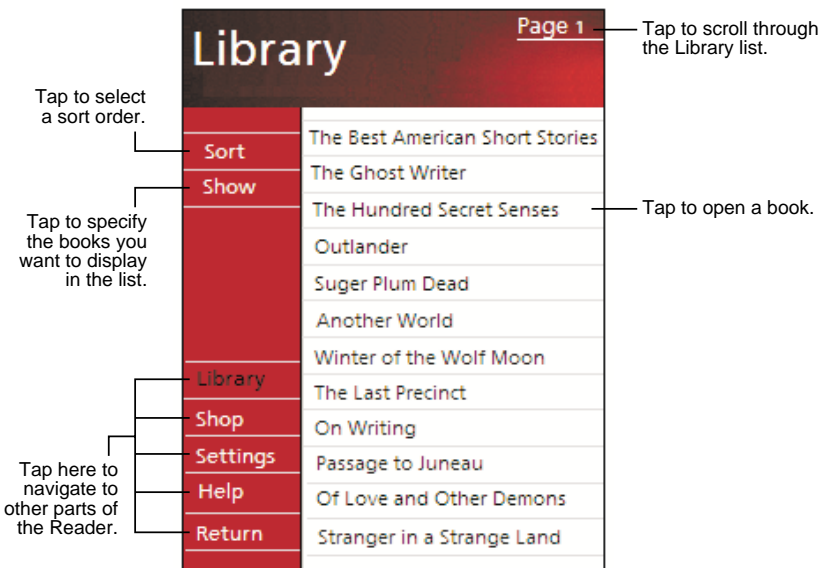
The Library is your Reader home page; it displays a list of all books stored on your hp Jornada or storage card.

### To open the Library

- On the Reader command bar, tap **Library**.  
–or–  
On a book page, tap the book title and then tap **Library** on the pop-up menu.

### To open a book

- Tap a title in the Library list.

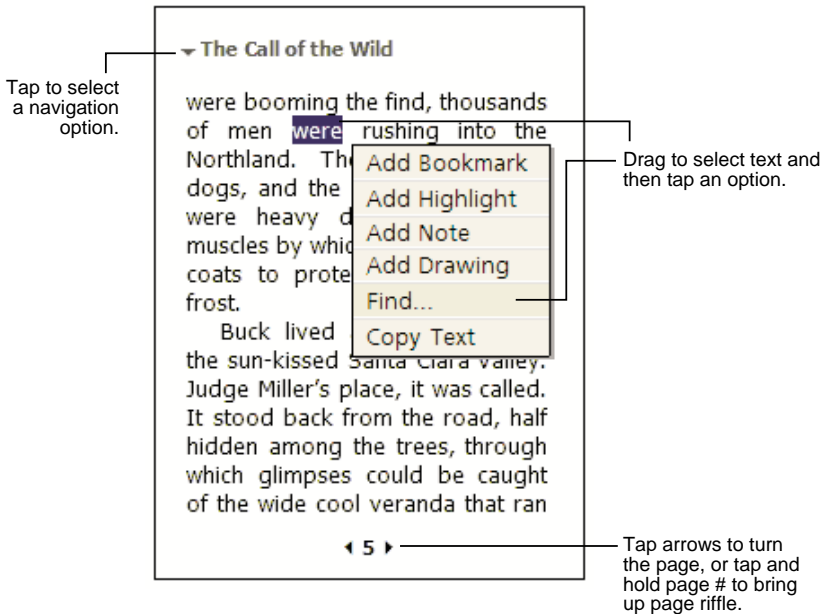


## Reading a Book

Each book consists of a cover page, an optional table of contents, and the pages of the book. Navigation options are listed in the bottom portion of the cover page.

The first time you open a book, you will probably want to go to the first page or to the table of contents, if there is one. Subsequently, whenever you open the book, you will be automatically taken to the last page you read.

In addition to the text, each book page includes a page number and book title.



You can also page through a book by using the up/down control on your hp Jornada.

## Using Reader Features

Reading a book electronically gives you several options not available with paper books. These options are available from any book page.

Select text by dragging across the text on the page. Then, tap an option on the pop-up menu, as described here:

- **Search for text.** Find text in a book by tapping **Find** on the pop-up menu. Enter the word you want to search for, and tap the desired **Find** option. Reader highlights the found text on the page. To close **Find**, tap outside the box. To return to your original page, tap the title and then tap **Return** on the pop-up menu.
- **Copy text.** You can copy text from books that support this feature into any program that accepts text. On a book page, select the text you want to copy, and then tap **Copy Text** on the pop-up menu. The text can be pasted into the program of your choice.
- **Bookmarks.** When you add a bookmark to a book, a color-coded bookmark icon appears in the right margin. You can add multiple bookmarks to a book. Then, from anywhere in the book, tap the bookmark icon to go to the bookmarked page.
- **Highlights.** When you highlight text, it appears with a colored background.
- **Notes.** When you attach a note to text, you enter the text in a notepad that appears on top of the book page. A Note icon will be displayed in the left margin. To show or hide the note, tap the icon.
- **Drawings.** When you add a drawing, a Drawing icon appears in the lower-left corner of the page, and drawing tools appear across the bottom of the page. Draw by dragging your stylus.
- **Annotations.** To see a list of a book's annotations, including bookmarks, highlights, text notes, and drawings, tap **Annotations Index** on the book's cover page. You can tap an entry in the list to go to the annotated page.

## Removing a Book

When you finish reading a book, you can delete it to conserve space on your hp Jornada. If a copy of the book is stored on your desktop PC, you can download it again at any time.

To remove a book from your hp Jornada, tap and hold the title in the Library list, and then tap **Delete** on the pop-up menu.

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## MSN Messenger

MSN Messenger is an instant messaging program that lets you

- See who is online.
- Send and receive instant messages.
- Have instant message conversations with groups of contacts.

To use MSN Messenger, you must purchase and install an optional modem and have an account with an ISP. For more information, see "Connecting to the Internet or to a Network" in chapter 5.

In addition, you must have a Microsoft Passport account or a Microsoft Exchange e-mail account. You must have a Passport to use MSN Messenger Service. If you have a Hotmail® or MSN account, you already have a Passport. Once you have obtained either a Microsoft Passport or a Microsoft Exchange account, you are ready to set up your account.



Sign up for a Microsoft Passport account at <http://www.passport.com>. Get a free Microsoft Hotmail e-mail address at <http://www.hotmail.com>.

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### To switch to MSN Messenger

- On the **Start** menu, tap **Programs**, and then tap the MSN Messenger icon.

## Setting Up

Before you can connect, you must enter Passport or Exchange account information.

### To set up an account and sign in

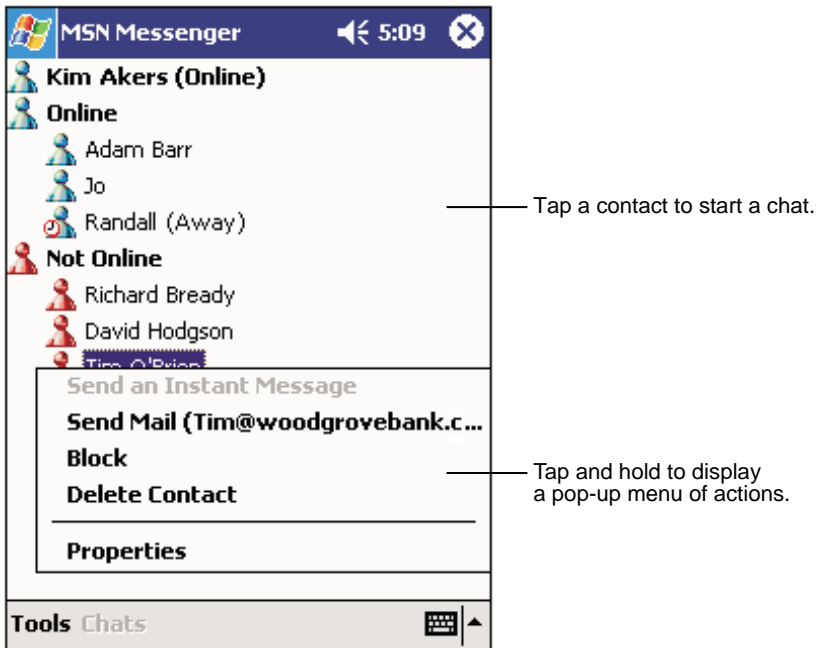
1. On the **Tools** menu, tap **Options**.
  2. On the **Accounts** tab, enter your Passport or Exchange account information.
  3. To sign in, tap the sign-in screen and enter your e-mail address and password.
-

If you already use MSN Messenger on your desktop PC, your contacts will show up on your device without being added again.



## Working with Contacts

The MSN Messenger window shows all of your messenger contacts at a glance, divided into Online and Not Online categories. From this view, while connected, you can chat, send e-mail messages, block the contact from chatting with you, or delete contacts from your list using the pop-up menu.





To see others online without being seen, on the **Tools** menu, tap **My Status**, and then tap **Appear Offline**.

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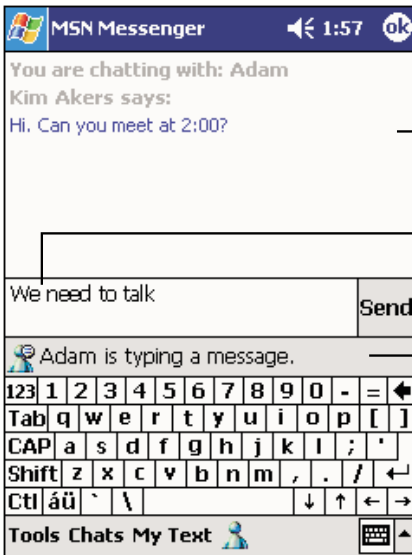
If you block a contact, you will appear offline but will remain on the blocked contact's list. To unblock a contact, tap and hold the contact, then tap **Unblock** on the pop-up menu.

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## Chatting with Contacts

Tap a contact name to open a chat window. Enter your message in the text entry area at the bottom of the screen (or tap **My Text** to enter a preset message), and then tap **Send**. To invite another contact to a multi-user chat, on the **Tools** menu, tap **Invite**, and then tap the contact you want to invite.



View full chat.

Enter your message.

Tap to send message.

View status of chat.

To switch back to the main window without closing a chat, tap the Contacts button. To revert to your chat window, tap **Chats**, and then select the person with whom you were chatting.

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## hp image viewer

The hp image viewer application enables you to view and edit image files stored on your hp Jornada. You can view images in the JPG, BMP, 2BP, GIF, and PNG formats.

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The hp image viewer application works great with the optional hp Pocket Camera and pocket camera software, enabling you to take pictures and view them immediately on your hp Jornada. The pocket camera software is preinstalled on your hp Jornada. The hp Pocket Camera is available as an optional accessory. For more information, see the Accessories Guide, or visit the hp Jornada Web site at [www.hp.com/jornada](http://www.hp.com/jornada).

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You can view pictures on your hp Jornada in three ways:

- Browse mode shows small "thumbnails" of all the images on your hp Jornada, with a preview of the current image.
- View mode displays a single image at full size.
- Slideshow displays images sequentially, resized to fit your screen.

### To start hp image viewer


1. On the **Start** menu, tap **Programs**, and then tap the hp applications folder.
2. Tap the hp image viewer icon.

By default, hp image viewer starts in Browse mode and displays images that are saved in the My Documents folder on your hp Jornada.

### To view pictures in a different folder

- On the **View** menu, tap **Change Folder**, and then select a folder from the drop-down list.
-



If you have an hp Jornada Pocket Camera, tap the camera icon in the Command bar (or tap **Capture** on the **View** menu) to switch to Capture mode. If the camera is not installed, switching to Capture mode will display the “no camera” icon, . For more information on the hp Jornada Pocket Camera, see the Accessories Guide, or visit the hp Jornada Web site at [www.hp.com/jornada](http://www.hp.com/jornada).

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## Browse Mode

Browse mode displays thumbnail views of the pictures in the current folder and information about the selected picture.



The Preview window displays the selected picture. (If no picture is selected, the Preview window is blank.)

Displays the file name, capture date and time, quality, and size of the selected picture.

Tap a thumbnail to display the picture in the Preview window.

Tap to scroll forward or back through thumbnails.

Tap menus or icons to change modes, edit the selected picture, or send the picture by e-mail or infrared.



Tap the picture in the Preview window to switch to View mode and view the picture at actual size.

---



From Browse mode, you can perform file actions (rename, copy, or delete) on selected images. You can also record sound files to go with a specific image.

## Renaming, Copying, Deleting, and Rotating Images

Use the **Edit** menu to rename, delete, move, copy, and rotate images. When renaming an image, do not enter the file name extension (for example, .jpg)

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You can delete, move, and copy several images at once. Select multiple images by tapping the triangle in the upper left corner of the thumbnail images, or tap **Mark** on the **Edit** menu.

---



## Recording Sound Files

You can record sound files to go with your images. When you display an image with an associated sound file, the sound file is played (unless the **Play review-related sounds** option has been disabled). An image that has an associated sound file has a musical note icon on its thumbnail.

### To record a sound file to go with an image

1. In Browse mode, select the image.
  2. Tap the Sound button on the menu bar to display the Recording toolbar.
  3. On the Recording toolbar, tap the Record button.
  4. Speak into the microphone or record the sound.
  5. When you have finished, tap the Stop button on the Recording toolbar.
-

## View Mode

Use View mode to view a picture on your hp Jornada screen at actual size.

### To switch to View mode

- Tap the picture in the Preview window.  
–or–  
On the **View** menu, tap **Actual Size**.

### To close hp image viewer

- Tap **OK**.

If the image is too large to fit on the screen, the Overview window in the lower-right corner of the image displays a thumbnail of the entire image. A black rectangle in the Overview window marks the area of the image that is displayed in the main window. Display other parts of the image by tapping an area in the thumbnail, by scrolling with the navigation pad, or by dragging the stylus on the screen.

## Slideshow Mode

In Slideshow mode, pictures are resized (and/or rotated) to fit the screen of your hp Jornada. You can choose whether the slideshow automatically displays the next picture in sequence after a short delay, or whether you change the picture by pressing the navigation pad or the up/down control.

### To start the slideshow

- On the **View** menu, tap **Slideshow**.

### To stop the slideshow

- Press the action button.

### To set slideshow options

1. On the **View** menu, tap **Options**, and then tap the **Slideshow** tab.
2. Select from the following slideshow options:

- **Sequence.** To automatically play the slideshow, select the order in which you want pictures displayed: **Forward**, **Reverse**, or **Random**. To control the slideshow manually (by rocking the action button to display the next picture), select **Off**.
- **Delay.** Set the delay time (in seconds) you want the slideshow to wait before it automatically displays the next picture.
- **Wrap around.** To repeat the slideshow after the final picture has been displayed, select the **Wrap around** check box. Clear the check box if you want the slideshow to stop after the last picture.
- **Auto-rotate.** Select the **Auto-rotate** check box to rotate pictures if necessary to better fit the screen. Select either **Clockwise** or **Anti-clockwise** to determine the direction of rotation.
- **Show filename and Show date.** Select **Show filename** and/or **Show date** to display information about the picture on the screen during the slideshow.
- **Play audio.** Select **Play audio** to play any associated sound files when the picture is displayed.

## Sending Images

You can also use hp image viewer to send images by e-mail, send images by infrared, or copy and paste images into Word documents and notes.

### To send an image as an attachment to an e-mail message

1. In Browse mode, select the image that you want to send.
2. On the **Send** menu, tap **E-Mail**.  
This will launch Pocket Inbox and open a new e-mail with the image as an attachment.

### To send an image to another PDA by infrared

1. In Browse mode, select the image that you want to send.
  2. On the **Send** menu, tap **Infrared**.
-

3. Align the infrared ports on your hp Jornada with the infrared ports on the receiving device, and set the receiving device to receive the file.

### **To send an image to an infrared-equipped printer or desktop PC**

1. In Browse mode, select the image that you want to send.
2. On the **Edit** menu, tap **Send IrOBEX**.
3. Align the infrared ports on your hp Jornada with the infrared ports on the receiving device.

### **To copy an image to a document**

1. In Browse mode, select the image that you want to copy.
2. On the **Edit** menu, tap **Copy to Clipboard**, and then choose the appropriate size.
3. Switch to the document or note into which you will paste the image.
4. On the **Edit** menu, tap **Paste**.

## **OmniSolve**

OmniSolve is a financial application that offers the same features as the hp business calculator. It is designed specifically for real estate, retail, and business professionals who use personal digital assistants to make financial decisions quickly and accurately. OmniSolve employs a form-filling metaphor to provide a rich problem-solving environment that is unparalleled in ease of use, power, and flexibility.

### **To start OmniSolve**

- On the **Start** menu, tap **Programs**, and then tap the OmniSolve icon.

For detailed help and procedures about using OmniSolve, refer to online Help.

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## CodeWallet Pro

CodeWallet Pro allows you to easily store, organize, and retrieve personal information, such as credit card numbers, favorite URLs, and emergency phone numbers. CodeWallet includes information forms for your convenience, and stores your data in encrypted, password-protected files.

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CodeWallet Pro may not be included on some models of the hp Jornada.

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### To start CodeWallet Pro

- On the **Start** menu, tap **Programs**, and then tap the CodeWallet Pro icon.

For detailed help and procedures about using CodeWallet Pro, refer to online Help or the CodeWallet Pro User's Guide on the Pocket PC Companion CD.

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## 9 | Troubleshooting

If you encounter difficulty while using your hp Jornada, this chapter will help you find answers. If you need information about troubleshooting ActiveSync or connecting to your desktop PC, click **Microsoft ActiveSync Help** on the **Help** menu in ActiveSync.

The information in this chapter will help you

- Reset your hp Jornada.
  - Restore your hp Jornada to the factory default settings.
  - Troubleshoot basic problems.
  - Troubleshoot problems with remote connections.
  - Troubleshoot problems with the display and touch screen.
-

## Resetting Your hp Jornada

Occasionally, you may need to reset your hp Jornada; for example, you should reset after you restore data from your desktop PC or when the operating system stops responding. Resetting your hp Jornada is similar to restarting your desktop PC. It restarts the operating system and preserves any saved data, but you will lose any unsaved data.

Reset after restoring data from a backup file or when your hp Jornada appears to be "frozen" or "locked up."



When you reset, you lose unsaved data in all open documents or programs. Use hp task switcher to close all open documents and programs before you reset.

---

### To reset

1. Remove your hp Jornada from the cradle.
2. Remove the CompactFlash card (if installed).
3. Use the stylus to press the red reset button on the back of the hp Jornada, as shown in the following illustration.





## Restoring Factory Defaults

In some cases, such as when your hp Jornada does not respond after being reset or when you forget your password, you may need to restore your hp Jornada to the factory default settings. This erases all data not stored in the hp safe store folder or on a CompactFlash memory card. All information you have entered in RAM, including all files, system settings, and programs you have installed, may be erased.

To ensure the safety of your information should it be necessary to restore the factory defaults, you should regularly back up your data to your desktop PC (using ActiveSync), to a CompactFlash card (using the hp backup application), or to the hp safe store folder (using the hp emergency backup application). For more information on backing up data, see “Backing Up and Restoring Data” in chapter 6.

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Restoring the factory default settings erases all files, programs, and data stored in RAM. You can restore data from a backup file saved on your desktop computer, on a CompactFlash card, or in the hp safe store folder. (For more information, see “Backing Up and Restoring Data” in chapter 6, or ActiveSync Help on your desktop computer.)

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### To restore the factory defaults

1. Disconnect all cables, including the ac adapter, from your hp Jornada.
  2. Remove the backup battery. Use the stylus to hold the backup battery lock in the OPEN position, and then slide out the backup battery tray.
  3. Remove the main battery.
  4. Wait at least 5 minutes, and then reinstall the main battery, reinstall the backup battery, and reconnect the ac adapter. (For more information, see “Using Your hp Jornada for the First Time” in chapter 2.)
  5. Your hp Jornada should turn on automatically and display the Welcome Wizard.
  6. If you have enabled hp emergency backup, you will be prompted to restore your PIM databases from the hp safe store folder.
-

After you restore the factory defaults, you will need to complete the Welcome Wizard and reestablish a partnership with your desktop PC. You may also want to restore data to your hp Jornada from your most recent backup file. For more information, see "Using Your hp Jornada for the First Time" in chapter 2, and "Backing Up and Restoring Data" in chapter 6.

## Basic Problems

If you have a specific problem, review the information below to see if you can quickly find the answer. Or, visit the hp Web site at [www.hp.com/jornada](http://www.hp.com/jornada) for more information about common difficulties.

<b>Problem</b>	<b>Diagnosis/Remedy</b>
hp Jornada does not turn on when not connected to ac power.	<i>Power is too low to run your hp Jornada.</i> Connect to ac power, and then turn on your hp Jornada. (Charge the battery regularly to avoid running out of battery power.)
Battery runs out of power quickly.	<i>You are using your hp Jornada in ways that drain power quickly.</i> Use external power to charge and power your device whenever possible, especially when listening to music or using CompactFlash cards.  —or— <i>Alerts and notifications are causing your hp Jornada to turn on, even when you are not using it.</i> Check the "wake up sources" in the Power Preferences page in hp settings.  For more information, see "Managing Power" in chapter 6.

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<b>Problem</b>	<b>Diagnosis/Remedy</b>
hp Jornada automatically shuts down/suspends.	<p><i>Power is too low.</i> When a critically low power condition is encountered, the hp Jornada initiates a safety shutdown. Connect to ac power and charge the battery.</p> <p>–or–</p> <p><i>Auto-suspend activated.</i> To conserve power, the hp Jornada auto-suspends if it is idle for 1 minute immediately after power is turned on. It also auto-suspends if it is continuously idle for 5 minutes.</p> <p>–or–</p> <p><i>hp Jornada is locked up.</i> Connect to external power, and reset your hp Jornada. (See “Resetting your hp Jornada” in this chapter.) (Caution: You may lose any unsaved data when you reset.)</p>
hp Jornada locks up when running applications, or it runs slowly.	<p><i>hp Jornada is locked up.</i> Connect to ac power, and reset. (See “Resetting your hp Jornada” in this chapter.) Note: Check to ensure that the device is not running low on power, and avoid running several applications at the same time. Use hp task switcher to close applications that are not in use.</p>

<b>Problem</b>	<b>Diagnosis/Remedy</b>
<p>hp Jornada does not turn on or display appears to be off, even though power is on.</p>	<p><i>The display is off.</i> Press and hold the notification button/LED to turn on the display.</p> <p>–or–</p> <p><i>There is not enough light to see the display.</i> Turn on lights or move to a room with more light. Use hp settings to increase the brightness of the display. Press and hold the power button to turn on the backlight. Change hp settings to use the light sensor to automatically turn on the backlight in dark conditions.</p> <p>–or–</p> <p><i>The device has been reset.</i> After a reset, the screen remains blank for approximately 3 seconds after pressing the power button.</p> <p>–or–</p> <p><i>hp Jornada has run out of power.</i> Charge the device by connecting to ac power</p>
<p>Backup file created with the hp backup application on another hp handheld device cannot be restored to the hp Jornada.</p>	<p><i>Only PIM data can be migrated to hp Jornada 560 series personal digital assistants.</i> Because the hp Jornada 560 series personal digital assistant uses a new version of the Pocket PC operating system, it is recommended that you restore PIM data from an older device by using Microsoft ActiveSync or Microsoft Outlook rather than hp backup. Synchronize your older hp handheld device with Microsoft Outlook on your desktop PC, and then establish a new partnership to transfer data to your new hp Jornada.</p>

<b>Problem</b>	<b>Diagnosis/Remedy</b>
<p>Difficult to install or run software from previous hp handheld on hp Jornada 560 series.</p>	<p><i>Software that runs on previous hp handheld devices may not run on your hp Jornada 560 series personal digital assistant.</i> Because the hp Jornada 560 series personal digital assistant uses a different processor and a new version of the Pocket PC operating system, software built for previous-generation Pocket PCs (such as hp Jornada 430, 420, 520, or 540 series) may not run on your hp Jornada 560 series. Check with the software vendor for an upgrade or newer version that will run on the hp Jornada 560 series.</p>
<p>Inaccurate response to stylus tap.</p>	<p><i>The calibration of the touch screen may be off.</i> Realign the touch screen. Press and hold the hp home menu hot key to open the Align Screen control panel.</p>
<p>Unable to locate files in CompactFlash memory in applications.</p>	<p><i>Files must be stored in the <b>My Documents</b> folder on the CompactFlash card.</i> Create the <b>My Documents</b> folder using File Explorer, and move files into this folder.</p>
<p>Data is lost.</p>	<p><i>hp Jornada has run out of power.</i> Restore data from a backup file on your desktop PC or a CompactFlash card.</p> <p>–or–</p> <p><i>Factory default settings have been restored.</i> Restore data from a backup file on your desktop PC or a CompactFlash card.</p>

## Remote Connections

This section offers troubleshooting help for connecting your hp Jornada to other computers. For problems communicating with your desktop PC, see ActiveSync Help.

### Able to dial out, but unable to make proper connection

Make sure the network to which you are trying to connect supports Point-to-Point Protocol (PPP). Your Internet service provider or network administrator can verify this.

Verify that the dialing location is correct. On the **Start** menu, tap **Settings**, and then on the **Connections** tab, tap **Connections**. On the **Dialing Locations** tab, select the location you are dialing from and confirm that the settings are appropriate for that location.

### Modem connection is unreliable

Make sure the modem is firmly seated and connected to your device and the telephone jack.

Disable Call waiting. On the **Start** menu, tap **Settings**, and then on the **Connections** tab, tap **Connections**. On the **Dialing Locations** tab, select the **Disable call waiting** check box. Select the disable code specified by your telephone company from the drop-down list.

### Unable to use infrared transfer between Windows-powered devices

If you are unable to use infrared to transfer information between Windows-powered devices, try the following:

- Transfer only one file, or no more than 25 contact cards, at a time.
  - Position the infrared ports so that they line up and are less than 1 meter (3 feet) but more than 5 cm (2 inches) apart.
  - Make sure nothing is between the two infrared ports.
-

- Adjust the room lighting. Some types of light interfere with infrared communication. Try moving to a different location or turning off some lights.

## Network Connection Problems



The following solutions may help if you encounter problems when using a network card for network connections. Additional troubleshooting information is available in Connections Help on the device and ActiveSync Help on the desktop PC.

- Verify that your NIC is compatible with the hp Jornada 560 series personal digital assistant and that you have installed the proper drivers for the hp Jornada.
  - In the properties for your network adapter, ensure that you have properly configured the IP settings, and the addresses of your DNS servers and/or WINS servers. Check with your network administrator to determine the proper settings.
  - Verify that you have added necessary server information. On the **Start** menu, tap **Settings**. On the **Connections** tab, tap **Network**. Tap your installed adapter (usually your Ethernet card's name) and enter any necessary information. Most networks use DHCP to assign IP addresses dynamically; you should not have to change or enter an IP address settings unless your network administrator instructs you to do so.
  - If **Network Connection** is not listed as a connection method in the **ActiveSync** dialog box when starting synchronization, wait a few minutes and try again. Also, if synchronization does not start right away, the network is probably busy, and it may take a minute for your device to connect to the network.
  - Verify with your network administrator that your user name and password are correct.
  - Verify with your network administrator that the network you are trying to connect to is available, or try to connect to it from another computer.
-

- You may need to change the device name if you are trying to connect to a network and cannot because another device with the same name is already connected. To change the device name, on the **Start** menu, tap **Settings**. On the **System** tab, tap **About**, and then tap the **Device ID** tab.

## Cradle Connection Problems

If you are having trouble connecting to your desktop PC using the USB cradle, try these possible solutions. For additional, up-to-date troubleshooting information, refer to ActiveSync Help on your desktop PC or to the Microsoft Mobile Devices Web site at [www.microsoft.com/mobile/pocketpc](http://www.microsoft.com/mobile/pocketpc).

- Ensure you have installed the correct version of ActiveSync on your desktop PC. Install the version ActiveSync included with your hp Jornada 560 series personal digital assistant.
  - Ensure that your hp Jornada is on.
  - Ensure that you do not have any other active connections. On the **Start** menu, tap **Today**. Tap  or  at the bottom of the screen, and then tap **Disconnect**.
  - Ensure the cable is securely plugged into the USB port on the back of your desktop PC. Connect the USB cable directly to your desktop PC—do not run the cable through a USB hub.
  - Enable the USB connection on your hp Jornada. On the **Start** menu, tap **ActiveSync**. On the **Tools** menu, **Options**. Under **Enable synchronization when cradled using**, select **USB connection** from the drop-down list.
  - Ensure the USB connection is enabled in ActiveSync on your desktop PC. Refer to ActiveSync Help on your desktop computer. If the USB connection is already enabled, disable the USB connection, close the Connection Settings window, and then reopen and re-enable the USB connection.
  - Reset your hp Jornada before putting it in the cradle to connect. For more information, see “Resetting Your hp Jornada,” earlier in this chapter.
-



- Always disconnect your hp Jornada before you restart your desktop PC.
- Connect only one Pocket PC or personal digital assistant to your desktop PC at a time.

## Display Problems

If you are having trouble viewing data on your hp Jornada screen, follow these suggestions.

### Screen is Blank

Follow these steps if the screen remains dark or if the device does not respond when you briefly press the power button:

- Press and hold the notification button/LED to ensure that the display is on.
- Reset the device. After a reset, the screen remains blank for approximately 3 seconds after pressing the power button.
- Charge the device by connecting to ac power.

### Display is Difficult to See in Dark Rooms

Use hp settings to adjust the display brightness for optimal viewing. (Refer to “Adjusting Settings” in chapter 6). In very bright light, select the Outdoor profile in hp settings. In very dark conditions, select the Low Power profile. In a dark room, you may also need to turn on the backlight or position a lamp so that the light shines directly on the screen. Use hp settings to set the backlight to come on automatically in dark conditions.

### Screen is Hard to Read

If you are having a hard time viewing a document in Notes, try changing the size of the view. To do this, tap a zoom percentage on the **Tools** menu. In Pocket Word and Pocket Excel, on the **View** menu, tap **Zoom** and then select a zoom percentage. In Pocket Internet Explorer, on the **View** menu, tap **Text Size** and then select a size.

---

If you are having a hard time viewing Pocket Outlook data, try enlarging the display font. To do this within Calendar, Tasks, or Contacts, tap **Tools**, then **Options**, and then select **Use large font**.

# 10 | Support and Service

## Web site

You can obtain product information as well as tips and hints on how to get more from the hp Jornada product at our Worldwide Web site. This computer service is provided free of charge; you pay only for telephone charges and Internet service fees. To connect to this Web site from a computer via the Internet, go to [www.hp.com/jornada](http://www.hp.com/jornada).

## Customer support

If you have questions that the User's Guide or the Web site does not answer (after checking the contents and index), you can contact Hewlett-Packard Worldwide Support and Services for Handheld Products at the telephone numbers listed in the following table.

If the device requires service, contact Hewlett-Packard for service information, shipping instructions, and out-of-warranty service charges before you send your device to hp for repair.

In countries not listed in the table, contact the Hewlett-Packard authorized dealer or sales office.

## Service

For diagnostic instructions and other service information, contact one of the technical support numbers listed. Please do not ship your device for service without first contacting a Hewlett-Packard office. If your device qualifies for in-warranty service, be ready to supply a dated proof of purchase. In countries not listed in the following table, contact the Hewlett-Packard authorized dealer or sales office.

Before you contact us for help, be sure to:

1. Review the manuals whenever possible.
  2. Have the following information about the product:
-

- model number
  - serial number
  - purchase date
3. Have your product ready to use. The support personnel may ask you to run tests and other operations.
  4. Organize your question or problem. The more detailed information you can provide, the quicker the support personnel can help you.

## Contacting Hewlett-Packard Worldwide

You will be pleased to know that our commitment to quality does not stop at the sale. Our worldwide customer support network is available to give you personal telephone service should you need it.

<b>Country</b>	<b>Telephone</b>
Argentina	
Buenos Aires	54-11-4778-8380
All other cities	54-0810-555-5520
Australia	61-3-88778000
Austria	43-0660-6386
Belgium (Dutch)	32-(0)2-6268806
Belgium (French)	32-(0)2-6268807
Brazil	
Sao Paulo	55-11-3747-7799
All other cities	55-0800-157751
Canada	1-905-2064663
Chile	56-800-360999
China	86-(0)10-65645959
Czech Republic	42-(0)2-4717327

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<b>Country</b>	<b>Telephone</b>
Denmark	45-(0)39-294099
Finland	358-(0)20347288
France	33-(0)1-43623434
Germany	49-(0)1-805258143
Greece	30-(0)1-6896411
Hong Kong	852-300-28555
Hungary	36-(0)1-12524505
India	91-11-6826035
Indonesia	62-21-3503408
Ireland	353-(0)1-6625525
Israel	972-9-9524848
Italy	39-(0)2-26410350
Japan	81-0570-000511
Korea	
Seoul	82-(0)2-32700700
All other cities	82-080-9990700
Malaysia	60-(0)3-2952566
Mexico	
Mexico City	52-58-9922
All other cities	01-800-4726684
Netherlands	31-(0)20-6068751
New Zealand	64-(0)9-3566640
Norway	47-22-116299
Philippines	66-2-8673551
Poland	48-22-375065

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<b>Country</b>	<b>Telephone</b>
Portugal	351-4417199
Russia	7-095-9235001
Singapore	65-2725300
South Africa / Middle East	41-22-7807111
Spain	34-91-782-0109
Sweden	46-(0)8-6192170
Switzerland	41-(0)-848-801111
Taiwan	886-2-27170055
Thailand	66-2-6614000
Turkey	90-1-2245925
UK	44-870-608-3003
USA	208-323-2551
Venezuela	
Caracas	2-207-8488
All other cities	58-800-10111
Vietnam	84-88234530

All Customer Care Centers are available during office hours. Pre-sales Information in the USA is available 24 hours per day, 7 days per week. Support & Service in the USA can be contacted from 5 am to 5 pm Pacific Time, Monday through Friday.

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# Warranty

**Important:** This is your hardware product warranty statement. Read it carefully.

Warranty terms may be different in your country. If so, your authorized hp dealer or Hewlett-Packard sales and service office can give you details.

## One year limited hardware warranty

Hewlett-Packard (hp) warrants this hardware product against defects in material and workmanship for a period of one year from receipt by the original end-user purchaser.

If hp receives notice of the above-defined defects during the warranty period, hp will either, at its option, repair or replace products that prove to be defective.

Should hp be unable to repair or replace the product within a reasonable amount of time, the customer's alternate exclusive remedy shall be a refund of the purchase price upon return of the product.

## Limitation of warranty

The above warranty shall not apply to defects resulting from: misuse; unauthorized modification; opening for any reason; operation or storage outside the environmental specifications for the product; in-transit damage; improper maintenance; or defect resulting from use of non-hp software, accessories, media, supplies, consumables, or such items not designed for use with the product.

hp makes no other express warranty, whether written or oral, with respect to this product.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the one-year duration of this written warranty.

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Some states, provinces, or countries do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, province to province, or country to country.

## **Limitation of liability and remedies**

The remedies provided above are the customer's sole and exclusive remedies.

In no event shall hp be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit), whether based on warranty, contract, tort, or any other legal theory.

Some states, provinces, or countries do not allow the exclusion or limitation of incidental or consequential damages—including lost profit—so the above limitation or exclusion may not apply to you.

## **Consumer transactions in Australia, New Zealand and the United Kingdom**

The preceding disclaimers and limitations shall not apply to consumer transactions in Australia, New Zealand and the United Kingdom, and shall not affect the statutory rights of consumers.

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The above warranty terms and any other warranty statement enclosed with this product, except to the extent lawfully permitted, do not exclude, restrict, or modify and are in addition to the statutory rights implied by the Trade Practices Act 1974 or any corresponding State or territory legislation applicable to the sale of this product to you. If you have any queries about your rights, contact the Hewlett-Packard Customer Care Center at 61-3-88778000.

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hp warrants for a period of NINETY (90) DAYS from the date of purchase that the software product will execute its programming instructions when all files are properly installed. hp does not warrant that the software will be uninterrupted or error free. In the event that this software product fails to execute its programming instructions during the warranty period, your remedy shall be replacement or refund only. Return the media to hp for replacement. Should hp be unable to replace the media within a reasonable amount of time, hp shall refund the purchase price upon return of the product and all copies.

### **Removable media (if supplied)**

hp warrants the removable media, if supplied, upon which this product is recorded to be free from defects in material and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event the media proves to be defective during the warranty period, your remedy shall be replacement or refund only. Return the media to hp for replacement. Should hp be unable to replace the media within a reasonable amount of time, hp shall refund the purchase price upon return of the product and destruction of all other non-removable media copies of the software product.

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You must notify hp in writing of any warranty claim not later than thirty (30) days after the expiration of the warranty period.

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# Glossary

**ac adapter.** An external power supply that converts ac power from a standard household electrical outlet to the low-voltage dc power required to operate your hp Jornada.

**Backup.** A duplicate copy of your hp Jornada files and data that is stored on your desktop PC, on a CompactFlash card, or in the hp safe store folder.

**CompactFlash.** A removable media for high-performance memory cards and other peripheral devices such as modems and NICs.

**Cradle.** A desktop base for your hp Jornada that allows instant connectivity to a desktop PC. The cradle remains connected to your desktop PC, even when you remove your hp Jornada.

**DHCP (Dynamic Host Configuration Protocol).** A protocol that assigns a dynamic IP address to your hp Jornada each time you connect to a network.

**Dial-up connection.** A connection between your hp Jornada and another computer by modem. You can have a dial-up connection with an ISP, a network, or with a modem attached to a PC.

**Direct connection.** A connection between your hp Jornada and another computer by means of the cradle or infrared port.

**DNS (Domain Name System).** An Internet service that translates domain names into IP addresses. For example, the domain name www.jornada.com might translate as 198.125.247.4.

**Driver.** A control program that enables a computer to work with a specific peripheral device.

**Flash ROM.** See ROM.

**IMAP4 (Internet Messaging Access Protocol v4).** A protocol that enables a computer to retrieve messages from a mail server.

**Infrared port.** A communication port that uses optical (infrared) signals rather than wires or cables to transmit data.

**Internet.** A worldwide network of computers offering services such as e-mail, the Worldwide Web, FTP, Usenet news, and others.

---

**Intranet.** A network that offers services similar to the Internet, but usually accessible only to users within a single company or organization.

**IP (Internet Protocol).** The standard by which packets of information are transmitted over the Internet.

**IrDA (Infrared Data Association protocol).** An established standard for infrared communications between computers and other peripherals and devices.

**ISP (Internet service provider).** A commercial business that provides Internet access to individuals or businesses, usually for a fee.

**LAN (local area network).** A group of computers, usually in close proximity (either in the same building or in buildings in close proximity), that are linked together to share files and exchange data.

**Modem.** A communication device that enables a computer to transmit data over telephone lines.

**NIC (network interface card).** A card installed in a computer so that it can be connected to a network. NICs can provide a dedicated, full-time connection to a network.

**Partnership.** An established relationship between your hp Jornada and your desktop PC for the purpose of synchronizing and transferring data.

**PIM (personal information manager).** An application or set of applications that organizes information such as addresses, appointments, and notes.

**POP3 (Post Office Protocol v3).** A protocol that enables a computer to retrieve messages from a mail server.

**PPP (Point-to-Point Protocol).** The default method your hp Jornada uses to communicate with an ISP or network server.

**Proxy server.** A server that sits between a client computer or Web browser and the Internet. A proxy server provides security by filtering requests and can improve performance by storing local copies of requested information.

**RAM (random access memory).** Volatile memory that can be read and written. Data stored in RAM is retained only while power is maintained.

---



**Remote connection.** A connection between your hp Jornada and a remote computer or server.

**Reset.** The process of restarting your hp Jornada and reinitializing the operating system. Performing a reset erases any unsaved data in open documents, but preserves data that has been saved.

**Restore.** To return your device to the state it was in when data was last backed up. This involves copying your backup data to your hp Jornada.

**ROM (read-only memory).** Nonvolatile flash memory that contains the Microsoft Windows for Pocket PC operating system and preinstalled programs.

**Serial connection.** A cable connection between your hp Jornada and a serial (COM) port on your desktop PC.

**SLIP (Serial Line Internet Protocol).** A method of connecting to the Internet. Similar to PPP, but older and simpler.

**SMTP (Simplified Mail Transport Protocol).** A protocol for sending e-mail messages between computers on the Internet.

**Stylus.** A pen-like utensil designed for navigating on a touch screen.

**Synchronization.** The process of comparing the files or data on two computers to ensure that they contain exactly the same information.

**Touch screen.** A touch-sensitive screen that allows you to open files, launch programs, and select text by touching or tapping the screen with the stylus.

**USB (Universal Serial Bus).** A newer standard for connecting peripheral devices. USB supports relatively fast data transfer rates and can be used to connect multiple devices to a single computer.

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# Appendix

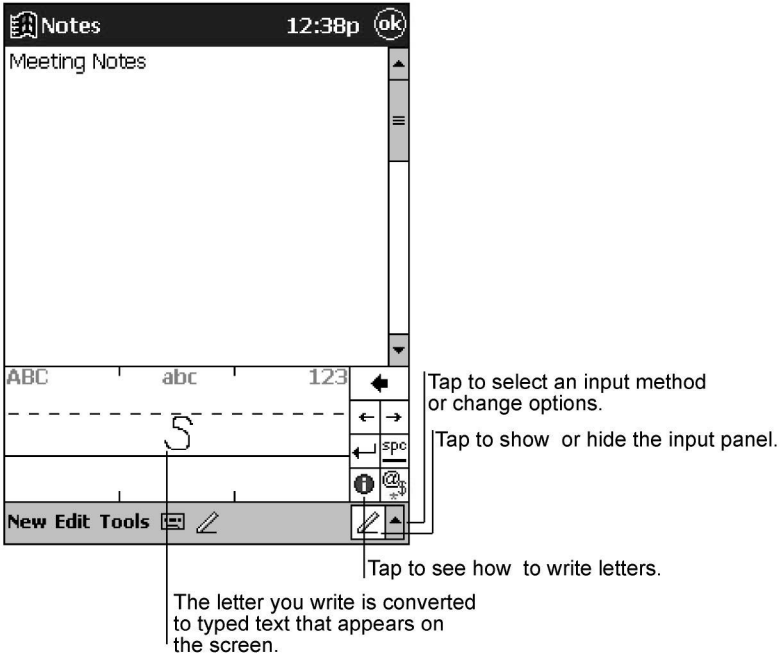
## Character Recognition

Using Character Recognizer, you can write characters directly on your hp Jornada screen with your stylus, just as you would on a piece of paper. The characters you write are translated into typed text. Use Character Recognizer anywhere you want to enter text; for example, to write a note or to fill in fields in a dialog box.

The default writing mode for Character Recognizer is lowercase (Jot-compatible) mode. In this mode, you write characters in lowercase. The chart at the end of this appendix contains examples of how to write characters in lowercase mode. You can also choose to write in uppercase (Graffiti-compatible) mode. In this mode, you write characters in uppercase. If you prefer to write in uppercase mode, tap **Uppercase Mode** in **Options** on the input method menu. Whether a letter appears in uppercase or lowercase when it is converted to typed text depends on where in the Input panel you write it, not on the mode you have selected.

The Character Recognizer Input panel is divided into three writing areas. Letters written in the left area (labeled **ABC**) create uppercase letters, and letters written in the middle area (labeled **abc**) create lowercase letters. Use the right area (labeled **123**) for writing numbers, symbols, special characters, and punctuation.

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The following chart is a partial display of the characters you can write while in lowercase mode (the dot on each character is the starting point for writing). Remember that even though you write a letter in its lowercase form, the case of the text that is displayed depends on where you write the letter. For example, if you write a lowercase “a” in the **ABC** area, an uppercase “A” is displayed on the screen.

---

## Letter Area


A	a	a		
B	b	b		
C	C			
D	d	d		
E	e			
F	f	f		
G	g	g		
H	h	h		
I	i	l		
J	J	J		
K	k	k	K	α
L	L	L		
M	m			
N	n			
O	O	O		
P	p	p		
Q	q	q		
R	r	r		
S	s			
T	t	7	7	7
U	U	U		
V	V			
W	w	w		
X	x	x		
Y	y	y		
Z	z			

## Number/Punctuation Area

0	0			)	)		
1	1			+	+		
2	2	2		*	x	∞	
3	3			/			
4	4	4	4	L			
5	5	5	5	?	?	?	
6	6			!	!		
7	7			@	@		
8	8			&	λ		
9	9			‘	‘		
>	>			“	“		
•	•			-	-		
(	(						

space	—
back space	←

enter	↵
back space	←

For more information on using Character Recognizer and for demos of all characters, tap  on the Character Recognizer Input panel.



# Index

## A

ac adapter, 2, 13, 15, 54, 80, **155**  
 accessories, 94  
 AccessPanel, 6, 7, 30, 32, 33, 34  
 action button, 19  
 ActiveSync, 5, 7, 8, 47, 48, 49, 50, 51, 52, 53, 54, 55, 62, 63, 66, 67, 68, 69, 70, 73, 75, 82, 93, 97, 100, 116, 131, 138, 139, 140  
 adding programs. *See* programs  
 alarm, 17, 30, 87, 89  
 alerts, 4, 30, 86, 87  
 Align Screen control panel. *See* display  
 appointments  
   adding notes to, 99  
   alarm for, 30  
   changing, 100  
   creating, 99  
   reminders, 99  
   Summary Screen, 100  
 AudibleManager, 6  
 AudiblePlayer, 6  
 audio files  
   formats, 114  
   playing, 7, 114, 134  
   ripping, 115  
   secured content (UUID), 115  
 audiobooks, 6  
 AvantGo, 68

## B

backing up data  
   about hp backup, 3  
   about hp emergency backup, 3  
   to CompactFlash card, 83  
   to desktop PC, 52  
   using ActiveSync, 52, 82, 133  
   using hp backup, 52, 78, 82, 83, 133  
   using hp emergency backup, 83, 85, 133  
 backlight. *See* display

backup file, 52, 83, 85, 136, **155**  
 battery  
   about backup battery, 15  
   about main battery, 14  
   charging main battery, 14, 16, 53, 78, 134, 135  
   disposal, 15  
   extended battery pack, 14  
   installing backup battery, 12  
   installing main battery, 12  
   low power warning, 15, 78  
   replacing backup battery, 15  
   status indicator, 13, 16, 17, 28, 78  
   typical power usage, 78  
 Block Recognizer, 30, 34  
 books online. *See* Reader  
 browsing  
   an intranet, 63  
   the Web, 63, 65  
 buttons. *See* hardware buttons

## C

calculator. *See* OmniSolve  
 Calendar  
   about, 5, 97, 98  
   adding notes to, 99  
   alarm for, 30  
   backing up, 3, 82, 83  
   creating an appointment, 99  
   customizing display of, 98  
   hot key, 18, 86  
   meeting requests, 100, 101  
   Summary Screen, 100  
   synchronizing, 48  
   zooming, 142  
 cellular phone. *See* mobile phone  
 Character Recognizer, 110, 159, 161  
 chat. *See* MSN Messenger  
 closing programs. *See* programs  
 CodeWallet Pro, 6, 7, 109, 129  
 Command bar, 26

- CompactFlash card
  - about, 82, 95, **155**
  - connecting to mobile phone, 59
  - connectivity kit, 59
  - installing, 95
  - memory, 52, 78, 81, 82, 83, 84, 133, 137
  - modem, 58
  - NIC, 58
  - power usage, 14, 78, 80, 134
  - slot, 96
  - storing audio files on, 115
- connecting
  - by infrared, 55, 59
  - by LAN, 50
  - by mobile phone, 59
  - by modem, 58
  - by USB cradle, 53
  - closing a connection, 62
    - to a network, 139
    - to desktop PC, 53, 55
    - to Internet, 57, 60
    - to ISP, 60
    - to mail server, 69
    - to remote computer, 57
- contacting HP, 144
- Contacts
  - about, 5, 97, 101
  - adding notes to, 103
  - backing up, 3, 82, 83
  - categorizing, 103
  - creating, 102
  - customizing display of, 102
  - finding, 103
  - hot key, 18, 86, 88
  - sorting, 18
  - Summary Screen, 104
  - synchronizing, 48
  - viewing, 103
  - zooming, 142
- converting files, 51
- cover, 152
- cradle. *See* USB cradle
- customer service. *See* technical support

## D

- dc jack, 13, 54
- DHCP protocol, **155**
- dial-up connection, **155**
- direct connection, **155**
- display
  - Align Screen control panel, 4, 18, 22, 137
  - backlight, 4, 14, 19, 78, 79, 86, 136, 141
  - brightness, 4, 141
  - cleaning, 19
  - radiated interference, 20
  - troubleshooting, 136, 141
  - turning off, 17, 79, 115
  - turning on, 17, 19, 79
- DNS, **155**
- drawings
  - adding to book text, 119
  - creating, 39
  - resizing, 40
  - selecting, 40
  - zooming, 40
- drivers. *See* software drivers

## E

- eBooks. *See* Reader
- e-mail
  - adding recordings to, 41
  - composing messages, 73
  - connecting to mail server, 69, 70
  - deleting messages, 70
  - folder behavior, 75, 76
  - moving messages, 75
  - organizing messages, 75
  - reading messages, 71, 72, 73
  - receiving attachments, 72
  - sending messages, 68, 74
  - signatures, 32
  - synchronizing, 48, 69
  - working offline, 70
- EMusic.com, 115
- Exchange, 51, 68, 69, 74, 97, 120

---



## F,G

factory default settings, 133. *See* restoring factory defaults

File Explorer, 45, 92, 94, 137

files

- converting, 51
- transferring, 51

Find feature, 45

Flash ROM, 3, **157**

GSM file format, 43

## H

hardware buttons

- about, 16
- configuring, 90

hp backup. *See* backing up data

hp emergency backup. *See* backing up data

hp home menu, 4, 24, 90, 91, 92

hp home menu hot key, 18, 24

hp hot keys, 16, 18, 19, 88, 90

hp image viewer

- about, 4, 109
- adding images to a document, 128
- adding recordings to an image, 125
- Browse mode, 124, 125
- changing folders, 123
- file formats, 123
- sending images, 127, 128
- Slideshow mode, 126
- starting, 123
- View mode, 126

hp Jornada

- caring for, 19
- hardware features, 10
- package contents, 2
- registering, 20
- turning off, 16
- turning on, 16
- warranty, 147

hp Jornada User's Guide online version, 8

hp Microchai, 4

hp Pocket Camera, 4, 123, 124

hp quick menu, 4, 18

hp safe store folder, 3, 80, 81, 82, 83, 85, 94, 133

hp settings, 4, 79, 86, 87, 88, 136, 141

hp task switcher, 4, 19, 24, 25, 28, 81, 82, 83, 84, 132, 135

HPC Notes, 6

## I

images. *See* hp image viewer

IMAP4 protocol, 60, 69, 76, **155**

Inbox, 83

- about, 5

- connecting to mail server, 69

- My Text, 44

- setting up email service, 69

- synchronizing, 48, 69

infrared modem, 59

infrared port, 47, 51, 53, 55, 59, 80, 101, 127, 128, 138, **155**

Input panel, 30, 31, 110, **159**

installing programs. *See* programs

instant messages. *See* MSN

- Messenger

- interference, radiated, 20

Internet, **155**

Internet service provider. *See* ISP

intranet, 57, 63, **156**

IP protocol, **156**

IrDA protocol, 55, 59, **156**

ISP, **156**

- connecting to, 60

## L

LAN, 53, **156**

LED status indicator

- blinking amber, 17

- blinking green, 17

- solid amber, 16, 17, 41, 78

- solid green, 13, 16, 17, 78

Letter Recognizer, 30, 35

## M

mail. *See* e-mail

Media Player. *See* Windows Media Player

meeting requests, 100, 101

memory

- hp safe store folder, 80
- managing, 80, 81
- program, 80, 81
- storage, 42, 43, 67, 80, 81

Microsoft Exchange. *See* Exchange

Microsoft MSN Messenger. *See* MSN Messenger

Microsoft Outlook. *See* Outlook

Microsoft Passport. *See* Passport

Microsoft Pocket Excel. *See* Pocket Excel

Microsoft Pocket Internet Explorer.  
*See* Pocket Internet Explorer

Microsoft Pocket Outlook. *See* Pocket Outlook, Calendar, Contacts, Notes, Tasks, Inbox

Microsoft Pocket Word. *See* Pocket Word

Microsoft Reader. *See* Reader

mobile favorites

- and favorite links, 66
- creating, 66, 67
- reducing storage memory for, 67
- specifying level of links, 67, 68
- synchronizing, 66
- update schedule, 67
- viewing, 48, 65

mobile phone, 59

modem, **156**

- CompactFlash card, 58
- infrared, 59
- installing, 58

MP3 files, 5, 7, 114, 115

MSN Messenger

- about, 5, 120
- blocking contacts, 122
- chatting, 122
- contacts, 121
- instant messages, 61, 62
- My Text, 44
- setup, 120
- starting, 120

MusicMatch JukeBox, 7, 115

My Text, 44

## N

Navigation bar, 26

navigation pad, 19

network. *See* LAN

network interface card, 58, 60, 139, **156**

NIC. *See* network interface card

Notes

- about, 5, 97, 108
- adding to books, 119
- creating, 108
- drawing, 39
- inputting text, 30
- recording, 41
- writing on-screen, 35
- zooming, 141

notification button/LED, 17, 141

## O

OmniSolve, 6, 109, 128

online chat. *See* MSN Messenger

online Help, 2, 7, 8, 109, 128, 129

Outlook, 2, 7, 48, 51, 68, 69, 74, 75, 97, 100

owner information, 89

## P

partnership, 48, 51, 52, 134, 136, **156**

Passport, 120

password, 6, 60, 89, 112, 133, 139

PCM file format, 42

pictures. *See* hp image viewer

PIM (personal information manager), 3, 14, 50, 51, 52, 82, 83, 84, 85, 133, 136, **156**

Pocket Excel

- about, 5, 109, 111
- customizing display of, 112, 113
- file formats, 112
- opening spreadsheets, 112
- passwords, 112
- starting, 112
- synchronizing, 111
- templates, 112
- zooming, 112, 141

Pocket Internet Explorer, 5, 61, 62, 63, 66, 68, 93, 141

Pocket Outlook, 1, 48, 97, 100, 142

Pocket PC Companion CD, 2, 6, 7, 34, 48, 92, 95, 116, 129

**Pocket Word**

- about, 5, 109, 110
- drawing mode, 111
- file formats, 110
- opening documents, 110
- recording mode, 111
- starting, 110
- synchronizing, 110
- templates, 110
- typing mode, 110
- writing mode, 111
- zooming, 111, 141

POP3 protocol, 60, 69, 75, **156**

pop-up menus, 29

**power**

- about, 14
- ac adapter, 15, 80
- checking remaining, 79
- conserving, 78, 79, 88, 115
- loss of, 3, 14, 78, 83, 85
- low power indicator, 25
- Power control panel, 16, 79

power button, 16, 19, 79, 136, 141

PPP protocol, 138, **156**

**profile**

- hp display, 4, 18, 86
- hp volume, 4, 18, 86
- Loud, 87
- Low Power, 141
- Meeting, 87
- Outdoor, 141
- volume, 87

program memory, 80, 81

**programs**

- adding, 7, 92
- adding to Start menu, 92
- additional, 6
- closing, 81, 82
- for desktop PC, 7
- from hp, 3, 4
- from Microsoft, 5
- from third parties, 6, 109
- help for, 8
- installing, 6, 93, 137
- removing, 3, 81, 94
- switching, 24, 25, 26

proxy server, **156**

**R**

radiated interference, 20

RAM, **156**

**Reader**

- about, 116
- adding drawings to text, 119
- adding notes to text, 119
- annotations, 119
- bookmarks, 119
- copying text, 119
- getting books for, 116
- Guidebook, 116
- highlighting text, 119
- Library, 117
- removing a book, 119
- searching for text, 119
- secured content (UUID), 116
- starting, 116

record button, 17, 18, 88, 90

**recording**

- about, 41
- adding to a note, 41
- adding to an e-mail message, 41
- adding to images, 125
- creating, 41
- file formats, 42, 43
- in Pocket Word, 111
- playing back, 41
- starting, 17
- status indicator, 17, 41
- stopping, 17

removing programs. *See* programs

reset button, 132

resetting, 81, 132, 135, 136, 141, **157**

restoring data, 14, 48, 52, 82, 83, 84, 85, 86, 132, 133, 134, 136, 137, **157**

restoring factory defaults, 3, 83, 85, 86, 133, 137

**S**

screen. *See* display

serial connector, 51

SLIP protocol, **157**

SMTP protocol, **157**

soft keyboard, 30, 34, 110

software drivers

- about, **155**
- CompactFlash cards, 59, 95
- infrared, 55
- NIC, 58, 139
- portable keyboard, 6
- Software Product License Agreement, 149
- sounds
  - about, 4
  - choosing, 30
  - hp volume profile, 4, 86
  - turning off, 79
  - volume profiles, 87
- speaker. *See* sounds
- Start menu, 25, 92
- storage memory, 42, 43, 67, 80, 81, 94, 115
- suspend, 79
- switching programs. *See* programs
- synchronizing
  - about, 5, 7, 48, 49, 97, **157**
  - e-mail messages, 48, 69
  - Excel files, 48, 111
  - favorite links, 66
  - from a remote location, 50, 51
  - help for, 7
  - mobile favorites, 48, 66
  - Outlook, 48
  - schedule, 49, 67
  - starting, 49
  - status indicators, 28
  - troubleshooting, 139
  - Word files, 48, 110

## T

- Tasks
  - about, 5, 97
  - adding notes to, 106
  - alarm for, 30
  - backing up, 3, 82, 83
  - categorizing, 106
  - changing, 107
  - creating, 106
  - customizing display of, 105

- due date, 106
- hot key, 19
- start date, 106
- Summary Screen, 107
- synchronizing, 48
- zooming, 142
- technical support, 143
- temperature, operating, 20
- templates
  - Pocket Excel, 112
  - Pocket Word, 110
- Today screen, 8, 28, 79, 89
- to-do list. *See* Tasks
- touch screen *See also* display, **157**
- Transcriber, 30, 35
- transferring files, 51
- troubleshooting
  - basic problems, 134
  - connections, 8
  - display, 141
  - infrared, 138
  - network connections, 139
  - remote connections, 138
  - USB cradle, 140

## U-Z

- up/down control, 17
- USB, 53, 54, 140, **157**
- USB cradle, 2, 14, 47, 51, 53, 54, 78, **155**
- videos, 7, 114
- viewing images
  - at actual size, 126
  - in a slideshow, 126
  - in hp image viewer, 123
- voice notes. *See* recording
- volume. *See* sounds
- warranty
  - software, 149
- WAV files, 111
- Welcome Wizard, 9, 13, 134
- Windows Media Player, 5, 109, 114
- WMA files, 5, 7
- writing on the screen, 35