

# HP Jornada 820/820e Handheld PC

## User's Guide



**HEWLETT®  
PACKARD**

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# Welcome | 1

Congratulations on purchasing the Hewlett-Packard Jornada 820 or 820e Handheld PC (H/PC), a mobile device powered by the Microsoft® Windows® CE operating system. The size and capabilities of the HP Jornada 820/820e H/PC let you keep your most important business and personal information current and close at hand. Your HP Jornada supports the latest version of Microsoft Pocket Outlook, so you can check 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 the office. HP Jornada offers you the highest quality in performance and battery life as well as rich programs and utilities designed by Hewlett-Packard, making HP Jornada your powerful, reliable, mobile business partner.

If you are familiar with Microsoft Windows products and notebook PCs, you will notice that your HP Jornada has many of the same characteristics, making it easier for you to be productive quickly.

In this chapter, you will find:

- A list of the HP Jornada package contents
  - An introduction to HP Jornada features and a description of the advantages of using the HP Jornada
  - Instructions on how to care for your HP Jornada
-

## Opening the HP Jornada package

Your HP Jornada package includes the following items:

- HP Jornada 820 or 820e H/PC
- HP Jornada Standard Battery
- Two CR2032 coin-cell backup batteries
- AC adapter and power cable
- Sync cable
- HP Jornada Quick Start Guide—A guide to getting started with your HP Jornada quickly
- Desktop Software for Microsoft Windows CE compact disc—Includes Microsoft Windows CE Services as well as software and system updates for both your HP Jornada and desktop PC
- HP Jornada compact disc—Includes programs and utilities that add functionality to your HP Jornada
- Documentation pack—Includes this User's Guide and Regulatory Information Leaflet
- HP Jornada Accessory Guide—Includes information on accessories and products that can help you get the most from your HP Jornada

The following optional accessories (and their HP item numbers) also are available from Hewlett-Packard. Check the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld) for updates.

- Extended battery (F1276A)—Provides up to 15 hours of battery life.
  - Sync/AC cable (F1268A)—Integrated sync and AC cable allows convenient one-step connection to your desktop PC.
  - CompactFlash Card and adapter (4MB) (F1231A)—Adds storage memory.
-

- CompactFlash Card and adapter (10MB) (F1233A)—Adds storage memory.
- Parallel Printer Cable (F1274A)—Connects your HP Jornada directly to a PCL printer.
- Serial adapter (F1295A)—Allows you to connect to the 25-pin port on your desktop PC from the 9-pin connector on your sync cable.

## Using this guide

This User's Guide is designed to help you use your HP Jornada quickly and easily. Although great care has been taken to ensure the accuracy of procedures and screen art, some actual screens may be different than 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'll always have access to them, and you don't have to carry this guide when you travel. (For more information on using online Help, see the **Using Help on your HP Jornada** section in chapter 2.)

## Contents

This User's Guide includes the following chapters:

- **Chapter 1, Welcome**—Offers a quick overview of the HP Jornada package and this User's Guide.
  - **Chapter 2, Getting started**—Provides step-by-step instructions for installing the batteries, completing the Windows CE Welcome Wizard, and preparing to use your HP Jornada for the first time.
  - **Chapter 3, Accessing e-mail and the Web**—Describes how to connect to the Internet or to a corporate network and how to send and receive e-mail and browse the Web.
-

- **Chapter 4, Connecting to your desktop PC**—Provides all the information you need to install Windows CE Services on your desktop or notebook PC, transfer files, and synchronize Pocket Outlook data and e-mail messages.
  - **Chapter 5, Staying organized**—Explains how to use your HP Jornada to manage your calendar and address book and describes to-do lists, alarms, and reminders. Includes documentation on Pocket Outlook, Microsoft Voice Recorder, and the HP Jornada viewer application.
  - **Chapter 6, Getting down to business**—Describes the productivity programs included with your HP Jornada: Microsoft Pocket Office (Pocket Word, Pocket Excel, Pocket Access, and Pocket PowerPoint) and Microsoft InkWriter®, the HP Jornada backup and HP Jornada show applications, bFAX™ Pro and bFIND from bSquare™, and OmniSolve from LandWare.
  - **Chapter 7, Customizing your HP Jornada**—Details the many ways you can add functionality to your HP Jornada by installing additional software and programs and explains how you can customize your HP Jornada and the Windows CE operating system using Control Panel.
  - **Chapter 8, Troubleshooting**—Offers helpful tips and procedures to follow when things do not work quite as you expected.
  - **Appendix A, Ergonomic information**—Provides important information about repetitive strain injuries and how to use your HP Jornada safely and comfortably.
-

## Conventions

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.



Step-by-step instructions.



Helpful information related to the topic.

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## Finding information

This guide describes what is included with your HP Jornada, provides an overview of the programs included, and describes how to set up communications between your device and desktop PC and between your device and the Internet. The following table is a guide to the different types of information available to help you use your HP Jornada. Note that, although this book introduces the programs on your device, it does not describe them completely. For more information, see the comprehensive online Help for each program.

Information	Source
Programs	This User's Guide. —or— Online <b>Help</b> on your device. On the <b>Start</b> menu, click <b>Help</b> .
Synchronizing and exchanging files with a desktop PC (including information on connecting while traveling)	This User's Guide. —or— Online <b>Help</b> on your device. On the <b>Start</b> menu, click <b>Help</b> . —or— Windows CE Services online Help on your desktop PC. In the Mobile Devices window, click <b>Help</b> , and then click <b>Windows CE Services Help Topics</b> .
Toolbar buttons	Click and hold on a toolbar button to see its name. Drag off the toolbar button before lifting to avoid activating the button.
Troubleshooting information on connections	The Communications Troubleshooter on your desktop computer. In the Mobile Devices window, click <b>Help</b> , and then click <b>Communications Troubleshooter</b> .
Up-to-date information on Windows CE-based devices	The Microsoft Windows CE Web site at <a href="http://www.microsoft.com/windowscce">www.microsoft.com/windowscce</a> .
Information on this release of Windows CE	Readme.doc file (located in the Windows CE Services folder on your desktop PC).



The complete text of this User's Guide is also available on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld). 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).

## Learning about HP Jornada

Hewlett-Packard has taken mobile computing to new levels of compatibility and convenience. With HP Jornada, you'll notice many benefits that you would not find using other, similar computers. Your HP Jornada is:

- Ready to work when you need it, with up to 10 hours of battery life
- Simple to synchronize with your desktop PC
- Convenient to carry with you, weighing 1115 g (2.5 lb), including batteries
- Expandable with PC Card accessories, USB devices, or an external monitor
- Complete with a built-in modem (model 820 only)

HP Jornada makes mobile computing simple and easy. Several valuable features allow you to stay organized and in touch while you're on the road. For instance:

- The HP Jornada viewer application displays Pocket Outlook data at a glance, allowing you to navigate to or view the data you need immediately. You can even view notes attached to appointments.
- The HP Jornada dialup application allows fast and easy access to your e-mail and the Web, letting you work as if you were at your own desk.
- The HP Jornada backup application backs up information to a CompactFlash Card or PC Card, safeguarding against loss of data.

### Your HP Jornada programs

Your HP Jornada already includes the full suite of software that you need to function as a mobile professional.

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The programs listed below are installed in ROM and cannot be erased or removed.

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### Microsoft Pocket Office

On the **Start** menu, point to **Programs**, point to **Office**, and then click one of the following choices.

- **Pocket Word**—Take notes and compose documents, or transfer Microsoft Word files from your desktop PC to read and review while you're away from your office.
- **Pocket Excel**—View and edit price lists or financial forecasts on your HP Jornada, or fill out your expense form before you even land at the home office.
- **Pocket Access**—Take database information with you on the road, and fill in custom forms to update Microsoft Access databases when you return to your office.
- **Pocket PowerPoint**—Create professional presentations on your desktop, and then take them with you to show on your HP Jornada, or project them with a direct connection to an external monitor or VGA projector.

### Microsoft Pocket Outlook

On the **Start** menu, point to **Programs**, point to **Pocket Outlook**, and then click one of the following choices.

- **Calendar**—Never miss a meeting. Keep track of important dates and events or manage your schedule.
  - **Contacts**—Take your address book with you so that you always have access to names, addresses, and telephone numbers. If you update your HP Jornada contacts list, just synchronize with your desktop PC and your contacts will always be up to date.
  - **Inbox**—Send and receive e-mail messages and synchronize your HP Jornada Inbox with Microsoft Outlook or Microsoft Exchange on your desktop PC partner in a matter of minutes.
-

- **Tasks**—Keep track of to-do lists. Set an alarm or a reminder and HP Jornada will make sure you never forget a task!

#### Microsoft Pocket Internet Explorer

On the **Start** menu, point to **Programs** and then click **Internet Explorer**. Or, double-click the Internet Explorer desktop icon.

- Browse the Web from your HP Jornada or subscribe to channel content with this streamlined version of Microsoft Internet Explorer 4.0.1.

#### Communication

On the **Start** menu, point to **Programs**, point to **Communication**, and then click one of the following choices.

- **ActiveSync™**—Synchronize your HP Jornada with your desktop or notebook PC over a network or dial-up connection from a remote location.
  - **PC Link**—Establish the connection between your HP Jornada and desktop PC partner in a single click.
  - **Remote Networking**—Connect to a dial-up server, RAS account, or Internet service provider.
  - **Terminal**—Connect to online services that require VT-100 or TTY terminal emulation.
  - **bFAX Pro**—Send Word documents or typed notes and receive faxes with bFAX Pro from bSquare.
-

### Special HP applications

On the **Start** menu, point to **Programs**, point to **HP Applications**, and then click one of the following choices.

- HP Jornada viewer—Display Calendar, Task, and Contact information (Pocket Outlook) in as much detail as you need so you are always in control of your schedule. Month View, Week View, and Day View help you manage your calendar even more efficiently. (Also accessible through a desktop icon and through an HP hot key.)
- HP Jornada dialup—Get connected quickly and easily. Use this program to configure connections to the Internet and e-mail accounts or corporate network, and then dial in from a simple window on your desktop. (Also accessible through a desktop icon.)
- HP Jornada backup—Protect your valuable data even when you are away from your office by backing up your Contacts, Calendar, and Tasks data or your entire device to a CompactFlash or PC Card.

On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click one of the following choices.

- HP Jornada settings—Adjust screen controls and sound volume to suit any work environment. Also, view memory information and set and activate password protection.
  - HP Jornada show—View the contents of your HP Jornada display on any VGA-compatible monitor or projector so, you can give presentations or share your work with others.
  - HP Jornada touch pad—Scroll and point with this pad, which offers the same navigation as a mouse, using only your fingertip.
-

## Accessories

On the **Start** menu, point to **Accessories**, and then click one of the following choices.

- **InkWriter®**—Use the InkWriter to jot quick notes or to create sketches while in a meeting.
- **Microsoft Voice Recorder**—Record reminders or vital information when there is no time to type.
- **Calculator**—Perform simple calculations in an on-screen calculator, and then copy the results to any open document.
- **World Clock**—Keep track of the time anywhere in the world and display useful travel information for both your home city and a city you are visiting.
- **bFIND**—Search for a word or text string in any database, file, file name, or e-mail message stored on your HP Jornada.
- **OmniSolve**—Perform complex mathematical and business calculations with this full-featured calculator from LandWare.

## Games

- **Solitaire**—Pass the time at the airport, on the train, or during a not-so-interesting meeting or lecture with this classic favorite.
-

## Maintaining your HP Jornada

With proper maintenance, your HP Jornada will be a reliable desktop PC companion. Follow these tips to ensure long and trouble-free use.

### Cleaning the screen

Touching the HP Jornada screen with your hand will leave a trace of natural oil that may make it difficult to read the screen. To clean the screen, use a commercial glass cleaner sprayed on a soft cloth. Avoid spraying the screen directly.

### Dropping your HP Jornada

Dropping your HP Jornada can cause damage to delicate components such as the display. Accidental damage is not covered under the Hewlett-Packard express warranty.

### Avoiding radiated interference

Radiated interference from other electronic equipment may affect the appearance of the display and the modem function of the HP Jornada. Removing the HP Jornada from the source of the interference will return the modem function and display to normal.

### Avoiding high temperatures

Your HP Jornada is designed to operate at temperatures between 0 to 40 °C (32 to 104 °F) and to maintain data at temperatures between 0 to 55 °C (32 to 131 °F). Subjecting the device to temperatures higher than 55 °C (131 °F) 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.

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# Getting started | 2

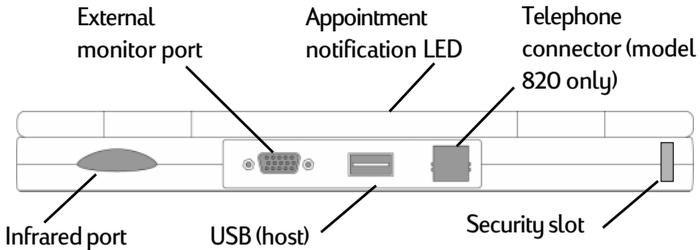
This chapter will help you start using your Hewlett-Packard Jornada 820 or 820e Handheld PC (H/PC). You will learn how to set up your HP Jornada, discover how to customize Microsoft® Windows® CE to work for you, and you will have a brief introduction to the Windows CE operating system. When you have finished 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 the hardware features of your HP Jornada
  - Install the main and backup batteries
  - Connect the AC adapter
  - Run the Windows CE Welcome Wizard
  - Put your HP Jornada to work for you
-

## HP Jornada hardware features

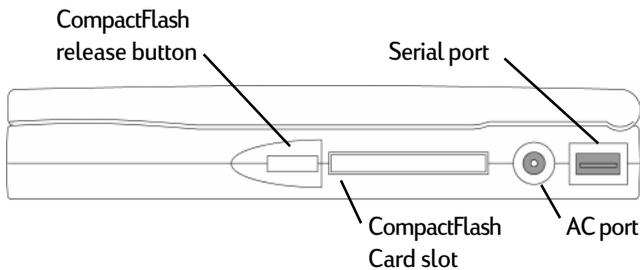
The views below will introduce you to the various connectors, ports, and other features of your HP Jornada.



This is the back view of the HP Jornada.

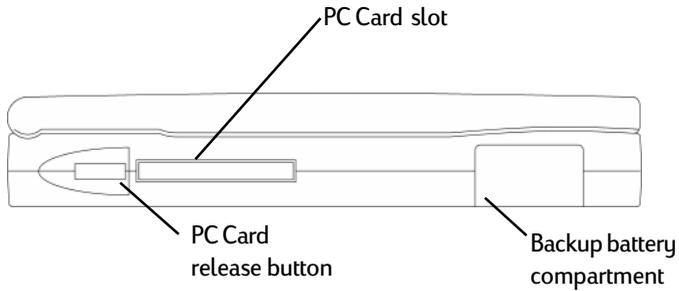
- **Infrared port (Fast IrDA-compliant transceiver)**—Enables you to send and receive files by infrared beam between your HP Jornada and another HP Jornada or palmtop PC, or between your HP Jornada and an infrared-equipped printer or desktop PC. (For more information, see the **Connecting by infrared** section in chapter 4.)
  - **External monitor port**—Allows you to connect your HP Jornada to a full-size VGA-compatible monitor or projector, so you can make business presentations anywhere, anytime. (For more information, see the **Using Microsoft Pocket PowerPoint** and **Using HP Jornada show** sections in chapter 6.)
  - **Appointment notification LED**—Notifies you of scheduled appointments, alarms, and preset reminders and allows you to turn off an alarm without opening your HP Jornada. (For more information, see the **Using Microsoft Pocket Outlook** section in chapter 5.)
  - **Universal Serial Bus (USB) host**—Allows you to connect a USB-compatible mouse, keyboard, or other plug-and-play peripherals. (For more information, see the **Adding peripherals** section in chapter 7.)
-

- **Telephone connector (RJ-11)**—Allows you to connect a phone line to your HP Jornada modem, keeping you in touch with the world. (For more information, see the **Connecting the phone line** section in chapter 3.)
- **Security slot**—Allows you to keep your HP Jornada safe with the connection of an optional Kensington security cable.



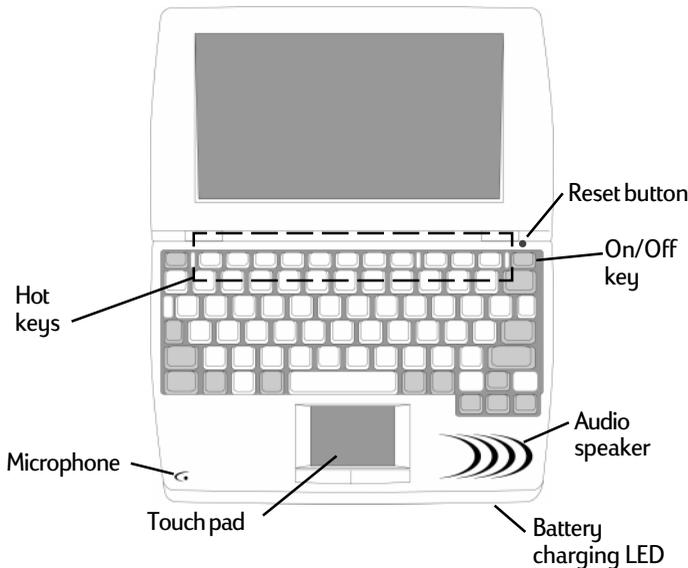
This is the right-side view of the HP Jornada.

- **CompactFlash Type II Card slot**—Enables you to add memory or use accessories on CompactFlash Cards. (For a list of recommended accessory cards, go to the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)
  - **CompactFlash release button**—Ejects a CompactFlash Card from the slot.
  - **AC port and AC power adapter**—Connect your HP Jornada to AC power anywhere in the world to charge the main battery or to connect to your desktop PC.
  - **Serial Port (RS-232C)**—Connect your HP Jornada to your desktop PC to transfer files, to synchronize Pocket Outlook data, or to connect your HP Jornada directly to a printer, external modem, or other device. (For more information, see the **Connecting for the first time** section in chapter 4.)
-



This is the left side view of the HP Jornada.

- **PC Card Type II Card slot**—Enables you to use PC Cards (also called PCMCIA Cards) to expand memory or to add functionality to your HP Jornada. (For a list of recommended PC Cards, go to the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)
  - **PC Card release button**—Ejects a PC Card from the slot.
  - **Backup battery compartment**—Holds two 3-V CR2032 coin-cell backup batteries.
-



This is the front view of the HP Jornada.

- **Audio speaker**—Plays system sounds or voice memos.
- **Microphone**—Allows you to record voice memos.
- **Reset button**—Quickly reinitializes the Windows CE operating system. (*Warning: When you reset your HP Jornada, you will lose all unsaved data in any open documents. See the **Resetting** section in chapter 8.*)
- **Keyboard**—Allows comfortable touch typing and includes embedded numeric keypad.
- **Touch pad**—Offers full customization for desktop navigation. (See the **Adjusting the HP Jornada touch pad** section in chapter 7.)
- **Battery charging LED**—Glows while the main battery is charging (when connected to AC power). Red indicates that the battery power is low, amber indicates that the battery power is at 90 percent of full power, and green indicates that the battery is fully charged.
- **HP Jornada hot keys**—Allow one-touch access to your favorite programs, folders, or documents. (See the **Using the HP Jornada hot keys** section in chapter 7.)



## Setting up your HP Jornada

Follow the steps below to start using your HP Jornada for the first time. As part of the setup process, you will install the batteries, turn on the device, and complete the Windows CE Welcome Wizard. To set up your HP Jornada, you will need your HP Jornada, the HP Jornada Standard Battery, the AC adapter and power cable, and the backup batteries.



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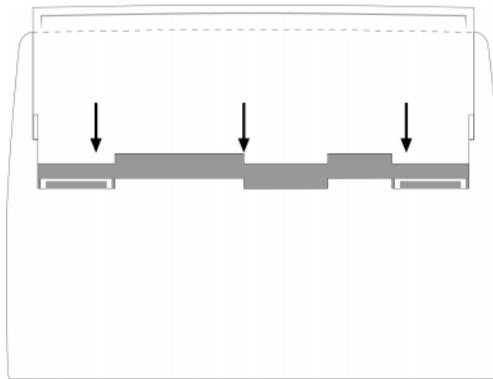
Follow the steps described below in the order they are presented. Do not install the backup batteries before installing the main battery.

---

### Installing the main battery

The HP Jornada Standard Battery provides power to your HP Jornada when it is not connected to AC power. Under normal operating conditions, the battery should provide power for up to 10 hours. Battery life will vary, however, depending on how you use your HP Jornada.

The main battery fits into the bottom of your HP Jornada, as shown in the diagram.



This bottom view of the HP Jornada shows how to insert the main battery.

---

## To install the main battery

1. Place your HP Jornada on a table or desk with the bottom of the device facing up. Be sure the unit is closed.
2. Place the main battery in the battery slot on the bottom of your HP Jornada. The leads on the battery should line up with the contacts on the bottom of the device.
3. Slide the battery toward the back of your HP Jornada until it snaps into place.



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After you install the main battery, your HP Jornada will turn on automatically. However, you should connect the AC adapter and install the backup batteries before using your device.

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The main battery should be partially charged already when removed from the box. However, you should charge the main battery fully before operating your HP Jornada on battery power. Charging the main battery takes approximately 3.5 to 5 hours.

When you replace the main battery, your new battery must be at least 30 percent charged before your HP Jornada will turn on.

When your HP Jornada is operating on battery power, the Power control panel displays the estimated time left on the main battery. After you disconnect from the AC power, it might take about 1 minute for the **Estimated Time Left** indicator to be updated.

## Connecting the AC adapter

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 voltages from 100 to 240 V, enabling connections to AC power anywhere in the world. When you

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Use the AC adapter to plug your HP Jornada into external power whenever possible, especially when connecting to a desktop PC, using a PC Card modem, NIC, or other peripheral, or letting the LED indicator flash for extended time periods.

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## Installing the backup batteries

The two CR2032 coin-cell backup batteries protect your data when the main battery runs out of power. The backup batteries do not provide enough power to operate your HP Jornada, but they will preserve your data while you replace the main battery or while you connect to AC power to recharge.

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To prevent loss of data, replace the backup batteries as soon as a warning message appears on your screen indicating that backup battery power is low. See the **Managing battery power** section in chapter 7.)

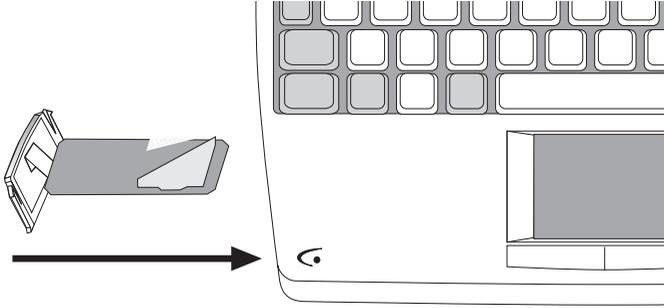
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### To install the backup batteries

1. Slide down the cover plate from the backup battery compartment on the left side of your HP Jornada (see diagram).
2. Remove the battery tray from the compartment by pulling the ribbon attached to the cover plate.
3. Place the two backup batteries in the tray with the positive side facing up.



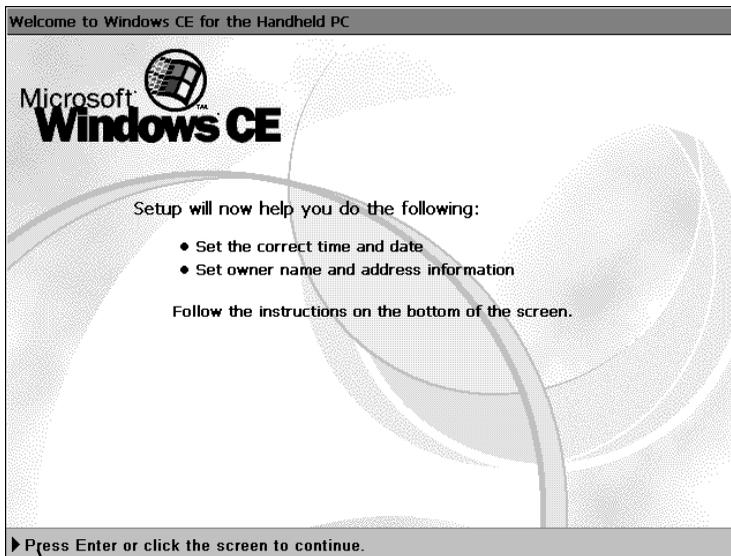


The sections below describe the steps of the Welcome Wizard. Follow the instructions displayed in the taskbar area at the bottom of your screen to complete the Welcome Wizard. When you have completed the Welcome Wizard, you will be ready to begin using your HP Jornada.

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To maximize battery life, minimize the brightness setting, and then adjust contrast to achieve readability.

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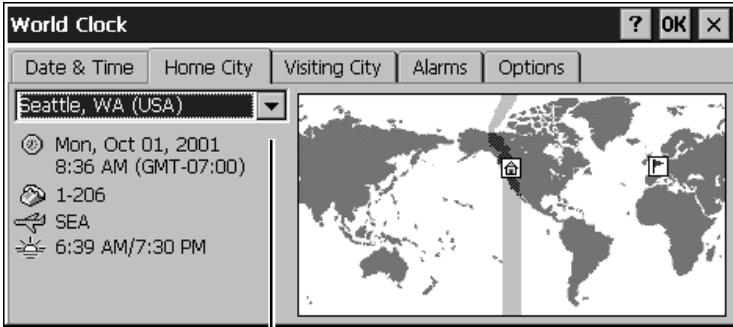
Follow the instructions in the taskbar to complete the Welcome Wizard.

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If your HP Jornada freezes during operation, you may need to perform a soft reset. To reset, use a pen or paperclip to press the red reset button (located just above the On/Off key). Your HP Jornada will restart automatically. Unsaved data in any open documents will be lost. For more information, see the **Resetting** section in chapter 8.

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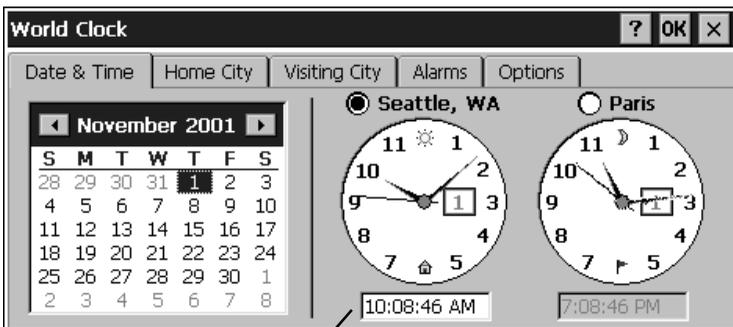




Select the city nearest your home from this list. World Clock displays regional information based on the selected city.

### Selecting your Home City

Windows CE bases its regional settings on the city you designate as your “Home City.” Click the city nearest your home in the drop-down list on the **Home City** tab. If your city is not listed, you can use the World Clock control panel to add it later. (See the **World Clock** topic in online Help.)



Type the current time here to set the clock.

## Setting the World Clock

Windows CE uses the system clock to monitor your alarms and appointments as well as to synchronize the most current files and calendars with your desktop PC. So make sure you set the correct time and date. Set the time by typing the current time in the box below the clock face or by dragging the hands on one of the clocks to the correct time. Set the date by clicking the current date on the calendar (click the  or  buttons to change day and month).

You can set the clock settings again later using the World Clock control panel. (See the **World Clock** topic in online Help.)

## Adding owner information

You can set Windows CE to display owner information, such as your name, address, and phone number. You can also type a note to be displayed; for example, you can offer a reward for the safe return of your HP Jornada. To display your owner information each time that you start your HP Jornada, select the **Display Owner Identification** check box under **At Power On**.

You can change the information you type here at any time by using the Owner Properties control panel. (See the **Settings** topic in online Help.)

## Using your HP Jornada

After you complete the Welcome Wizard, you can begin using your HP Jornada and its built-in programs.

## Welcome to Microsoft Windows CE

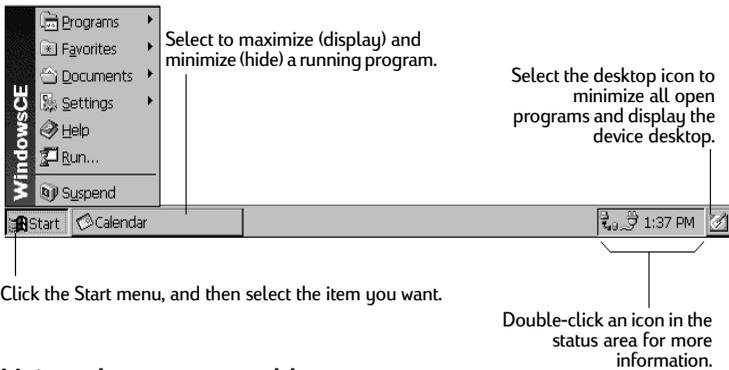
Congratulations on purchasing a mobile device powered by the Microsoft Windows CE operating system. The size and capabilities of your HP Jornada let you keep your most important business and personal information up to date and

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close at hand. Windows CE Services with ActiveSync™ increases the power of your HP Jornada by letting you synchronize the information on your desktop or notebook PC with your device.

## Using the Start menu and Taskbar

Use the **Start** menu to open settings, Help, recently used documents, and programs such as HP Applications. Just click **Start**, and then click the program or item you want to open. In addition to the **Start** menu, the taskbar contains buttons for the programs you have running, a status area, and a desktop icon.



## Using the command bars

Each program has a command bar located at the top of the program window. The command bar displays both menu names and toolbar buttons. Click the slider and drag to switch between displaying toolbar buttons only or menu names and toolbar buttons. You can drag the slider to display the buttons and menu names you want. You can also drag the slider down to move the toolbar buttons under the menus.



## Using Help on your HP Jornada

You can get Help for specific programs, including Windows CE, as follows:

- For detailed procedures and overview information about a program, on the **Start** menu, click **Help**, and then click the program name on the **Contents** tab.
- For Windows CE Help, click the **?** button in any program or dialog box where it appears.
- To learn the function of a specific button or control, click and hold on a toolbar button and its name will appear in a ToolTip. Drag off the toolbar button before lifting to avoid activating the button.

## Turning HP Jornada on and off

One of the most convenient features of Windows CE and HP Jornada is “instant on.” With instant on, there is no waiting for HP Jornada to start up or shut down; you can start working immediately by pressing the On/Off key on the upper right corner of the keyboard. When you are finished, turn off your HP Jornada by pressing the On/Off key or by clicking **Suspend** on the **Start** menu. Turning off your HP Jornada simply suspends operation. When you turn it on again, you can start working where you left off.

To conserve battery power, you can set HP Jornada to auto-suspend or to turn itself off after a preset period of continuous idle time. By default, your HP Jornada will auto-suspend after 3 minutes while running on battery power. (For more information on auto-suspend and tips for conserving battery power, see the **Managing battery power** section in chapter 7.)

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## Using the HP Jornada keyboard

To provide full functionality in a smaller size, the HP Jornada keyboard lets you accomplish common tasks with a few convenient key combinations:

- To turn the caps lock on or off, press and hold the Fn/AltGr key as you press the left  key. While the caps lock is on, the  symbol appears in the status area of the taskbar.
- To activate (or deactivate) the numeric keypad, press and hold the Fn/AltGr key as you press the  key. While the numeric keypad is activated, the  symbol appears in the status area of the taskbar.
- To type accented or international characters, press and hold the Fn/AltGr key as you press the key combination corresponding to the character (international versions only). International versions of the HP Jornada have slightly different keyboard layouts.



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You can also use the Keyboard control panel to adjust the how quickly characters repeat when you hold down a key. To open the Keyboard control panel, press  .

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## Using the HP Jornada settings control panel

The HP Jornada settings control panel gives you access to many useful controls. Use the HP Jornada settings control panel to:

- Adjust your screen brightness and contrast in different lighting conditions
  - Adjust speaker volume or quickly mute all sounds
  - Check the remaining battery power
  - Check the amount of system memory available
-

HP Jornada settings also enable you to save your preferred settings in a custom profile so that you can change all your options with a single click.

### To open the HP settings control panel

1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP settings**.

–or–

Press the HP Jornada settings hot key .



For more information about the HP Jornada settings application, see the **Using the HP settings application** section in chapter 7 or the **HP Jornada settings** topic in online Help.





# Accessing e-mail | 3 and the Web

With your HP Jornada Handheld PC (H/PC), you can keep in touch with your office, home, and clients through e-mail and the Internet. You can connect in myriad ways using your HP Jornada and various accessories. This chapter will guide you through the options best suited to your needs.

This chapter provides information that allows you to:

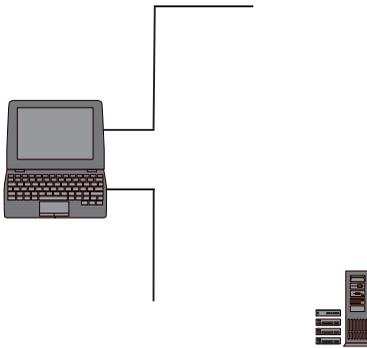
- Decide why and how you want to connect
  - Set up your HP Jornada to access personal e-mail and the Internet
  - Set up your HP Jornada to access corporate e-mail and your network or PC when you are away from the office (offsite)
  - Set up your HP Jornada to access corporate e-mail and network resources when you are in the office (onsite)
  - Set up additional connections with the HP Jornada dialup application or Remote Networking
  - Use your connections with Inbox and Microsoft® Pocket Internet Explorer
-

## Deciding how and why you want to connect

The method you use for sending and receiving your e-mail, browsing the Internet, and accessing other remote resources depends on your goals and situation. Do you:

- Need access to personal (non-corporate) e-mail and the Internet?
- Need access to corporate e-mail and network services when you are on the road or out of the office?
- Need access to corporate e-mail and network services when you are onsite at your company?
- Want access to your CompuServe™ mail?

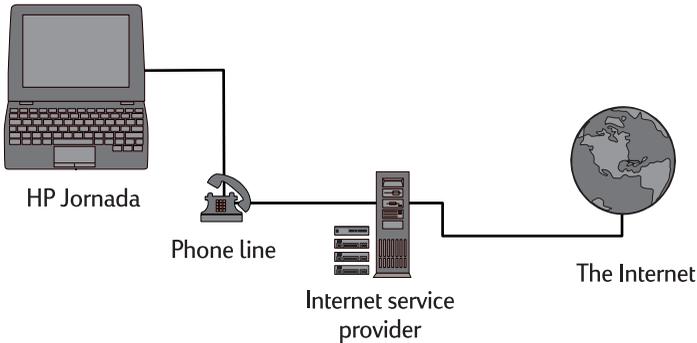
Your answers to these questions will help you determine which equipment you can use in combination with your HP Jornada to keep in touch online. The following illustration depicts the different solutions to your online needs.



Which connection options are right for you?

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## Accessing personal e-mail and the Internet



If you want e-mail and Internet service only (with no access to a company network), you will need:

- **An installed modem**—If you have the HP Jornada 820, you have an internal modem so you are ready to go. If you have the HP Jornada 820e, you can choose from a variety of available PC Card modems. (For more information about compatible PC Card modems, go to the HP Jornada Accessories page on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)
- **A PPP (Point-to-Point Protocol) or SLIP (Serial Line Internet Protocol) account**—An Internet service provider (ISP) will provide you with important information, such as a user name, password, dial-up phone number, server names, and so on.
- **A dial-up connection set up on your HP Jornada**—This step is made easier with the HP Jornada dialup application.
- **Access to a phone line**—You can connect to an analog phone line with your HP Jornada 820. Or, connect to the type of phone line supported by the PC Card modem you install in the HP Jornada 820e.

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If you use the HP Jornada 820, you must use an analog phone line to connect your modem; connecting to a digital phone line can damage your modem.

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## Installing and configuring a modem

The HP Jornada 820 has a built-in 56K V.90 modem for easy communication, so no installation is required. The HP Jornada 820e supports a variety of available PC Card modems. (For more information about compatible PC Card modems, go to the HP Jornada Accessories page on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).) Follow the manufacturer's instructions included with the PC Card modem to install and configure it for use with your HP Jornada.

## Getting an account with an Internet service provider

To access the Internet and e-mail, you will need to contact an ISP to set up a PPP account. SLIP accounts are offered by some ISPs instead of PPP accounts. Your HP Jornada supports the use of SLIP as well as PPP.

Your ISP will be able to give you all the configuration information you need to connect your HP Jornada to the Internet and e-mail service. Please be sure to note the following:

- Your account user name.
  - Your account password.
  - Phone number of your ISP's modem.
  - IP and DNS addresses, if necessary.
  - Your e-mail user name or ID. (This may be the same as the user name for your ISP account.)
  - Your e-mail password. (This may be the same as the password for your ISP account.)
  - The POP3 or IMAP4 host name of your ISP.
  - The SMTP host name of your ISP (if required by your ISP).
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## Setting up a dial-up connection to your ISP

After you have established an account with an ISP, you can set up a connection on your HP Jornada and connect to the Internet and your e-mail whenever you want. To make this configuration process easier, use the HP Jornada dialup application. The HP Jornada dialup application leads you through the process of configuring your connections, including:

- Setting up a connection to your ISP
- Setting up an e-mail service (if you choose E-mail Service as an option)
- Setting up a Web service (if you choose Web Service as an option)
- Setting up a location, a procedure that sets dialing options

The following sections describe the process that the HP Jornada dialup application will lead you through and the type of information you will need to provide.

### ISP connection

This portion of the program allows you to save and name your ISP connection configuration. You can have more than one connection configuration (for example, one connection to your corporate network and one to your personal ISP), so choose a connection name that will make it easy to determine which connection you want when you are ready to dial up. At this point, you will also complete the following tasks:

**Choose E-mail or Web Service**—You can choose one or both options. Most ISPs offer both e-mail and Web services.

**Choose Typical or Advanced setup**—Typical setup will automate most of the connection configuration by using default settings. Advanced setup allows you more control over setup options. Typical and Advanced setup options are offered at the beginning of each stage of the HP Jornada dialup configuration process: ISP service setup, E-mail Service setup, and Web Service setup.

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**Input ISP information**—This includes the information you collected from your ISP, such as the dial-up telephone number and IP, DNS, and WINS address settings. Many ISPs automatically (or, dynamically) assign both IP and DNS addresses. If your ISP does not assign these automatically, you should clear the **Server-assigned addresses** option and type the addresses.

When you enter the IP address, you can also choose to use SLIP if your ISP uses this protocol. PPP is the HP Jornada default protocol for this option, but SLIP is supported as well.




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You also have the option to choose software and IP header compression options. Ask your ISP if these options are recommended for your account.

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## E-mail Service

At this stage in the HP Jornada dialup process, you can input the following e-mail information:

**UserID and password**—The user name (UserID) and password you use to access your e-mail account may be the same as the user name and password you use to connect to your ISP. However, some ISPs assign a different name and password for this service.

**Service types**—Your ISP may use POP3 or IMAP4 for receiving mail. In addition to using IMAP4 or POP3, some ISPs use SMTP (Simple Mail Transfer Protocol) for sending messages. This is an optional setting; refer to your ISP to find out if this applies to your configuration.

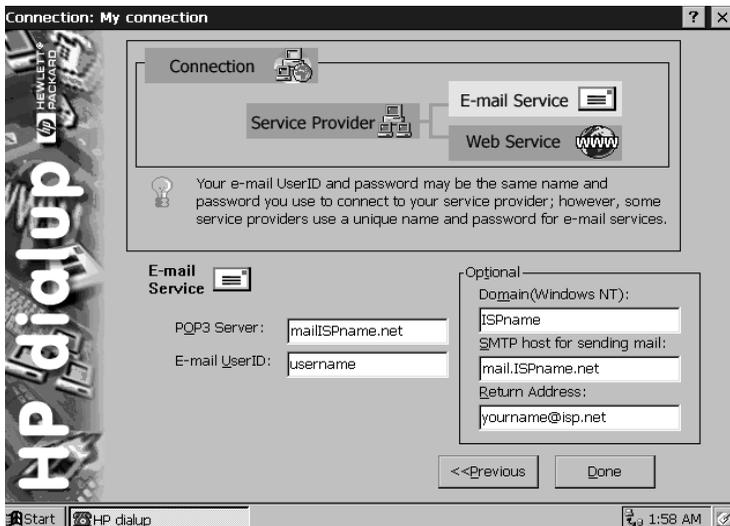
**Settings**—You can choose a variety of E-mail Service settings. If you are using POP3, you can ensure that your sent e-mail complies with MIME formatting (Multipurpose Internet Mail Extensions, a format that allows binary mes-

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sages, such as graphics and audio files, to be sent over the Internet). You can also set e-mail services to:

- Disconnect after actions are performed
- Check for new mail at specified intervals
- Display a message or sound an alarm when new mail arrives
- Only display messages from a specified number of recent days
- Get message headers only whenever you connect (for full download later)
- Get full copies of all messages and decide whether to download attachments when you connect.

The default options represent the settings used by many ISPs. If you are not sure, or you do not have guidance from your ISP, try the default settings.



Fill in your E-mail Service information.

## Web service information

The HP Jornada dialup application prompts you to select settings for Web services, such as your Home and Search pages, AutoDial and AutoDisconnect, plus Advanced options. Advanced options include security settings, caching (and cache size), and enabling cookies. You can also set a proxy server address, although this is not generally necessary for ISP connections.

**Home and Search pages**—Set addresses for your Home and Search pages using this option.

**AutoDial and AutoDisconnect**—These options allow HP Jornada to connect and disconnect automatically from your ISP when an application (such as the Inbox program or Pocket Internet Explorer) requires access. Remember that your device needs to be connected to the phone line before a connection is possible.

**Pocket Internet Explorer appearance**—Select the appropriate check box to show pictures, play sounds, or make the Web page fit onto your device screen. Making these adjustments can decrease or increase your Web browsing speed in some cases.

**Advanced settings**—Control some advanced Web service features with the HP Jornada dialup application. You can enable cookies and caching and set security levels with this option.

Advanced security settings include the option to select from two versions of SSL (Secure Socket Layer) or PCT (Private Communication Technology). These protocols maintain the security and integrity of the transmission channel by using encryption, authentication, and message-authentication codes.

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## Location information

Your location settings set your dialing options with respect to your dialing location. You will be able to save and name this group of settings as a profile so that you can choose among profiles when you dial up. For instance, you can create one connection profile for dialing from a hotel and another profile for dialing from your home.

After you collect the necessary information, you are ready to start the HP Jornada dialup application.

### To create your connection profile

1. Double-click the HP dialup icon on your HP Jornada desktop. The first dialog box appears.
2. Fill in the information requested in each screen.
3. When you are finished, click **Done**.



After you have completed this configuration process, you will be able to select the connection profile from the HP dialup window on your desktop.

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If you have already created one connection profile using the HP Jornada dialup application, you can add another by clicking **Edit** next to the **Connection** box in the HP dialup window. Then, click **Create New Connection**.

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## Connecting the phone line

After you have configured your connection to your ISP, you are ready to connect your phone line to your modem or device and then dial in. To connect to the phone line supported by your modem, follow the instructions provided by the manufacturer. To connect to an analog phone line, use the following procedure.

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## To connect an analog phone line to your HP Jornada

1. Connect the phone cord to the phone jack.
2. Connect the other end of the phone cord to the phone connector on the back of your HP Jornada or to your PC Card modem (following the instructions provided by your modem manufacturer).



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If you are unable to find an analog phone line, use the line dedicated to a fax machine. Fax machines use only analog lines.

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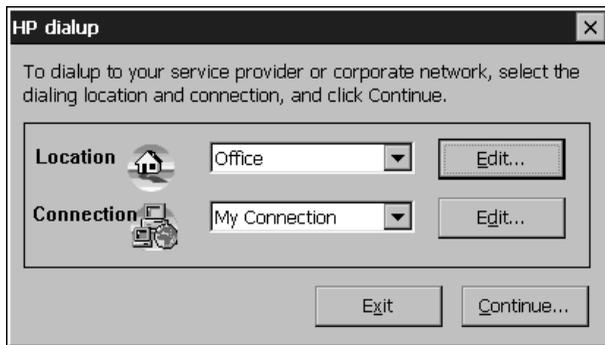
## Dialing in

When you are ready to dial in to your ISP, use the HP dialup window.



## To connect to your ISP

1. Double-click the HP dialup icon on your desktop. The HP dialup window appears.

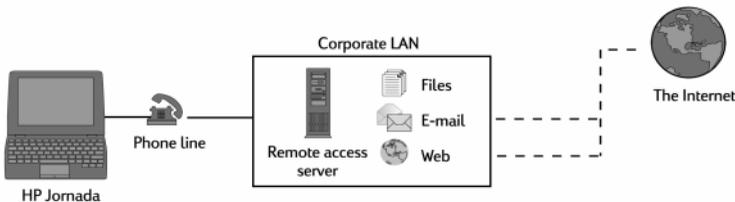


2. Select a location and a connection from the drop-down boxes, and then click **Continue**.
  3. In the **Dial** dialog box, confirm the user name and password you use to connect to your ISP, and select the modem you will use to dial the call.
-

4. Check the phone number, supply the prefix if necessary, and then click **Dial**. A progress message appears to tell you when you are connected to your network, and then an icon appears in the taskbar while you remain connected.
5. To disconnect, double-click the connection icon in the status area of the taskbar, and then click **Disconnect**.

After you are connected to your ISP, use the Inbox program to send and receive e-mail or use Pocket Internet Explorer to browse the Web. (For more information, see the **Sending, receiving, and processing your e-mail** and **Browsing the Web or your intranet with Pocket Internet Explorer** sections in this chapter.)

## Connecting to corporate e-mail and network from offsite



If you want access to corporate e-mail and Internet services when you are offsite, you will need:

- **An installed modem**—If you have the HP Jornada 820, you have an internal modem, and you are ready to go. If you have the HP Jornada 820e, you can choose from a variety of available PC Card modems. (For more information about compatible PC Card modems, go to the HP Jornada Accessories page on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)

- **An account with your corporate network set for dialing in to your network server**—Your network administrator can provide you with important information, such as a user name, password, dial-up phone number(s), server names, and so on.
- **A dial-up connection set up on your HP Jornada**—This step is made easier with the HP Jornada dialup application, included on your HP Jornada.
- **Access to a phone line**—You can connect to an analog phone line with your HP Jornada 820. Or, connect to the phone line supported by your PC Card modem if you have the HP Jornada 820e.



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If you use the HP Jornada 820 (with built-in modem), you must use an analog phone line to connect your modem. Connecting to a digital phone line can damage your modem.

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## Installing and configuring a modem

The HP Jornada 820 has a built-in 56K V.90 modem for easy communication, so no installation is required. The HP Jornada 820e supports a variety of available PC Card modems. (For more information about compatible PC Card modems, go to the HP Jornada Accessories page on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).) To install and configure a PC Card modem for use with your HP Jornada, follow the manufacturer's instructions .

## Establishing a network dial-up account

Before you can log on to your network using a modem, you must establish a network account with your network administrator. Most likely, you will dial in to a server that has a modem installed to receive your call. The information you need for this connection is similar to the information needed to connect to the Internet through an ISP:

- Your account user name
  - Your account password
-

- Phone number of network server modem
- IP, DNS, and WINS addresses, if necessary
- Your e-mail user name or ID (This may be the same as your user name.)
- Your e-mail password (This may be the same as your user password.)
- The network POP3 or IMAP4 host name
- The network SMTP host name (if required)

## Setting up a remote connection to your network

When you are connecting to your network, you can use the HP Jornada dialup application to create a connection for you. Once you have set up an account with your network administrator, you need to set up a connection on your HP Jornada so that you can connect to your network, e-mail, and intranet (possibly including the Internet) whenever you want to. The HP Jornada application leads you through the process of configuring for your connections, including:

- Setting up a connection to your network.
- Setting up an e-mail service (if you choose E-mail Service as an option).
- Setting up a Web service (if you choose Web Service as an option). In this case, the Web may be your corporate intranet or the Web.
- Setting up a location, which sets dialing options.

You will have the opportunity to set the following options during the configuration process.

## Service provider connection

This portion of the program allows you to name and save your network connection configuration. You can have more than one connection created (for instance, if you want to connect to your corporate network resources as well as a personal ISP). So, naming the connections will help you know which connection you want to choose when you are

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ready to dial up. At this time, you will also complete the following tasks:

**Choose E-mail or Web Service**—You can choose one or both options. Your network administrator can tell you which options are available to you.

**Choose Typical or Advanced setup**—Typical setup will automate most of the connection configuration by using default settings. Advanced setup allows you more control over setup options. Typical and Advanced setup options are offered at the beginning of each stage of the setup process: Service Provider (in this case, your network administrator), E-mail Service, and Web Service.

**Input Service Provider information**—This includes information provided by your network administrator, such as the dial-up telephone number and IP, DNS, and WINS address settings. Many networks automatically (or, dynamically) set both IP and DNS addresses. If your network does not assign these automatically, you should clear the **Server-assigned addresses** option and type the addresses.

When you set the IP address, you can also choose to use SLIP (Serial Line Internet Protocol) if your network uses this protocol. PPP (Point-to-Point Protocol) is the HP Jornada setup default protocol, but SLIP is supported as well. If you have a SLIP account, select the **Use SLIP** check box during the IP setup portion of the HP Jornada dialup configuration process.



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You also have the option to choose software and IP header compression options. Ask your network administrator if these options are recommended for your account.

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## E-mail Service

At this stage in the process, you can input the following e-mail information:

**UserID and password**—The user name (UserID) and password you use to access your e-mail account may be the same as the user name and password you use to log on to your network. However, sometimes another name and password are used for this service.

**Service types**—Your network may use POP3 or IMAP4 protocol for receiving mail. Networks use another protocol for sending messages, called SMTP (Simple Mail Transfer Protocol). Some networks may require you to enter SMTP server information. Refer to your network administrator to find out if this requirement applies to your configuration.

**Settings**—You can choose a variety of E-mail Service settings. You can ensure that your sent e-mail complies with MIME formatting (Multipurpose Internet Mail Extensions, a format that allows binary messages, such as graphics and audio files, to be sent over the Internet). You can also set e-mail services to:

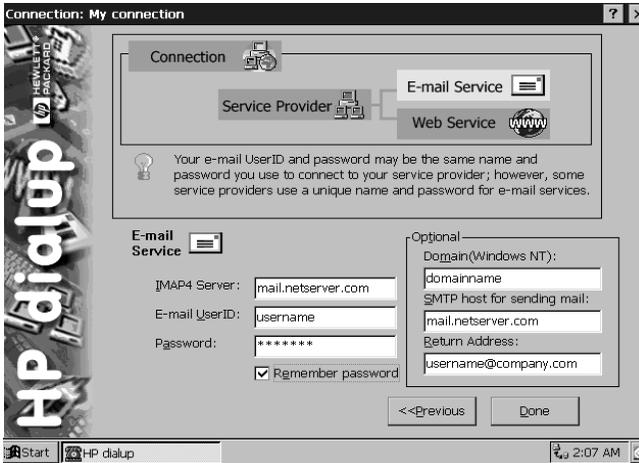
- Disconnect after actions are performed
- Check for new mail at specified intervals
- Display a message or sound an alarm when new mail arrives
- Only display messages from a specified number of recent days
- Get message headers only when you connect (for full download later)
- Get full copies of all messages and decide whether to download attachments when you connect

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The default options offer the settings used by many service providers. If you are not sure which settings to use, or you do not have guidance from your network administrator, try the default settings.

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Fill in your E-mail Service information.

## Web service information

This portion of the HP Jornada dialup application configures Web service information, such as your Home and Search pages, AutoDial and Auto Disconnect, plus Advanced options. Advanced options include enabling cookies, caching (and cache size), and security settings. You can also set a proxy server address. Check with your network administrator to see if this applies to your settings.

**Home and Search pages**—Set addresses for your Home and Search pages using this option.

**AutoDial and AutoDisconnect**—These options allow HP Jornada to connect and disconnect automatically from your ISP when an application (such as the Inbox program or Pocket Internet Explorer) requires access. Remember that your device needs to be connected to the phone line before a connection is possible.

**Pocket Internet Explorer appearance**—Select the appropriate check box to show pictures, play sounds, or make the Web page fit in your device screen. Making these adjustments can decrease or increase your Web browsing speed in some cases.

**Advanced settings**—Control some advanced Web service features with the HP Jornada dialup application. You can enable cookies and caching and set security levels with this option.

Advanced security settings include the option to select from two versions of SSL (Secure Socket Layer) or PCT (Private Communication Technology). These protocols maintain the security and integrity of the transmission channel by using encryption, authentication, and message-authentication codes.

## Location information

Your location settings set your dialing options with respect to your dialing location. These settings include the city and state/province you are dialing from, country code, area code, plus other dialing options. You will also be able to save and name this group of settings as a profile so that you can choose among more than one profile when you dial up. For instance, you can create one connection profile for dialing from a hotel and another profile for dialing from your home.

After you collect the necessary information, you are ready to start the HP Jornada dialup application.

### To create your connection profile

1. Double-click the HP dialup icon on your HP Jornada desktop.
2. Fill in the information requested in each screen.
3. When you are finished, click **Done**.



After you complete this configuration process, you can click the connection profile in the HP dialup window on your desktop.

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If you have already created one connection profile using the HP Jornada dialup application, you can add another by clicking **Edit** next to the **Connection** box in the HP dialup window. Then, click **Create New Connection**.

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## Connecting the phone line

After you have configured a connection to your network, you are ready to connect the phone line to your modem or HP Jornada and then to dial in. To connect to types of phone lines supported by your modem, follow the instructions provided by your modem manufacturer. To connect to an analog phone line, use this procedure.



### To connect the phone line to your HP Jornada

1. Connect the phone cord to the phone jack.
2. Connect the other end of the phone cord to the phone connector on the back of your HP Jornada or to your PC Card modem (following the instructions provided by your modem manufacturer).

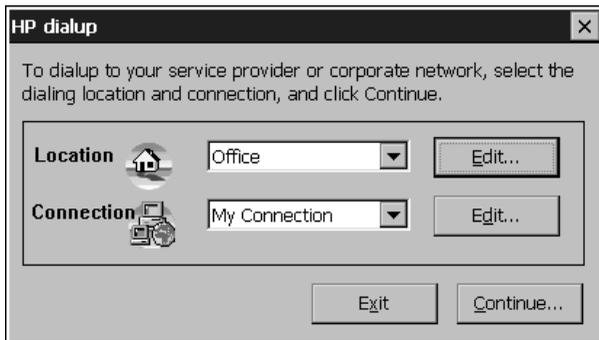
## Dialing in

Use the HP Jornada dialup application to dial in to your network.



### To connect to your network

1. Double-click the HP dialup icon on your desktop. The HP dialup window appears.

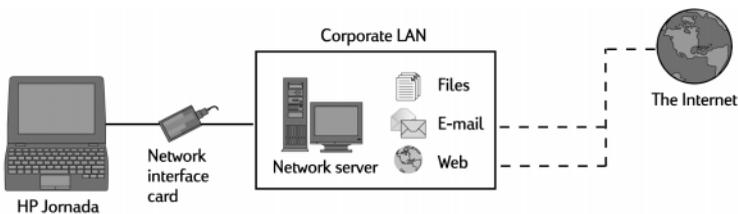


2. Select a location and a connection from the drop-down boxes, and then click **Continue**.
3. In the **Dial** window, confirm the user name and password you use to log on to your network, and select the modem you will use to dial the call.
4. Check the phone number, and then click **Dial**. A progress message appears to tell you when you are connected to your network, and then an icon appears in the taskbar while you remain connected.
5. To disconnect, double-click the connection icon in the status area of the taskbar, and then click **Disconnect**.



After you are connected to your network, you may use the Inbox program to send and receive e-mail or use Pocket Internet Explorer to browse your corporate intranet or the Web. For more information, refer to the **Sending, receiving, and processing your e-mail** and **Browsing the Web or your intranet with Pocket Internet Explorer** sections in this chapter.

## Connecting to corporate e-mail and network resources onsite



If you want corporate e-mail and Internet service only (with no access offsite), you will need:

- **An installed network interface card (NIC)**—You will need an NIC that is properly configured with the IP address of your DNS and WINS servers (your network administrator can give you this information).

- **An account with your corporate network**—Your network administrator will give you important information, including an IP address for your HP Jornada, if it is not dynamically assigned
- **A network (LAN) connection**—This includes the physical connection to your LAN.

## Installing the network interface card

Before you can connect directly to a network, you must install an NIC and properly configure it with the IP address of your DNS and WINS servers (check with your network administrator for this information).

You must use an NIC to connect your HP Jornada directly to a LAN. NICs are available from several manufacturers as PC Card accessories. (For a list of recommended PC Card NICs, go to the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).) Install the PC Card NIC in the PC Card slot on your HP Jornada, and then attach the network cable according to the instructions provided by your card manufacturer.

In addition to the PC Card NIC, you will need to install the appropriate driver software to configure the NIC. Drivers for Proxim 7400 and Socket LP-E LAN cards are included on the HP Jornada. Drivers for other cards must be obtained from the card manufacturer. Install software drivers as you would any other third-party program. (For more information, see the **Installing programs** section in chapter 7.)

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## Establishing an account or guest privileges on the network

Contact your network administrator to set up an account or guest privileges on the network. The network administrator will give you the information you need to log on to the network just as you do with your desktop PC, including user name, password, domain name, and IP address (if applicable).

Use the Network control panel to configure the NIC using the information your network administrator has provided to you.

### To configure the NIC

1. On the **Start** menu, point to **Settings**, and then click **Control Panel**.
2. Double-click the Network icon. The **Network Configuration** dialog box appears.
3. On the **Adapters** tab, select the driver or adapter, and then click **Properties**. Check with your network administrator if do not know which settings to use.
4. On the **Identification** tab, enter your user name, password, and domain name. This information will be saved, so you will not have to type it every time you connect to a network resource.



## Connecting the network cable and logging on

The final step before you can log on to the network is to connect your NIC to the network cable. Follow the manufacturer's instructions included with your PC Card and contact your network administrator for further assistance. Now, you can log on just as you do from your desktop PC.

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## To log on to the network with your HP Jornada

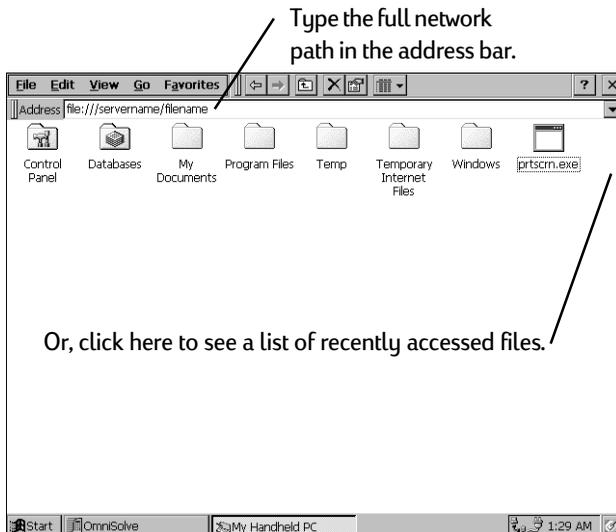
1. Plug the NIC into the PC Card slot on your HP Jornada. The network will establish a connection automatically.

After you have connected your HP Jornada to the network, you can access a file on a network file server by typing the complete path to the file in the Windows CE address bar.



## To access a file on a network

1. On the **Start** menu, point to **Programs**, and then click **Windows Explorer**.
2. Be sure the address bar is visible—on the **View** menu, be sure a check mark appears next to **Address Bar**.
3. In the address bar, type the full network path to the file you want to open, using the format file:///servername/share/filename.



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Windows Explorer keeps a list of the most recently used Internet and network resources, so you do not have to type the path each time. Select a network path or URL from the drop-down list.

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## Creating and modifying connections

You may set up more than one connection using the HP Jornada dialup application; for example, you may create separate connections for access to your personal e-mail and for network access. After you have set up the first e-mail/Internet or network connection, use the HP Jornada dialup application to create another connection. You can also use the HP Jornada dialup application to modify existing connections; for instance, you may want to change the dial-up phone number or the dialing location.

### To create an additional connection or location

1. Double-click the HP dialup icon on your desktop. The HP dialup window appears.
  2. Click **Edit** next to the **Connection** or **Location** box.
  3. In the **Connections** or **Locations** dialog box, click **Create New Connection** or **Create New Location**. The dialog boxes will appear just as they did when you created the first connection.
  4. Fill in the necessary information, according to the type of connection or location you wish to make. (Refer to sections earlier in the chapter.)
  5. When you are finished, click **Done**. Your new connection or location will appear in the HP dialup window.
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Use HP dialup to modify connections you have set up with HP dialup, and use Remote Networking to modify connections you have set up with Remote Networking. If you change an HP dialup connection using Remote Networking, the registry is saved incorrectly, and the connection can no longer be used.

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### To modify an existing connection or location

1. Double-click the HP dialup icon on your desktop.
2. Select the location or connection that you want to modify from the drop-down lists.
3. Click **Edit**.
4. In the **Connection** or **Location** dialog box, click **Modify**.
5. Make the modifications you want, and then click **Done** to save your changes.

## Creating connections without the HP Jornada dialup application

You can also create connections to your Internet service provider (ISP) or network by configuring the necessary programs manually. Before you can dial up, you will need:

- **An installed modem**—If you have the HP Jornada 820, you have an internal modem so you are ready to go. If you have the HP Jornada 820e, you can choose from a variety of available PC Card modems. (For more information about compatible PC Card modems, go to the HP Jornada Accessories page on the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)

- **A PPP, SLIP, or corporate account**—Set up an account with an ISP or your corporate network administrator (for remote access to your corporate network). Gather the same service provider information that is described in the previous sections in this chapter.
- **A Remote Networking connection**—You will need to set up a Remote Networking connection as described in this section.
- **Dialing patterns and dialing locations**—You will need to set these options manually in Remote Networking.
- **Inbox program and Web services**—For more information, see sections on the **Using Inbox** and **Browsing the Web or your intranet with Pocket Internet Explorer** sections later in this chapter.
- **Access to a phone line**—You can connect to an analog phone line with your HP Jornada 820. Or, connect to the type of phone line supported by the PC Card modem you installed in the HP Jornada 820e.

### To set up a Remote Networking connection

1. If your HP Jornada does not have a built-in modem, install a PC Card modem.
2. Get the following information from your service provider (ISP or network administrator): dial-up access telephone number, user name, password, and domain name.
3. On the **Start** menu, point to **Programs**, point to **Communication**, and then click **Remote Networking**.
4. Double-click the Make New Connection icon. The **Make New Connection** dialog box appears.
5. Enter a name for the connection, such as “Corporate Dial-Up,” click **Dial-Up Connection**, and then click **Next**.



6. Select your modem type from the list. You should not need to change settings in the **Configure** or **TCP/IP Settings** dialog boxes. When you are finished, click **Next**.
7. Enter the access phone number and click **Finish**.

Once you have created the dial-up connection, simply double-click the connection, enter your user name, password, and domain, and click **Connect** any time you want to connect.

Once connected, you can use Pocket Internet Explorer to visit Web pages and the Inbox program to send and receive e-mail. Before you can use the Inbox program, you need to provide the information it needs to communicate with the mail server. See the **Using Inbox** section later in this chapter.




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To set a dialing location for a Remote Networking connection, double-click the icon for the connection in the Remote Networking folder. In the **Dial-up Connection** dialog box, click **Dial Properties**, and then fill in the information as you would for a network or ISP connection using the HP Jornada dialup application.

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## Using your connections

Now that you have set up for the connection that best meets your needs, you are ready to use that connection for e-mailing or browsing the Web, or receiving your CompuServe mail.

### Using Inbox

You can use the Inbox program to send and receive e-mail over the Internet with your HP Jornada. You can also exchange e-mail over your company's intranet, either by remote dial-up (using your modem) or by direct connection (with an NIC). Using Windows CE Services, you can synchronize information in Microsoft Outlook, Microsoft

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Schedule+, or Microsoft Exchange on your desktop computer with your HP Jornada. Each time you synchronize, Windows CE Services compares the changes you made on your HP Jornada and desktop PC and updates both computers, including changes to the messages in your Inbox. For more information, see chapter 4, **Connecting to your desktop PC**.

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The HP Jornada dialup application automatically sets up an Inbox service for you. However, you can also set up Inbox services from within the Inbox program.

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### To set up e-mail service (Internet Mail)

1. Get the following information from your ISP or network administrator: POP3 or IMAP4 server name, SMTP host name, user name, password, and domain name (for network connections only).
2. On the **Start** menu, point to **Programs**, and then point to **Pocket Outlook**. Click **Inbox**.
3. In Inbox, on the **Services** menu, click **Options**.
4. On the **Services** tab, click **Add**.
5. Choose **IMAP4 Mail** or **POP3 Mail**, enter a name for the connection, and then click **OK**.
6. In the **Mail Service Definition** dialog box, enter the information from step 1. In **Connection**, choose the remote connection you want to use. (If you are receiving e-mail through a network connection, click **Network Connection**.)




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If you have not created a connection, click **Create new connection**, double-click the Make New Connection icon, and follow the instructions in the wizard. When finished, click **Inbox** on the Taskbar and continue setting up the Inbox.

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7. In the **Mail General Preferences** dialog box, select the desired options.
8. In the **Mail Inbox Preferences** dialog box, select the desired options.
9. In **When Getting Messages**, choose how you want messages downloaded by default. Choosing **Get full copy of messages** will take up more storage space on your HP Jornada. Choosing **Only synchronize Inbox folder hierarchy** (IMAP4 only) will speed up the time it takes to download your messages.
10. In **When Getting Full Copy**, choose whether you want to download file attachments and meeting requests when you get full copies of messages. This setting applies whether you have chosen to download full copies of messages by default or to selectively download full copies of messages by opening the message and clicking the **Get Full Copy** button. In addition, if you want to receive meeting requests, your Exchange Server administrator must enable support for Rich Text Format for your account.

For more information about Inbox settings, see the **Inbox settings** section later in this chapter.

## Sending, receiving, and processing your e-mail

You can send and receive e-mail over the Internet with Inbox. All you have to do is configure a connection to your ISP or corporate network (with HP Jornada dialup application or Remote Networking) and set up an e-mail service (either with the HP Jornada dialup application or within the Inbox program itself). You can connect to your ISP or network from within Inbox.

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## To connect to your service provider from Inbox

1. On the **Services** menu, click the connection you would like to dial.
2. Click **Connect**.
3. Type in your user name, password, and domain name, if necessary.
4. Click **Dial Properties** if you need to modify or choose a different location.
5. Click **Connect**. A message will appear to show you the status of your connection. When your connection is established, you can send and receive mail.




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You can connect to your e-mail account and download messages to your HP Jornada even if your desktop PC (partner) e-mail service is not Outlook or Exchange (for instance, if your e-mail service is Lotus Notes). However, you can only synchronize with your desktop PC mail if your desktop PC uses Outlook or Exchange mail client.

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### Inbox settings

When you connect to the mail server, the messages on your device and mail server are synchronized: new messages are downloaded to the HP Jornada Inbox folder, messages in the HP Jornada Outbox folder are sent, and messages that have been deleted on the server are removed from your Inbox. If you read a message and decide that you need the full copy, click the **Get Full Copy** button on the Inbox toolbar.

You can set Inbox to download all your messages or only new message headers to the Inbox folder. Downloading only the message headers saves space on your HP Jornada. The original messages remain on the mail server. Then, you can select messages that you want to read and download those messages the next time you connect. Icons on the Inbox message list indicate message status. You can specify

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a line limit for messages that you download. To set these and other preferences, on the **Services** menu, click **Options**, select the service you want to modify, and then click **Properties**.

### Attachments

When you send an attached file, such as a Pocket Word file, be sure the recipient can read the file type you are sending. Pocket Word files (.pwd) can only be read by other Windows CE devices such as the HP Jornada. You can choose to save the file as .txt or .rtf if you are unsure, or you can choose to save the file as a Word file (.doc). For more information about reading and sending e-mail attachments, see online Help.

If you choose to download attachments to messages, you can read them or save them on your HP Jornada or storage device. You can save attachments automatically to a storage card.



### To save attachments automatically to a storage card

1. On **Services** menu, click **Options**.
2. On the **Storage** tab, select the **Extended Storage Card** radio button. Click **OK**.

### Message deletion

When you delete messages from your HP Jornada while you are still connected to your service provider, the messages will be deleted from the server as well. If you delete the message after you disconnect, the message will be deleted from the server the next time you connect. See online Help for more information.

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### Synchronization with your desktop PC

You can synchronize your HP Jornada e-mail with the e-mail program (Outlook or Exchange) on your desktop PC partner. When you synchronize:

- Messages are copied from the Inbox folder on your desktop computer to the Inbox folder on your HP Jornada (by default, no attachments will be copied).
- Messages on the two computers are linked. So, for instance, if you delete a message on your HP Jornada, it will also be deleted on your desktop PC the next time you synchronize.
- Messages in the Outbox folder on your HP Jornada are transferred to the Outbox on your desktop PC and then sent from that program.

If you want to synchronize your e-mail, you must connect to your desktop PC partner. In the Mobile Devices window, choose **ActiveSync Options** from the **Tools** menu, and then click **Message**. For more information about synchronizing, see the **Connecting to your desktop PC** section in chapter 4.

### Browsing the Web or your intranet with Pocket Internet Explorer

You can use Pocket Internet Explorer to browse the Web or your corporate intranet with your HP Jornada. Pocket Internet Explorer allows you to view Web sites in their entirety directly on your HP Jornada. After you have set up an online connection with your ISP or your network account, you are ready to dial up and start browsing the Web or your intranet. You can set Pocket Internet Explorer to automatically dial a connection you create whenever you use Pocket Internet Explorer.

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If you did not use the HP Jornada dialup application to create your ISP or network connection, you must set up a Remote Networking account first. (See the **Creating connections without the HP Jornada dialup application** section in this chapter.) Then, set up **Options** in Pocket Internet Explorer.

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The HP Jornada dialup application automatically updates the Pocket Internet Explorer settings. However, any changes you make within Pocket Internet Explorer will not be reflected in the HP Jornada dialup box that you use to connect to your service provider. You must make these changes with the HP Jornada dialup application.



### To set or edit connection information in Pocket Internet Explorer

1. In Pocket Internet Explorer, on the **View** menu, click **Options**.
2. In the **Options** dialog box, on the **AutoDial** tab, click **AutoDial**.
3. Choose the remote dial-up connection to be used.
4. Click **Auto Disconnect** if you wish to disconnect automatically from the Internet after a specified period of idle time.
5. Use the other **Options** tabs to set information such as **Appearance**, **Default Pages**, **Proxy Server**, and **Advanced features**.
6. When you are finished, click **OK** to save the changes.

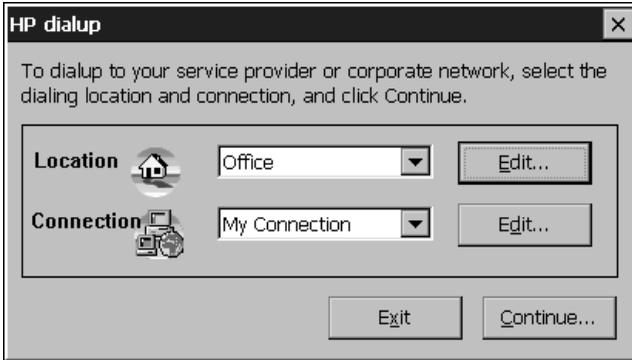
If you set up AutoDial in Pocket Internet Explorer, you can connect to the Internet simply by starting the program and entering the address of a Web site. (Be sure your phone line is connected properly first.) If you prefer to dial up independently of Pocket Internet Explorer, you may want to clear the **AutoDial** option. To connect with the HP Jornada

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dialup application, use the following procedure.

### To browse the Web or your intranet

1. Double-click the HP dialup icon on your desktop.



2. In the HP dialup window, select a location and a connection from the drop-down boxes, and then click **Continue**.
3. In the **Dial** dialog box, confirm the user name and password you use to connect to your ISP or network and select the modem you will use to dial the call.
4. Check the phone number, and then click **Dial**. A progress message appears to tell you when you are connected to your ISP or network.
5. After you connect to your ISP or network account, you may use Pocket Internet Explorer to browse.

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If you did not use the HP Jornada dialup application to create your connection, you will need to activate the connection you want in Remote Networking. On the **Start** menu, point to **Programs**, point to **Communication**, and then click **Remote Networking**. In the Remote Networking folder, double-click the icon of the connection you want. Click **Connect** to begin dialing.

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For more information about using Pocket Internet Explorer, refer to online Help.

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## Receiving your CompuServe mail

If you are a member of CompuServe, you can use Inbox to receive your CompuServe e-mail on your HP Jornada. To do this, you will need to:

- Use the Web browser and Internet account on your desktop PC (partner) to go to the CompuServe Web site at [www.csi.com/communications](http://www.csi.com/communications).
- Follow the instructions that are provided at that site for creating a POP3 mailbox. Be sure to choose a mailbox password that your HP Jornada can support (that is, clear text).
- Create a connection with the HP Jornada dialup application on your HP Jornada. You will have all the account information you need when you finish creating your POP3 mailbox at the CompuServe site.
- Set up (and name) the Inbox mail service connection. See the **Using Inbox** section in this chapter.

After you have completed these initial setup procedures, you will be able to send and receive your CompuServe e-mail just as you would with any other Internet e-mail account.

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# Connecting to your | 4 desktop PC

Your HP Jornada 820 or 820e Handheld PC (H/PC) works perfectly as a standalone computer. But to get the most out of your HP Jornada, you will want to connect to your desktop or notebook PC. This chapter describes how to establish a connection between your HP Jornada and a desktop PC, and how to use your HP Jornada with a desktop PC—or with any PC that has Microsoft® Windows® CE Services installed.

You will learn to:

- Connect to your desktop PC
  - Set up Windows CE Services
  - Establish a partnership between your HP Jornada and your desktop PC
  - Use Windows CE Services to browse the contents of your HP Jornada
  - Synchronize Microsoft Pocket Outlook data and e-mail messages with Microsoft Outlook or Schedule+ and Exchange
  - Transfer files between your HP Jornada and desktop PC
  - Connect to and transfer files between your HP Jornada and a corporate network or home desktop PC over the Internet or by modem
-

## Connecting for the first time

You can connect to a desktop PC using your HP Jornada serial port, or you can connect to an infrared-equipped desktop or notebook PC using the infrared port. Before you connect, you must install Windows CE Services on the desktop PC. Then, you can connect your HP Jornada to your desktop PC with the sync cable, the infrared port, or a network connection, and establish a partnership.

## Setting up Windows CE Services and establishing a partnership

Microsoft Windows CE Services with ActiveSync™ enables you to synchronize the information on your desktop PC with the information on your device. Synchronization compares the data on your device with your desktop PC and updates both computers with the most recent information. For example:

- Keep your Pocket Outlook data current by synchronizing your mobile device with your choice of Microsoft Outlook (Inbox synchronization with Outlook Express is not currently supported), Microsoft Schedule+, or Microsoft Exchange on your desktop PC.
- Synchronize Word and Excel documents, Access and other ODBC databases and tables, and InkWriter documents between your device and desktop PC. Your files are automatically converted to the correct format.

With Windows CE Services, you can:

- Back up and restore your HP Jornada data
- Add and remove programs on your HP Jornada
- Move and copy files (rather than synchronize files) between your device and your desktop PC

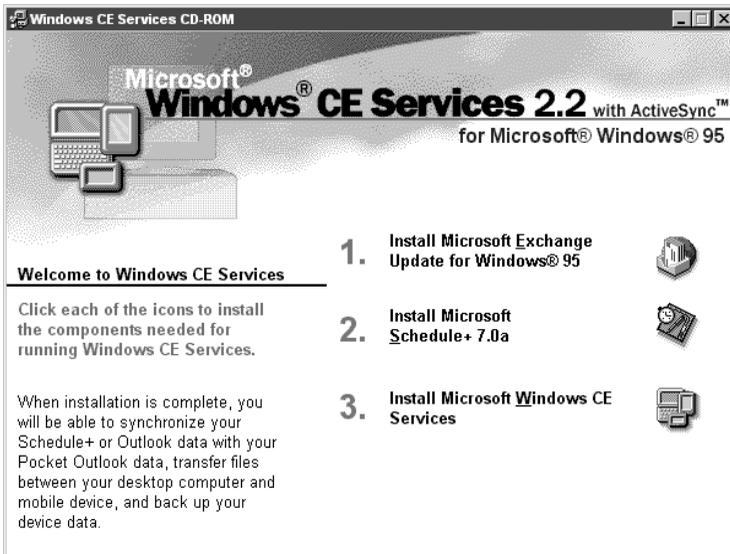
Windows CE Services includes several components. The Windows CE Services Setup Wizard detects which software

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components are needed and prompts you to set up only the necessary components. For instance:

- If you do not already have Outlook or Schedule+ installed, the Setup Wizard will attempt to install Schedule+ version 7.0a.
- The Setup Wizard can add Inbox extensions to enable you to transfer messages to your desktop mail client—Exchange or Outlook.

You may need to restart your PC after installing each component.



The Desktop Software for Microsoft Windows CE compact disc includes the following software options for your desktop PC.

- Windows CE Services—Allows you to connect your HP Jornada to a desktop or notebook PC running Windows 95 or Windows NT.

- Microsoft Exchange Update—Adds an option to the Tools menu in Microsoft Exchange, allowing you to synchronize your HP Jornada Inbox with your Windows Inbox.
- Microsoft Schedule+ 7.0a—A schedule management program for Windows 95 or NT.
- Ethernet Components—Network drivers for your Windows CE.
- Microsoft Pocket Streets—A maps-and-navigation program for Windows CE.
- Windows 95 infrared drivers version 2.0—Allow you to install an infrared port on a desktop PC.
- Windows 95 Dial-Up Networking version 1.2 upgrade—Allows you to establish a remote connection to your desktop PC by modem.
- Microsoft Internet Explorer version 4.01—The most recent version of the Internet browser for Windows 95 or Windows NT.
- Windows NT Service Pack 3—System updates for Windows NT.



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There are many Windows CE programs available, including freeware and shareware. Go to [www.microsoft.com/windowsce](http://www.microsoft.com/windowsce), or try searching the Web on the keyword “Windows CE” to find additional programs for your device.

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## Installing Windows CE Services

The minimum PC requirements for running Windows CE Services are as follows:

- Microsoft Windows NT Workstation 4.0 or Windows 95 (or later)
  - Desktop PC with a 486/33DX or higher processor (Pentium® P90 recommended)
  - 8 MB of memory (12 MB recommended) for Windows 95 (or later), and 16 MB of memory (32MB recommended) for Windows NT Workstation
-

- Hard disk drive with 10 to 50 MB of available hard disk space (actual requirements will vary, based on selection of features and current system configuration)
- Available 9-pin serial communications port
- CD-ROM drive
- VGA or higher resolution graphics card (SVGA 256-color recommended)

### To install Windows CE Services



1. Insert the Desktop Software for Microsoft Windows CE compact disc into the CD-ROM drive on your desktop PC.
  2. The Windows CE Services Setup Wizard should start automatically. If it does not start, click **Run** on the **Start** menu, and then type *d: \setup*, where *d* is the letter assigned to your CD-ROM drive.
  3. Follow the instructions that appear on your screen to set up Windows CE Services, and then restart your desktop PC.
  4. After you restart your PC, the Windows CE Services **Get Connected** dialog box appears, prompting you to connect your HP Jornada.
    - If you connect using the sync cable, connect your device as described in the next section, **Connecting by sync cable**, and then click **Start**.
    - If you connect by infrared, click **Cancel**, and skip to the section **Connecting by infrared**, later in this chapter.
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## Connecting by sync cable

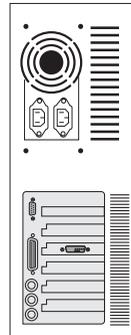
The HP Jornada uses a serial connection to communicate with a desktop PC. The serial connection is established with the sync cable that was included with your HP Jornada and a 9-pin serial communications port on your desktop PC.

If you do not have a 9-pin serial port on your desktop PC, or if the port is in use by another device, such as a printer or modem, you may need to obtain an adapter from your computer manufacturer.



### To connect your HP Jornada to your desktop PC

1. Insert the 9-pin end of the sync cable into a serial port on your desktop PC.
2. Fully insert the flat end of the sync cable, arrow side up, into the serial port on the right side of your HP Jornada.



## Establishing a partnership

After you set up Windows CE Services on your desktop PC, you are prompted to establish a partnership between your desktop PC and your HP Jornada. The partnership enables your desktop PC to recognize your HP Jornada when transferring files or synchronizing data.

You can establish partnerships between your HP Jornada and up to two desktop PCs (for example, your home PC and your office PC). A single desktop PC can partner with any number of H/PCs or palm-size PCs. This is useful if you have more than one computer running Windows CE, or if several mobile professionals share a single desktop PC.

### Following the New Partnership Wizard

The New Partnership Wizard will help you create a partnership and offer you options for synchronizing Pocket Outlook data, e-mail messages, and files between your HP Jornada and desktop PC. When the **New Mobile Device Detected** dialog box appears on your desktop PC, click **Synchronize**, and then follow the instructions on the screen of your desktop PC to complete the New Partnership Wizard.

The wizard prompts you to type a name and a description for your HP Jornada. The name can be anything you choose (up to 15 alphanumeric characters, no spaces) and should provide an easy way for you to identify your HP Jornada. The description could be the make and model of the device (e.g., HP Jornada 820 H/PC) or a property control number.

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You can later change the device name and description using the Communications control panel on your HP Jornada. On the **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the Communications icon.

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The wizard also prompts you to choose settings for synchronization. If you choose to enable synchronization, you can set ActiveSync either to synchronize automatically each time

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you connect your HP Jornada to your desktop PC, or to synchronize continuously—whenever the synchronized information changes, for as long as the computers are connected.



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Regardless of the options you choose while completing the wizard, you can also synchronize at any moment by choosing the **Synchronize Now** command from the **Tools** menu of the *Mobile Devices* window. For more information, see the **Synchronizing data** section in this chapter.

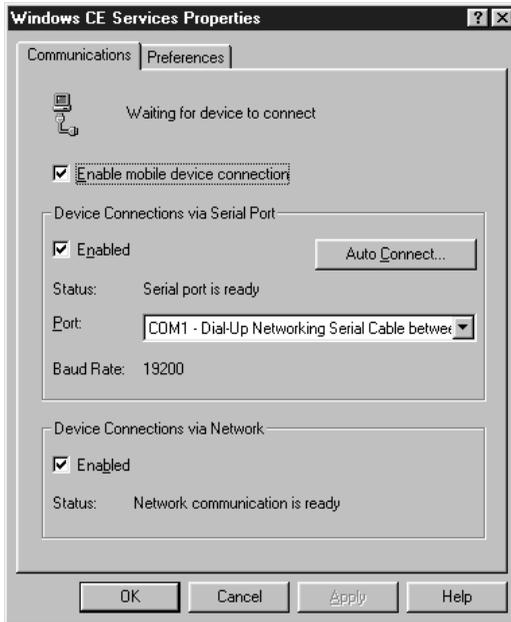
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### Troubleshooting partnerships

If you are unable to establish a connection between your HP Jornada and your desktop PC, double-click the connection icon in the status area of the taskbar on your HP Jornada. The **Connection Status** dialog box may provide information about the problem.

You should also confirm that both the desktop PC and the HP Jornada are communicating at the same baud rate. To check the baud rate on your desktop PC, click **Communications** on the **File** menu of the *Mobile Devices* window. You can check and change the baud rate on your HP Jornada using the Communications control panel. On the **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the Communications icon.

Verify that the sync cable from your HP Jornada is connected to the port listed on the **Communications** tab of the **Windows CE Services Properties** dialog box (this is the port you selected when setting up Windows CE Services), as shown in the following figure.



If these steps fail to correct the problem, use the Windows CE Services Communications Troubleshooter. The Communications Troubleshooter provides detailed diagnostic steps to identify and correct common problems.

### To start the Communications Troubleshooter

1. On the **Start** menu of your desktop PC, point to **Microsoft Windows CE Services**, and click **Mobile Devices**.
2. On the **Help** menu in the Mobile Devices window, click **Communications Troubleshooter**.



## Connecting to your desktop partner

After you have established a partnership, you have several options for connecting your device to your desktop partner in the future. You can set Windows CE Services to automatically detect your HP Jornada and establish a connection whenever you connect the sync cable. Using the COM port on your desktop PC is the easiest way for you to connect, unless you use that port for other peripherals.



### To enable automatic connection

1. On the **Start** menu of your desktop PC, point to **Microsoft Windows CE Services**, and click **Mobile Devices**.
2. On the **File** menu in the Mobile Devices window, click **Communications**.
3. Under **Device Connections via Serial Port**, click **Enable Auto Connect**.

If you use the COM port of your desktop PC for other devices, or if you have disconnected your HP Jornada and need to re-establish the connection, you can establish a manual connection using the PC Link program on your HP Jornada.



### To connect manually

1. On the HP Jornada **Start** menu, point to **Programs**, point to **Communications**, and then click **PC Link**. The **Connection Status** dialog box appears. After a few moments a sound indicates that the connection has been established.

### To close the connection

1. On your HP Jornada, double-click the connection icon in the status area of the task bar.
2. In the **Connection Status** dialog box, click **Disconnect**.



## Connecting by infrared

You can use the infrared port on your HP Jornada to connect to a desktop or notebook PC that is running Windows 95 (or later). Once connected, you can transfer files and synchronize Pocket Outlook data and e-mail messages just as if you had connected using the sync cable.

Before you can connect by infrared, you must set up and configure an infrared port on your desktop or notebook PC. Many notebook PCs have a built-in infrared port; however, you may need to install a third-party infrared transceiver on your desktop PC. For more information about installing and configuring that device for use with your desktop PC, refer to the instructions that came with your infrared port .

The Desktop Software for Microsoft Windows CE compact disc also includes infrared device drivers for Windows 95.

### To configure Windows CE Services for infrared connection

1. Insert the Desktop Software for Microsoft Windows CE compact disc into the CD-ROM drive on your desktop PC, and then run Setup.exe.
2. Click **Optional Components**, and then select the Windows 95 Communications Driver setup program.
3. When the setup program prompts you to specify a communications port, select a virtual port (typically COM3).



4. When setup is complete, restart your desktop PC, and then open the Mobile Devices window.
5. In the Mobile Devices window, click **Communications** on the **File** menu.
6. Under **Port**, select the infrared port you installed when you set up the infrared device.  
–or–  
Click **New** to install the port. (If you install a new port, you may need to reinstall Windows CE Services.)



### To configure your HP Jornada for infrared connection

1. On your HP Jornada **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the **Communications** icon.
2. On the **PC Connection** tab, if it does not say **Connect using Infrared Port**, click **Change**, and then select **Infrared Port** from the list of available connections.



### To establish an infrared connection

1. Line up the infrared port on your HP Jornada with the infrared device on your notebook or desktop PC.
2. On your HP Jornada **Start** menu, point to **Programs**, point to **Communications**, and then click **PC Link**.

## Connecting to another PC

In some cases, you may need to connect your HP Jornada to a desktop PC other than your partner. Or, there may be times when your desktop PC does not recognize your HP Jornada as its partner. This occurs if you have logged on to the desktop PC with a different user name or if you

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performed a full reset of your HP Jornada by removing all power or allowing the batteries to die.

In these cases, when you connect your HP Jornada to a PC, the **New Mobile Device Detected** dialog box appears, offering you the option to Synchronize, Browse, or to Restore data from an existing backup file.

If you choose **Synchronize**, the New Partnership Wizard will begin, and your HP Jornada will be designated as a partner of the desktop PC.

If you choose **Browse**, your HP Jornada will be connected as a “guest.” As a guest, you can view files and folders on the HP Jornada, transfer files and folders, and manually back up or restore. However, you cannot synchronize data or automatically back up and restore data.

If you choose **Restore**, you are given the option to restore data from an existing backup file on the desktop PC. Restoring data in this way will replace all existing data on the HP Jornada with the data in the backup file on your PC.

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If you have lost your HP Jornada or replaced it with another HP Jornada, you can use the Restore function to set up a new device with the exact same data and settings as the old one, provided you have previously performed a full backup to the desktop PC. When you connect the new device to your desktop PC for the first time, choose **Restore** rather than **Synchronize** or **Browse**. For more information, see the **Backing up and restoring data** section in chapter 6.

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## Browsing your HP Jornada desktop

While your HP Jornada is connected to a desktop PC, you can use Windows CE Services to browse the contents of your HP Jornada from your desktop. Your HP Jornada appears as an icon in the Mobile Devices window on your desktop PC. When you double-click the HP Jornada icon, the contents of

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your HP Jornada are displayed as any other folder on your desktop PC. You can cut, paste, and copy files between folders on your HP Jornada, or transfer files between your HP Jornada and your desktop PC, simply by dragging the file icons between the appropriate folders.

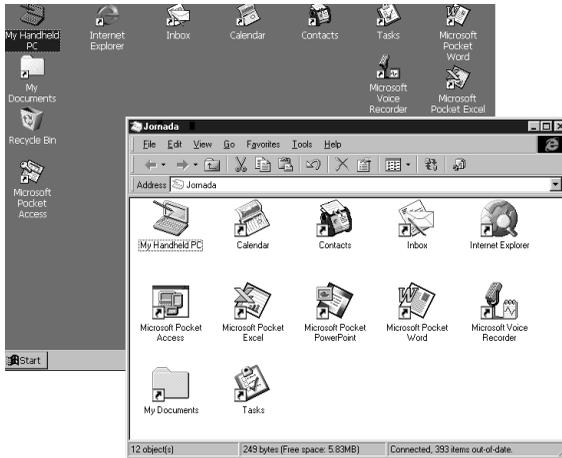


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For more information about transferring files, including details on converting file types between Pocket Office and Office 97 programs, see the **Transferring files** section later in this chapter.

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You cannot open files or start programs stored on your HP Jornada by double-clicking their icons in the Mobile Devices window. When you double-click the icon for a file or program that is stored on your HP Jornada, Windows CE Services displays the properties for that file or program, as if you had clicked **Properties** on the **File** menu.



The Mobile Devices window on your desktop PC displays the contents of your HP Jornada (shown here with Internet Explorer 4.0 Active Desktop).

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## Synchronizing data

Windows CE Services with ActiveSync enables you to synchronize data between your HP Jornada and desktop PC, so the names you add to your Contacts database and the appointments you add to your Calendar while traveling can be automatically updated on your desktop PC when you return. You can also synchronize messages in your HP Jornada Inbox with Microsoft Outlook or Microsoft Exchange on your desktop PC. In addition, you can synchronize files in the Synchronized Files folder on your HP Jornada with files in the My Documents folder (Windows 95) or Personal folder (Windows NT) on your desktop PC.

You can set ActiveSync either to synchronize automatically each time you connect your HP Jornada to your desktop PC, or to synchronize continuously whenever the synchronized information changes, for as long as the computers are connected. You can also synchronize at any moment by choosing **Synchronize Now** from the **Tools** menu in the Mobile Devices window.

## Synchronizing selected data

You can choose some or all of the following items to be synchronized:

- Pocket Outlook data—Synchronize the Calendar, Contacts, or Tasks information on your HP Jornada with information stored in Outlook or Schedule+ on your desktop PC.
  - E-mail messages—Share messages between selected folders in your HP Jornada Inbox and Exchange or Outlook on your desktop PC.
  - Files—Synchronize the contents of the Synchronized Files folder (inside My Documents) on your HP Jornada with files stored in your Windows 95 My Documents folder or in your Windows NT Personal folder on your desktop PC.
-

### To specify data to synchronize

1. On your desktop PC, open the Mobile Devices window, and then select your HP Jornada icon.
2. On the **Tools** menu, click **ActiveSync Options**.
3. On the **General** tab of the **ActiveSync Options** dialog box, select the check boxes beside the services you want to synchronize.
4. To set specific options (for example, to indicate how many weeks of Calendar data to synchronize, or to synchronize only active tasks), select the appropriate service, and then click **Options**.



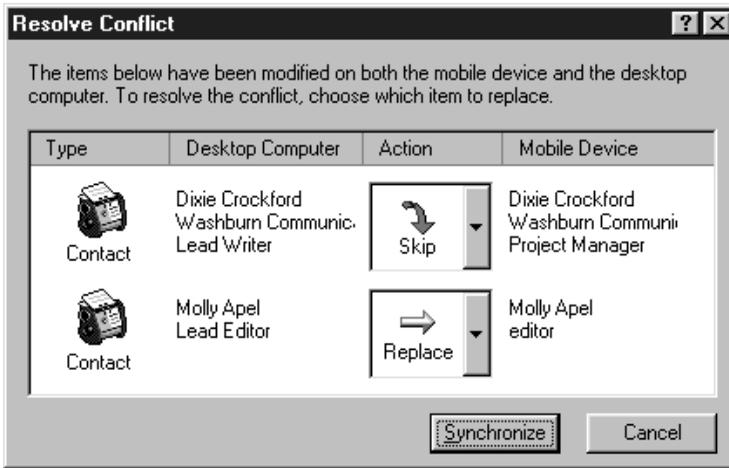
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Reducing the amount of data to synchronize, for example, by synchronizing only 1 or 2 weeks of Calendar data, can significantly speed up the synchronization process. If you use Microsoft Outlook, Windows CE Services synchronizes only 2 weeks of calendar data by default.

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### Resolving synchronization conflicts

If the same item (for example, an appointment or a task) has been modified on both the desktop PC and on the HP Jornada, ActiveSync will indicate that a Synchronization conflict has occurred. When the **Resolve Conflicts** dialog box appears, as shown in the following figure, you can either resolve the conflict by selecting one of the items to replace or you can ignore the conflict.



You can resolve each conflict manually, at the time of synchronization, or you can resolve conflicts automatically by setting a default option for conflict resolution.

### To set a default option for conflict resolution

1. Open the Mobile Devices window, and then select your HP Jornada icon.
2. On the **Tools** menu, click **ActiveSync Options**.
3. On the **General** tab of the **ActiveSync Options** dialog box, click **Advanced**.
4. Select the option you prefer to resolve conflicts.



### Synchronizing from a remote location

The ActiveSync program on your HP Jornada enables you to synchronize files, e-mail messages, and Pocket Outlook data with your desktop PC, even when you are away from the office. You can do this by remote dial-up connection or LAN connection to your desktop PC. You can also connect to a computer not on a network (such as your home computer) and synchronize using a modem.

Before you can synchronize remotely, the desktop PC or network server must be configured for Remote Access Services (Windows NT) or Dial-Up Networking (Windows 95 or later), and you must create a connection on your HP Jornada using either the HP Jornada dialup application or the Remote Networking program. For information about setting up connections with the HP Jornada dialup application, see the **Setting up a remote connection to your network** section in chapter 3. For Remote Networking information, see the **Accessing a computer not on your network** section in this chapter. After you have set up for either type of connection, you can synchronize data. See the **To start remote synchronization** procedure later in this chapter.

### Accessing a computer on your corporate network

To access a PC on your corporate network remotely, you must have an account provided by your network administrator, and you must set up a connection to your network server using the HP Jornada dialup application (see chapter 3). In addition, you must set up the target PC to receive your calls as follows.

- The target PC must be turned on.
- Windows CE Services must be set up on the target PC. (See the **Installing Windows CE Services** section earlier in this chapter.) Also, the **Auto Connect** option should be set to **At all times**.
- Windows CE Services must be running, and the **Waiting for mobile device to connect** status message must be shown in the Mobile Devices window.
- In the **Windows CE Properties** dialog box, **Enable a network connection** must be selected.
- Any folders or drives you want to access must be shared.




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If you will be dialing in to a desktop PC running Windows 95, you must also have Dial-up Networking components set up on the target desktop PC.

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## Accessing a computer not on your network

If you want to dial in to a computer that is not on a network (such as your home PC with Microsoft Windows 95 and Microsoft Plus! pack), you must set up the target PC to receive your calls as follows.

- The target desktop PC must be turned on.
- The target desktop PC must have a modem installed and configured and must be set to receive incoming calls. (Refer to the instructions from the manufacturer of your desktop PC modem.)
- Dial-up Networking (Windows 95) or Remote Access Service (Windows NT) must be set up and configured so that your target PC can act as a server. (See your Windows documentation for further instructions.)
- Windows CE Services must be set up on the target PC (for instructions, see the **Installing Windows CE Services** section in this chapter). The **Auto Connect** option should be set to **At all times**, also.
- Windows CE Services must be running, and the **Waiting for mobile device to connect** status message should appear in the Mobile Devices window.
- In the **Windows CE Properties** dialog box, **Enable a network connection** must be selected.
- Any folders or drives you want to access must be shared.

The only information you need to establish a remote networking connection is:

- Your Windows user name and password, if you are required to log on to your computer.
- Telephone number of the modem.

To create a connection to a computer not on a network (such as a home computer), you will need to create a new connection using Remote Networking on your HP Jornada.

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### To create a Remote Networking connection

1. On the **Start** menu, point to **Programs**, point to **Communication**, and then click **Remote Networking**.
2. In the Remote Networking folder, double-click **Make New Connection**.
3. In the **Make New Connection** dialog box, click **Dial-up**, and then click **Next**.
4. If you have the HP Jornada 820, select the **Built-In Modem** from the list of modems. If you have the HP Jornada 820e, select the appropriate option for the modem you have installed.
5. Click **TCP/IP Settings**, and then click **General**. Make sure the **Use Server-assigned IP Address** check box is selected.
6. On the **Name Servers** tab, click **Server-assigned addresses**, and then click **OK**.
7. Click **Next** and fill in the phone number you wish to dial. Click **Finish**. Now, a new icon appears, labeled with the name you chose, in your Remote Networking folder. This connection will also appear in your remote synchronization dialog box.



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To set a dialing location for a Remote Networking connection, double-click the icon for the connection in the Remote Networking folder. In the **Dial-up Connection** dialog box, click **Dial Properties**, and then fill in the information as you would for a network or ISP connection using the HP Jornada dialup application.

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### To start remote synchronization

1. On your HP Jornada **Start** menu, point to **Programs**, point to **Communication**, and then click **ActiveSync**.
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2. If you are connecting using a modem or dial-up connection, select the connection you will use from the list. All connections you have created either with the HP Jornada dialup application or Remote Networking will appear in this list.  
–or–  
If you are connecting over a network, click **Network Connection**.
3. In the **Connect to** list, select the name of the desktop PC to which you will connect. The **Connect to** list displays only the PCs with which you have already established a partnership.
4. In the **User Logon** dialog box, type your user name, password, and domain if necessary, and then click **Connect**.

## Transferring files

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

Some files may also need to be converted before you can use them on your HP Jornada. For example, files created in Office 97 programs must be converted before they can be opened by the corresponding Pocket Office program (and vice versa). By default, Windows CE Services automatically converts files to the appropriate file type. However, you can choose not to convert files, or you can specify the conversions for each type of file by changing options in the **File Conversion Properties** dialog box.

### To set file conversion options

1. Open the Mobile Devices window.
2. On the **Tools** menu, click **File Conversion**.



3. Click either the **Device to Desktop** or **Desktop to Device** tab.
4. Select the file type, and click **Edit** to change conversion options. In most cases, you will be offered a single conversion option or no conversion at all.

When converting files between certain file types, such as between Microsoft Word (.doc) and Pocket Word (.pwd) or between Microsoft Excel (.xls) and Pocket Excel (.pxl), certain formatting or attributes may be lost. For specific details, see the sections on Microsoft Office programs in chapter 6 or refer to online Help for that program on your HP Jornada. Only Microsoft PowerPoint 97 files can be converted to Pocket PowerPoint.

## Transferring PIM data from older palmtop PCs

If you have an older palmtop PC, you can transfer personal information manager (PIM) data (contacts, calendar, and task data) to your HP Jornada, saving you the task of re-entering entire lists of contacts or tasks. You can also copy all files, folders, and programs you have added from an older model Windows CE device to your HP Jornada.

The transfer process you follow and the type of data that can be migrated depends on the make and model of the palmtop PC, and whether it uses Windows CE Services to connect to your desktop PC.

## Migrating data from older Windows CE palmtop PCs

If your data is stored on a palmtop PC that uses an older version of Windows CE, you must first back up the data to your desktop PC using the version of Windows CE Services or H/PC Explorer that came with the device. Then, upgrade to Windows CE Services 2.2 on your desktop PC, and restore the data to your HP Jornada. Use the following procedure to migrate files, appointments, and other personal data stored on your old palmtop PC.

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The following procedure will replace all files, programs, and Pocket Outlook data you have added to your HP Jornada with the information stored on the palmtop PC.

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### To migrate data from an older Windows CE device to your HP Jornada



1. Connect the older Windows CE palmtop PC to the desktop PC and establish a partnership between the two.
  2. Synchronize the palmtop PC with the desktop PC using H/PC Explorer 1.0 or Windows CE Services.
  3. Perform a full backup of your data:
    - On your desktop PC **Tools** menu in the Mobile Device window, click **Backup/Restore**.
    - In the window that appears, on the **Backup** tab, select the options you prefer.
    - Click **Backup Now** to initiate the process.
    - Note the directory in which your data has been saved.
  4. Note the Communications, Owner, and World Clock alarm settings on your palmtop PC. Also note Options and User Preferences settings for third-party programs. (These settings are not restored automatically.)
  5. Disconnect the palmtop PC.
  6. If H/PC Explorer version 1.0 is set up on your desktop, uninstall it using the Remove Programs control panel. (For more information, refer to online Help on your desktop PC.)
-

7. Insert the Desktop Software for Microsoft Windows CE compact disc that came with your HP Jornada, and set up Windows CE Services 2.2. (For more information, see the **Installing Windows CE Services** section in this chapter.)
8. Connect your HP Jornada to the desktop PC.
9. In the **New Mobile Device Detected** dialog box, click **Restore** to restore data to your HP Jornada from the backup file created in step 3.
10. Disconnect the sync cable on your HP Jornada, and then press the reset button on your HP Jornada to complete the restoration operation.
11. Reconnect the sync cable to your HP Jornada to reconnect to the desktop PC. In the **New Mobile Device Detected** dialog box, click **Synchronize** to establish a partnership and synchronize your data.

## Migrating data from non-Windows CE palmtops

If your data is stored on an HP 100/200LX Palmtop PC or an HP OmniGo Organizer, you must first transfer the data to your desktop PC. Use the Hewlett-Packard PIM Translation Utility (for HP devices only) to import the data into Schedule+ 7.0a on your desktop PC. After you have imported the data into Schedule+, you can update the information on your HP Jornada by synchronizing with Schedule+ using Windows CE Services 2.2.

The English HP PIM Translation Utility is available on the HP Jornada Handheld PC compact disc included with your HP Jornada and at [www.hp.com/cposupport/handheld\\_compusers/software/setup.exe.html](http://www.hp.com/cposupport/handheld_compusers/software/setup.exe.html). This procedure migrates only Phone Book and Appointment Book data.

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Before translating PIM data files, you must install the version of Schedule+ 7.0a found on the Desktop Software for Microsoft Windows CE compact disc on your desktop PC.

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### To install the HP PIM Translation Utility onto the desktop PC using the HP Jornada compact disc

1. Insert the HP Jornada compact disc into the CD-ROM drive on your desktop PC.
2. On the main menu of the HP Jornada compact disc installation screen, click **HP PIM Translation Utility**.

#### PIM data translation

You can translate only one file at a time. To translate multiple PIM data files, you need to repeat the Translation operation for each file separately.

### To translate appointment data

1. Double-click the HP PIM Translation Utility icon to start the program.
  2. In the Welcome screen, click **Appointments**.
  3. In the **Open File** dialog box that appears, specify the appointment data file to translate, and then click **OK**. If the file you specify is not a PIM database file of the appropriate type, you will get an error message.
  4. In the Appointment Book Translation Note screen, click **OK**. The Data Translation Progress screen appears, showing the progress of current translation activity.
  5. When the translation has successfully completed, a message appears. Click **OK** to return to the Welcome screen.
-

### Limitation on appointment translation

Although the Appointment Book applications on the HP 100LX/200LX palmtop PCs and HP OmniGo 100/120 organizers and the Calendar application on the HP Palmtop PC support daily, weekly, monthly, and yearly repeated events, the Schedule+ application supports only daily and yearly repeated events. Because all translation goes through Schedule+, there is no direct mapping from earlier HP Palmtop products to Schedule+ for repeating weekly and monthly events. As long as you do not edit imported repeating weekly or monthly events in Schedule+ before you synchronize them with the HP Palmtop PC, they will translate correctly into repeating events on the palmtop PC. If, however, you edit them in Schedule+, they lose their weekly/monthly attribute and are treated as single events.



### To translate a Phone Book data file

1. Double-click the HP PIM Translation Utility icon to start the program.
2. In the **Welcome** screen, click **Phone Book**.
3. In the **Open File** dialog box, specify the phone book data file to translate, and then click **OK**.
4. In the Phone Book Translation Field Map window, select mapping options. For more information, see the sections below.
5. When translation is complete, a message appears. Click **OK** to return to the Welcome screen.

### Phone Book field mapping

The HP PIM Translation Utility attempts to map the fields in your Phone Book data file to standard fields in a Schedule+ record. As long as your Phone Book fields have standard names (that is, you have not modified the Phone

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Book database field structure), the translation is straightforward. The suggested mapping appears in a table in the



- First name/Last name - Name1 [Name3] Name2 maps to Name1 [Name3] = First Name and Name2 = Last Name.

In all cases, Last name is mapped to a single word, with any additional words such as [Name3] becoming part of First name.

### Mapping additions

If a field appears in the left column with no mapping (that is, no arrow in the center column) select a field name from the drop-down list of the Schedule+ field immediately to the right of the field whose mapping you want to define. The field name appears in the appropriate cell in the right column and a mapping arrow appears in the center column.

### Mapping changes

If a field in the left column is mapped to the wrong field in the right column, change the mapping by selecting a different Schedule+ field name from the drop-down list for the corresponding cell in the right column.

### Mapping removal

If a field in the left column should not be mapped to anything, click **None** from the drop-down list for the corresponding cell in the right column. The **None** option is not available for the Name field.

### Translation status review

After each translation is finished, whether it completed successfully or was interrupted, the results are written onto the Status screen. Click the **Status** button on the Welcome screen to see the history of any translations begun during the current execution of the HP PIM Translation Utility.

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# Staying organized | 5

Your Hewlett-Packard Jornada 820 or 820e Handheld PC comes with a variety of programs designed to help you stay organized. Use Microsoft® Pocket Outlook™ and HP Jornada viewer to manage your contacts, tasks, and calendar while you are away from your office. When you return, you can synchronize your HP Jornada with your desktop or notebook PC to ensure that the Pocket Outlook databases on your HP Jornada are always up to date with the Microsoft Outlook or Schedule+ data on your desktop.

Pocket Outlook also lets you set alarms and reminders so you never forget an appointment or meeting. And, if you want a personal reminder, you can record voice memos to yourself with Microsoft Voice Recorder.

In this chapter you will find information about and basic procedures for:

- Pocket Outlook
- HP Jornada viewer
- Voice Recorder

For more information on these and other programs that come with your HP Jornada, see online Help.

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## Using Microsoft Pocket Outlook

Your HP Jornada comes with Microsoft Pocket Outlook, which includes Calendar, Contacts, Tasks, and Inbox. Using Microsoft Windows® CE Services, you can synchronize information on your HP Jornada with information in Microsoft Outlook, Microsoft Schedule+, or Microsoft Exchange on your desktop computer. Each time you synchronize, Windows CE Services compares the changes you made on your device and desktop PC and updates both computers.

With Inbox, you can send and receive e-mail messages, either through synchronization with the mail program on your desktop PC (either Outlook or Exchange) or by connecting directly to your mail server through an Internet or network account.

## Keeping appointments with Calendar

Use the Calendar program to schedule appointments, meetings, and other events. Quickly check your appointments in one of several views (Day, Week, Month, Year, and Agenda).



### To create a new appointment

1. From any view, click **New Appointment**.
  2. Enter a description and the location of your appointment.
  3. Select the time and date of your appointment.
  4. To add notes, click **Notes**, and then click in the notes area. Enter your notes.
  5. To assign the appointment to a category, click **Categories** and select a category from the list.
  6. Select other desired options, and when you are finished click **OK**.
-

If you need to schedule a meeting with people who use Outlook, Pocket Outlook, or Schedule+, you can use Calendar to schedule the meeting. When attendees receive a meeting request, they can choose to accept or decline the meeting. If they accept, the meeting is automatically placed in their schedule. In addition, their response is automatically sent back to you, and your Calendar is updated.

Before you can send a meeting request, you must enter e-mail addresses in Contacts and set up Inbox to send and receive messages (see the **Using Inbox** section in chapter 3).

### To create a meeting request

1. On the **Tools** menu, click **Options**, and then choose a mail transport. If you send and receive messages using synchronization, select **ActiveSync**. If you connect to an ISP or network, select the service you set up in Inbox or the HP Jornada dialup application.
2. Click **OK**.
3. On the **File** menu, click **Make Meeting**.
4. Enter the meeting information.
5. Select the contacts you want to invite.
6. Select other desired options, and then click **OK**.



Inbox automatically creates a meeting request and sends it to the attendees the next time you connect to your mail server or synchronize with your desktop PC.

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Your HP Jornada will remind you about your appointments and meetings by sounding an alarm, flashing the notification LED, or displaying a message on the screen. To choose the way you prefer to be notified, on the **Tools** menu, click **Options**. Click **Alarm** and then click **Reminder Options**. You can turn off your alarm without even opening your HP Jornada by pressing the alarm notification LED on the cover.

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## Managing names and addresses with Contacts

The Contacts program 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 infrared port, you can also quickly share Contacts information with other Windows CE–based mobile device users.



### To create a new contact

1. In Contacts, click **New Contact**.
2. Enter a name.
3. Click **Business** or **Personal** and enter information in the appropriate fields. Supply an e-mail address if you want to send meeting requests and e-mail messages to this contact.
4. To add a note or assign the contact to a category, click **Notes/Categories**. Then, select the notes area and enter your notes, or select a category from the list.
5. When you are finished, click **OK**.




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You can send up to 25 contact cards at a time to another Windows CE–based device. To do this, line up the IR ports on the two devices so that they are within 1 meter (3 feet) of one another. On the Contacts list, select the item(s) you want to send, and then on the **File** menu, click **Send**. If you are receiving items, click **Receive**.

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## Keeping track of your workload with Tasks

The Tasks program helps you keep track of what you need to do. Enter the details for a task on the task card, and then assign a category. You can even associate a date with the task and then set a reminder for yourself.

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You can sort the list on any column by clicking the column heading (the column used for sorting the list displays a triangle in the heading). If you sort by status, active tasks are listed before completed tasks. Or, you can filter your list to show only a specific status of a task or tasks belonging to a specific category. When your list is filtered, the filter drop-down list indicates which category is selected. Overdue tasks are displayed in red, bold text.



Status	Tasks	Starts	Due	Category
	Renew Passport	None	None	Business, Personal

Click here to filter the Task list by category.

### To create a new task

1. In Tasks, click the **New Task** button.
2. Enter a description.
3. Select the start date, due date, and other information.
4. To add notes, click **Notes**, and then click in the Notes area. Enter your notes and click **OK**.
5. When you are finished, click **OK**.



## Managing your e-mail with Inbox

Use Inbox to send and receive e-mail messages. You can access your e-mail by synchronizing with your desktop PC or by connecting to a mail server through an Internet or network account. (Learn how to connect to your network or ISP in chapter 3, and see the **Using Inbox** section of chapter 3 for additional information.)

## Using HP Jornada viewer

HP Jornada viewer gives you a quick and versatile way to view the information in your Pocket Outlook Calendar, Contacts, and Tasks databases. HP Jornada viewer displays the information you choose in as much detail as you like, including detailed contact information, tasks and notes on a single screen, or all the appointments and tasks scheduled for a single day, a week, or up to 12 months at a time. Using HP Jornada viewer also lets you to view a single field for any record or to switch instantly to Pocket Outlook for editing.

By default, the HP Jornada viewer icon is displayed on the Windows CE desktop.



### To start HP Jornada viewer

1. On the **Start** menu, point to **Programs**, point to **HP Applications**, and then click **HP viewer**.  
—or—  
Double-click the HP viewer icon on your Windows CE desktop.

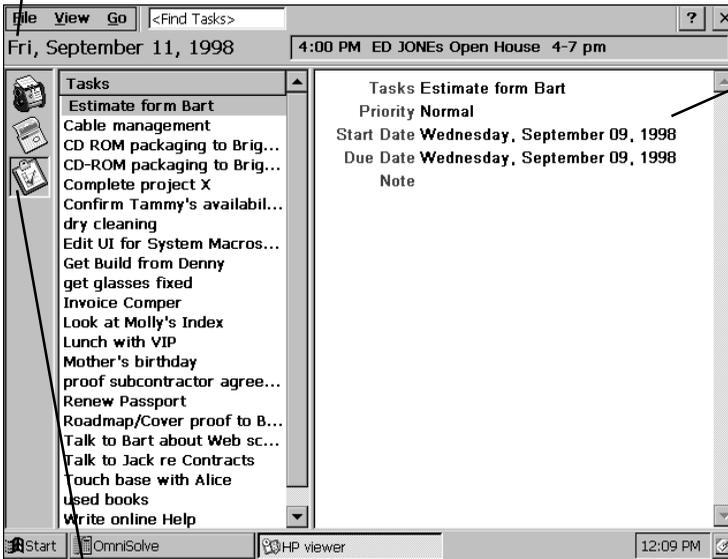


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You can change the font used for HP viewer by changing the setting in Pocket Internet Explorer. Open Pocket Internet Explorer; on the **View** menu, click **Fonts**, and select the size you want.

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The Today Banner displays the date and the next scheduled appointment.



View your appointment information.

Click an icon to switch between Tasks, Contacts, and Calendar views.

HP Jornada viewer shows your Pocket Outlook information quickly.

You can quickly switch from HP Jornada viewer to Pocket Outlook to look at the selected date in all Calendar views.

### To switch to Pocket Outlook

1. On the **Go** menu, click the appropriate program or view.



HP Jornada viewer displays the current date and your next scheduled appointment below the toolbar in the Today Banner of the HP Jornada viewer window.

- To quickly view detailed information about the appointment, click the appointment title in the Today Banner.



## To switch between Calendar, Contacts, and Task information

1. Click the appropriate icon on the left side of the HP Jornada viewer window.

### Viewing Calendar information

HP Jornada viewer lets you view your calendar in Day, Week, Month, or n-Month view.



n-Month



Month



Week



Day



Today (Goto Today command)



Date (Goto Date command)

Day View allows you to browse your schedule quickly for the current day or up to 7 days that you select.

To enable Day Zoom in n-Month View, Month View, or Week View, press the spacebar to display appointments and tasks for the selected date(s). Click an icon next to an appointment or event to expand a note or to display more information about that appointment or event.



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You can set HP Jornada viewer to always display Day Zoom for the date you select by clicking the **Day Zoom** button  on the toolbar.

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Week View enables you to display 1, 2, or 3 weeks of your calendar at a time. Click  or  on the scroll bar to increase or decrease the number of weeks displayed. Click an event to display detailed information about that event.

Use Month View to display 6 weeks of data on a single screen, or use n-Month View to display calendars for several months at a time. Click a day to display detailed information about appointments or events scheduled on that day.

## Viewing Contacts information

HP Jornada viewer lets you view all information for a particular contact on a single screen.

- Type in the **Find File As** box to display only contacts matching the letter(s) you type.
- Click a tab on the left side of the contact list to jump to contacts that begin with that letter. To jump to the second letter on the tab, click the tab again.
- To change the field on which the contact list is sorted, click the field name at the top of the list, and then select a field from the **Select Primary Key** dialog box.

## Viewing Task information

You can also use HP Jornada viewer to view task information for any field, including Notes.

- Type in the **Find Task** box to display only tasks that match the letter(s) you type.
-

## Recording voice memos

You can use Voice Recorder to record messages any time. Voice memos do require large amounts of storage, so you may need to take steps to conserve memory when using the Voice Recorder.

### Using Voice Recorder

Quickly capture thoughts, reminders, ideas, and phone numbers with Voice Recorder. You can create and listen to your recordings using the HP hot key  on your device or menus in the Voice Recorder program. (For more information about how to use **Voice Recorder**, see online Help.)



#### To record and to play a recording

1. On the **Start** menu, point to **Programs**, point to **Accessories**, and then click **Voice Recorder**.
2. Hold your HP Jornada so that the microphone is near your mouth or the source of sound.
3. Click **Record**. You will hear a beep when recording begins.
4. To stop recording, click **Stop**. The new recording appears on the recording list.
5. To play a recording, double-click it on the recording list. To pause playback, click **Play/Pause**. Click **Play/Pause** again to resume playback.



---

You can play all of your recordings, one after another. Select the recording you want to play first, click **Control**, and then click **Play Sequential**. The selected recording and following recordings will be played. A short beep will sound between recordings.

---

## Conserving memory

Voice memos may consume large amounts of storage memory on your HP Jornada. If you record or store lots of voice memos, you may need to take steps to conserve memory.

- Adjust the amount of storage memory available on your HP Jornada using the Memory tab in the System control panel.
  - Add more memory to your device with a CompactFlash Card or PC Card. (For a list of recommended cards, go to the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).)
  - Use HP Mobile Voice to store your voice memos in a compressed format. You can choose Mobile Voice format from the list of recording formats (in the Voice Recorder program, on the **Tools** menu, click **Recording Format**). This saves space, but lowers the quality of the recording, so try to speak close to the microphone to increase clarity.
-



# Getting down | 6 to business

Your Hewlett-Packard Jornada 820 or 820e Handheld PC can help you stay productive and be efficient, even when you are away from your desktop or notebook PC. You have access to Microsoft® Pocket Office and other pre-installed programs to help you calculate expenses and conduct searches. Your HP Jornada also includes the HP Jornada backup application, which keeps things running smoothly.

In this chapter, you will learn more about:

- Microsoft Pocket Office, which includes:
    - Microsoft Pocket Word
    - Microsoft Pocket PowerPoint
    - Microsoft Pocket Excel
    - Microsoft Pocket Access
  - HP Jornada show
  - Microsoft InkWriter
  - HP Jornada backup
  - OmniSolve from LandWare
  - bFAX from bSquare
  - bFIND from bSquare
-

## Working with Microsoft Pocket Office

Microsoft Pocket Office makes it easy to work in the familiar Office environment, even when you are away from your desktop or notebook PC. You can start any of the Pocket Office programs by double-clicking the appropriate icon on the desktop or by pressing the appropriate HP Jornada hot key. For more detailed information about these programs, see the Microsoft Pocket Office topic in online Help.

### Using Microsoft Pocket Word

You can create and edit documents (.pwt) or templates (.pwt) in Pocket Word just as you do in Microsoft Word on your desktop computer. Begin by placing the cursor in the document page and start typing in either Outline or Normal view. A spelling checker is provided to verify spelling accuracy, and you can quickly format text using buttons and menu commands similar to those found in Microsoft Word on your desktop PC. You can access international characters and symbols for currencies on the **Tools** menu. If you share documents with those who use other programs or those who do not have a Windows® CE device, you can save documents in other file formats, such as .doc, .rtf, or .txt. The .rtf file format will allow you to keep much of the same formatting, while the .txt file format will strip out all formatting.



#### To create a document using Pocket Word

1. On the **File** menu, point to **New**, and then click **Document from Template**.
  2. Select a template, such as **Meeting Notes**, and then click **OK**.
  3. On the **File** menu, click **Save**.
  4. Type a name for your file and click **OK**.
  5. Replace the text in the template.
-

---

To see more of your document, on the **View** menu, click **Full Screen**.

---



## Using Microsoft Pocket PowerPoint

You can deliver professional online presentations with Pocket PowerPoint. Simply create the presentation in Microsoft PowerPoint 97 on your desktop PC and transfer the presentation to your device.

You can show the presentation directly on your device, or you can connect your HP Jornada to a VGA monitor or a projector and show the presentation to a large group. This option allows you to view PowerPoint speaker notes on the HP Jornada display while your presentation is showing on the VGA-compatible monitor. Your Pocket PowerPoint file will include the text, pictures, notes, and layout position of the original Microsoft PowerPoint presentation, but it will not include animations or slide transitions.

### To show a presentation

1. Using Windows CE Services, copy the presentation from your desktop PC to your HP Jornada.
2. On the **Start** menu, point to **Programs**, point to **Office**, and click **Microsoft Pocket PowerPoint**.  
—or—  
Press the PowerPoint hot key.
3. In the **Open Presentation** dialog box, select the presentation you want to show, and then click **OK**.
4. To change the presentation display and slide-advance options, on the **Tools** menu, click **Set Up Show**.
5. To show the presentation, on the **View** menu, click **View Show**. If you chose **Manual** under **Presentation Display** in step 4, use the **Previous** and **Next** buttons to control the slides.





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You can tailor a presentation by adding a new title slide to your presentation. To do so, click **Title Slide** on the **Tools** menu.

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The external monitor port uses significant power and can quickly drain your batteries. Connect to AC power when using the external monitor port, or double-click the VGA Out icon in the taskbar to disable the port when not in use.

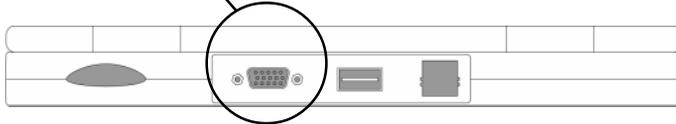
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### To show a slide presentation on a VGA-compatible monitor

1. Connect a standard VGA cable to the external monitor port on the back of your HP Jornada and to the VGA monitor.

External  
monitor port



2. Start PowerPoint, and open the presentation (see **To show a presentation** earlier in this chapter).
  3. On the **Tools** menu, click **Set Up Show**.
  4. From the **View Show On** list, select one of the VGA Out options.
  5. To start the show, on the **View** menu, click **View Show**.
-

---

You can make the monitor black out during a presentation. To do so, press the **B** key. To make the screen fade to white, press the **W** key. Press the **B** or **W** key again to resume the presentation.

---



## Using Microsoft Pocket Excel

You can use Pocket Excel to create workbooks, such as expense reports and mileage logs. You can also use Pocket Excel to open and edit workbooks created using the desktop version of Excel. When you are ready to save a workbook you created or edited, you can save it in a variety of formats, including Pocket Excel (.pxl) and Excel (.xls). If you plan to send the document through e-mail to someone who will be using Excel, not Pocket Excel, be sure to save it in the Excel (.xls) format.

Pocket Excel provides fundamental spreadsheet tools, such as formulas, functions, sorting, and filtering. You can split panes to easily view different areas of a large worksheet. You can also “freeze” the top and leftmost panes in a worksheet to keep row and column labels or other data visible as you scroll through a sheet.

### To create a workbook using Pocket Excel

1. On the **File** menu, point to **New**, and click **Workbook from Template**.
2. Select a template, such as Expense Report, and then click **OK**.
3. On the **File** menu, click **Save**.
4. Type a name for your file, and then click **OK**.
5. Replace the text in the template.





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If your workbook contains sensitive information, you can protect it with a password. To do so, open the workbook, and on the **File** menu, click **Password**. Password-protected workbooks cannot be synchronized.

---

## Using Microsoft Pocket Access

You can use Pocket Access to view and update data derived from Microsoft Access, Microsoft SQL Server, and other ODBC databases on your HP Jornada. You can open the database and update data in the corresponding tables or you can fill out electronic forms. Eventually, you should synchronize the new information with a larger database on your desktop PC or your corporate network. You can also use Pocket Access to create new databases, tables, and SQL procedures directly on your device.



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Programmers can use Microsoft ActiveX® Data Objects for Windows CE (ADOCE) and Microsoft Visual Basic® or Microsoft Visual C++® to develop custom database solutions. For more information on creating custom database solutions, go to the Microsoft Web site at [www.microsoft.com/windowsce](http://www.microsoft.com/windowsce).

---



### To create a new database and table

1. On the **Start** menu, point to **Programs**, point to **Office**, and then click **Microsoft Pocket Access**.
  2. On the **View** menu, click **Database View**, and then on the **File** menu, click **Open/New Database**.
  3. Type a name for the database and click **OK**.
  4. Double-click the **Create a New Table** icon.
  5. In the **Field Name** box, type a name.
-

6. From the **Data Type** list, select a data type.
  - The data type of a field cannot be changed after the table is saved.
  - Text boxes have a size limit of 255 characters. To enter longer notes, select the Memo data type.
  - To enter numbers with decimal points, select the Float data type.
  - To enter numbers between -32,768 and +32,767, select the Integer data type.
  - To enter smaller numbers, select the Small Integer data type.
7. To set the size limit of a field, enter an amount in the **Field Size** box. You will not be able to change field sizes after the table is saved.
8. To index the field, select **Yes** from the **Indexed** list. Indexing a field allows Pocket Access to find and sort information faster for that field.
9. Repeat these steps until you have created all the fields you want for your table.
10. On the **File** menu, click **Save Table**.

---

If you have tables that you do not want to keep updated on the device (such as product catalogs), mark them as read-only when transferring them from the desktop to the device to save time during future synchronization sessions. Windows CE Services will not check for updates the next time you synchronize.

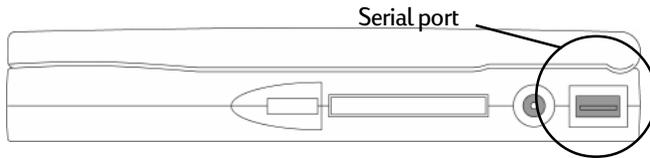
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## Printing your Pocket Office documents

You can print your Pocket Office and other documents from your HP Jornada three different ways:

- By connecting via serial-to-parallel cable directly to a PCL printer (language version 3 and above).
- By connecting via infrared port (only with an infrared-equipped PCL printer).
- By transferring the file to your desktop PC and printing it from within a program on the desktop PC.



### To print directly to a printer with a serial cable connection

1. Connect your HP Jornada to your PCL printer with a serial cable. (The HP Parallel Printer Cable is available as an accessory.)
  2. Start the program that you used to compose the document if it is not currently running (Pocket Word, for example).
  3. On the **File** menu, click **Print**. The **Print** dialog box appears.
  4. Choose the printer you will be printing to and select the COM1 port option.
  5. Set other Print options as necessary.
  6. Click **OK**.
-

### To print directly to a printer with an infrared connection



1. Start the program that you used to compose the document if it is not currently running (Pocket Word, for example).
2. On the **File** menu, click **Print**. The **Print** dialog box appears.
3. Choose the PCL printer you will be printing to and select the **IrDA port** option.
4. Set other print options as necessary.
5. Click **OK**, and then line up the infrared port on your HP Jornada with the infrared port on the printer.

## Using HP Jornada show

The HP Jornada show application allows you to display your HP Jornada screen image on a VGA-compatible monitor. Using this option, you can use other Microsoft Pocket Office products or third-party programs to create and display presentations as well. HP Jornada show displays screen resolution up to 640 x 480 at 256 colors.

### To view your HP Jornada display on an external monitor



1. Use a standard VGA cable to connect a VGA-compatible monitor to the external monitor port on your HP Jornada.
2. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP show**.
3. In the **HP show** dialog box, click **OK**.

While HP Jornada show is running, the external monitor port is enabled, and the HP show icon and VGA On icon are displayed in the taskbar.

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The external monitor port uses a significant amount of power and can quickly drain your batteries. Connect to AC power when using the external monitor port, or double-click the VGA Out icon in the taskbar to disable the port when not in use.

---

## Using Microsoft InkWriter

Microsoft InkWriter®, a text, graphics, and ink processor with Rich Ink technology, makes it easy for you to write and draw the way you do on paper, but with the benefit of being able to edit and format your writings and drawings. With InkWriter, you can enter information in the way that is easiest for you. You can type using the keyboard, or you can draw using the HP Jornada touch pad.



### To create an InkWriter document

1. On the **Start** menu, point to **Programs**, point to **Accessories**, and then click **InkWriter**.
2. Create your document:
  - To type, click **Writing** on the **View** menu, and then use the keyboard.
  - To draw, click **Drawing** on the **View** menu, and then click and drag on the HP Jornada touch pad to draw on the screen. You can also create a drawing in Writing view by crossing three of the ruled lines on the first stroke of the drawing.
3. When you are finished, on the **File** menu, click **Save**.



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InkWriter can help you draw perfect circles, rectangles, triangles, and lines. To do this, in Drawing view, select a shape you have drawn, and then on the **File** menu, click **Shapes** and choose a shape from the list.

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## Backing up and restoring data

To prevent loss of data, you should back up your HP Jornada data frequently. You can back up your HP Jornada two convenient ways:

- Use Windows CE Services to back up all data to your desktop PC.
- Use the HP Jornada backup application to back up all data or Calendar, Task, and Contact (PIM) databases, to a PC Card or CompactFlash Card.

### Using Windows CE Services Backup at your PC

The Windows CE Services Backup feature creates a complete duplicate of all data stored on your HP Jornada. If you routinely connect to your desktop PC, this is the best method of data backup. The backup file is saved on the hard disk of your desktop PC.

When you restore data from a backup file created by Windows CE Services, all data on your HP Jornada is replaced by the data in the backup file, including files you have created, programs you have installed, and any system settings and options you have set.

To access the Windows CE Services Backup feature, click **Backup** on the **Tools** menu in the Mobile Devices window. For more information about Windows CE Services Backup, see online Help.

### Using HP Jornada backup

HP Jornada backup provides a convenient way to back up Pocket Outlook data while you are traveling or while you are away from your desktop PC. You can back up the information to a PC Card or CompactFlash Card for secure storage. You can also back up data to a folder on your HP Jornada.

---

However, this will not preserve the information if you lose power or need to perform a full reset. (See the **Resetting** section in chapter 8.)



### To back up data

1. On the **Start** menu, point to **Programs**, point to **HP Applications**, and click **HP Jornada backup**.
2. Click **Backup**.
3. Choose one of the backup options:
  - Select **Back up all data** to back up all information stored in RAM, including files you have created, programs you have installed, and any system settings and options you have set.
  - Select **Back up PIM databases** to back up only your Contacts, Tasks, and Calendar databases.
4. Follow the instructions on your screen to complete the backup process.



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If you have both a CompactFlash Card and a PC Card installed, two folders appear in the My Handheld PC folder. The folder called Storage card represents the first card you inserted, and a folder called Storage card 1 represents the next card that was inserted.

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### To restore from a backup file

1. On the **Start** menu, point to **Settings**, and click **Control Panel**.
2. Double-click the HP Jornada backup icon.
3. Click **Restore all data** or **Restore PIM databases**.
4. Select the backup file you want to restore, and then click **Restore**.




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Your HP Jornada must have the same regional settings when you restore as you had when you completed the backup. Otherwise, you will not be able to restore the files. To change regional settings, on the **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the Regional Settings icon.

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## Using OmniSolve from LandWare

OmniSolve is a financial application designed specifically for real estate, retail, and business professionals who use palmtop PCs to make financial decisions quickly and accurately. OmniSolve employs a “form filling” metaphor to provide you with a rich problem-solving environment that is unparalleled in its ease of use, power, and flexibility.

### To start OmniSolve

1. Double-click the OmniSolve icon on the HP Jornada desktop.



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

---

## Using bFAX Pro from bSquare

You can send and receive faxes with your HP Jornada by using bFAX™ Pro. bFAX Pro allows you to send documents you have created in other programs, receive faxes and view them as graphic files, and manage fax documents stored on your HP Jornada. bFAX includes bVIEW, which enables you to preview faxes before you send them. For detailed procedures about using bFAX Pro and bVIEW, see online Help.

### Starting bFAX Pro

Before you can send and receive faxes, you will need to connect a phone line to your HP Jornada and configure your modem. If you are using an external or PC Card modem, follow the instructions included with the modem to install and configure it for use with your HP Jornada.

You also need to set modem and dialing options in bFAX Pro before you send or receive faxes for the first time. On the **Options** menu, click **Communications** to set your modem settings and dialing options.

For more information on connecting a phone line to your HP Jornada and setting dialing options, see the **Connect the phone line** section in chapter 3.



#### To start bFAX Pro

1. On the **Start** menu, point to **Programs**, point to **Communication**, and then click bFAX Pro.

### Sending faxes

If you want to send several faxes, send them one at a time rather than all at once. The internal modem (model 820 only) might interrupt the transmission when several faxes are sent at one time.

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### To send faxes one at a time

1. In bFAX Pro, select a fax you want to send.
2. On the **Fax** menu, click **Send Fax**. *Do not click **Send all Faxes in Outbox**.*




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If sending is interrupted, you will need to perform a soft reset to disconnect the modem. For more information, see the **Resetting** section in chapter 8 of the User's Guide.

---



If you encounter difficulties sending faxes with bFAX Pro while using the internal modem (model 820 only) make sure you have selected the internal modem and then disabled Class 1 fax support.

### To select the internal modem and disable Class 1 fax support

1. In bFAX Pro, on the **Options** menu, click **Communications**.
2. From the **Modem to use** list, select **Built-in Modem on COM6**.
3. Clear the **Use Class 1 Fax Support** check box.



If you are unable to send faxes with bFAX Pro while using a PC Card modem:

- Ensure that the correct modem is selected. In bFAX Pro, on the **Options** menu, click **Communications**, and then select PC Card modem on COM2 from the **Modem to use** list.
  - Your Modem might require setup parameters or a special initialization string. For more information about which modems require this, check the HP Web site at [www.hp.com/handheld](http://www.hp.com/handheld).
-

## Using bFIND from bSquare

With bFIND™ you can search for a word or text string in any database, file, file name, or e-mail message stored on your HP Jornada. Simply enter the characters you want to search for in the initial bFIND dialog box, and bFIND retrieves all occurrences of that string. bFIND is integrated with existing programs, so, double-clicking one of the search results within bFIND launches the program in which the string was found, and opens the document containing that search string.

bFIND includes default script files for the standard Windows CE programs, databases, and file types. These script files help bFIND interpret search results and drive other applications to complete the searches that are started within bFIND. You can search any or all of the following areas:

- E-mail messages
- Contacts, Appointments, and Tasks databases
- Other databases (Pocket Access databases, for example)
- File contents (including Pocket Word and Pocket Excel files)
- File names (searches files and folders)
- bFAX packages



### To start bFIND

1. On the **Start** menu, point to **Programs**, point to **Accessories**, and then click **bFIND**.

For detailed procedures about using bFIND, see online Help.

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# Customizing your | 7 HP Jornada

This chapter describes ways you can add to your HP Jornada Handheld PC (H/PC) and customize Microsoft® Windows® CE to suit your working style and preferences. By exploring the different options, you can find ways to become more efficient and to make working with your HP Jornada more comfortable and fun. This chapter covers:

- Adding to your HP Jornada—Including programs, fonts, sounds, and bitmaps, and peripheral devices
  - Fine-tuning performance—Using Control Panel to set various options, including general system settings, HP Jornada hot keys, and settings that can increase battery life
-

## Adding to your HP Jornada

This section describes how to add functionality to your HP Jornada by installing software and adding peripherals and storage cards. You will also learn how to customize the Windows CE desktop and working environment.

### Installing programs

You can add even more functionality to your HP Jornada by installing third-party software. A wide variety of commercial software is available for Windows CE, ranging from custom business applications to system utilities to games and entertainment. Some programs are available on the HP Jornada compact disc and the Desktop Software for Microsoft Windows CE compact disc included with your HP Jornada. Other programs are available from software distributors and on the Web.



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You cannot run programs designed for Windows 95 or Windows NT on your HP Jornada. The only programs that will run on your HP Jornada must be designed specifically for Windows CE.

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The HP Jornada compact disc includes many productivity-enhancing programs, such as:

- Microsoft Java virtual machine, which enables you to run cross-platform Java applications on your HP Jornada.
- TrueSync CE 2.0 from Starfish Software for synchronizing your HP Jornada with the REX™ Classic and REX™ Pro Cards.

Explore the HP Jornada compact disc to enjoy these free software programs. For more information about a particular program, go to the Web site of that program's manufacturer.

Many other useful programs are available from the Hewlett-Packard Web site at [www.hp.com/handheld](http://www.hp.com/handheld).

---

## To install software



1. Download the software program or installer from the Web to your desktop PC.  
–or–  
Insert the floppy disk or compact disc into the appropriate drive on your desktop PC.
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 will copy the necessary files to your HP Jornada.  
–or–  
If the program does not have an associated installer or setup program, drag the program file (typically an \*.exe file type) to the HP Jornada icon in the Mobile Devices window. If the **No converter selected** dialog box appears, click **OK** to copy the file without conversion.

---

Install software by dragging the program file to the Mobile Devices window only if no installer program is available. Software installed in this way may not appear on the

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### To add or remove programs with Application Manager

1. Connect your HP Jornada to your desktop PC, and then open the Mobile Devices window.
2. On the **Tools** menu in the Mobile Devices window, click **Application Manager**.
3. In the list of programs, select the program you wish to install, and then click **Add**.  
–or–  
Select the program you want to delete, and then click **Remove**.

### Removing programs



## Adding fonts

Your HP Jornada comes with a selection of built-in fonts. You can add Windows fonts (.fon files) or TrueType fonts (.ttf files) to your HP Jornada for use in Pocket Word documents and Pocket Excel spreadsheets. Because fonts take up a significant amount of storage memory, install only the fonts you need, and delete those you do not need. (The built-in fonts cannot be deleted.)

### To add fonts

1. Connect your HP Jornada to a desktop PC, and then start Windows CE Services.
2. In Windows Explorer on the desktop PC, select the font files you want to copy.
3. Drag the font files to the Windows folder on your HP Jornada. If you are copying a Windows font, you will be prompted to select the point sizes and styles you want to copy.



## Adding sounds

Your HP Jornada can play sounds (.wav files). You can copy a Wave sound file from your desktop PC to your HP Jornada without converting the file. If you want to use a sound as part of a sound scheme or to signal an alarm or a reminder, copy the sound file to the Windows folder on your HP Jornada. For more information, see the **Setting Alarms** topic in online Help.

---

## Adding desktop wallpaper

Your HP Jornada can display 256-color bitmap images (.bmp files) or Windows CE bitmaps (.2bp files). You can copy bitmap images from your desktop PC to your HP Jornada without converting the files, and you can use these images as desktop wallpaper on your Windows CE desktop.



### To add desktop wallpaper

1. Connect your HP Jornada to a desktop PC and start Windows CE Services.
  2. Drag the bitmap image you want to copy from its location on your desktop PC to the HP Jornada icon in the Mobile Devices window.
  3. On the HP Jornada **Start** menu, point to **Settings**, and click **Control**
-

Install PC Cards and CompactFlash Cards according to the card manufacturer's instructions by inserting them into the appropriate slot on your HP Jornada. You may also need to install a software driver for a particular card. The software drivers for Windows CE should be included with the card or be available from the card manufacturer.

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Many PC Cards use considerable power and can quickly drain your battery. Connect to AC power while using PC Cards.

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PC Card and CompactFlash memory modules appear as folders in the My Handheld PC folder. The folder called Storage card represents the first card you inserted, and the folder called Storage card 1 represents the next card that was inserted.

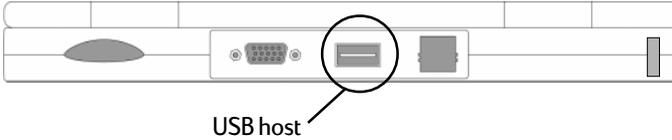
## Connecting USB devices

USB devices connect to the Universal Serial Bus (USB) port on your HP Jornada and typically include such peripherals as mice or pointing devices, keyboards, and joysticks. When connecting a USB device, you will need to install the software driver(s) provided by the device manufacturer, and the USB port on your HP Jornada needs to be enabled.



### To enable the USB port

1. Install the USB device driver(s) provided by the device manufacturer.
2. Plug the USB device into the USB host (port).



The USB port will be automatically enabled. When the USB port is enabled, the USB icon is displayed in the status area of the taskbar.



---

USB devices use considerable power and can quickly drain your batteries. Unplug the USB device when you are not using it.

---

## Fine-tuning performance

This section offers information about tailoring your HP Jornada to match your working style. As on your desktop PC, use Control Panel to change most of your HP Jornada options.



### To open Control Panel

1. On the **Start** menu, point to **Settings**, and then click **Control Panel**.

Double-click any of the icons in Control Panel to explore the options for that feature. Specific Control Panel options are described below.

---

## Setting general options

The following control panels enable you to set general options for using your HP Jornada. For more information about a particular control panel, see the **Settings** topic in online Help.

- **Display**—The Display control panel allows you to set the background image and the appearance of your Windows CE desktop.
  - **Keyboard**—The Keyboard control panel allows you to set options for how fast characters repeat when you hold down a key on your HP Jornada keyboard.
  - **Owner**—The Owner control panel allows you to store personal information, such as your name and address, and to choose whether to display this information each time you turn on your HP Jornada.
  - **Password**—The Password control panel allows you to protect your HP Jornada with a password. You can choose to be prompted to enter the password each time you turn on your HP Jornada.
  - **Regional Settings**—The Regional Settings control panel allows you to set the format for time, date, numbers, and
-

- **World Clock**—The World Clock control panel allows you to set the system time, set alarms and reminders, and select your Home and Visiting cities. World Clock also displays almanac information, such as the nearest airport, sunrise and sunset times, and travel distance between selected cities.



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To open the World Clock control panel quickly, double-click the clock in the status area of the taskbar.

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## Using the HP hot keys application

The HP hot keys give you one-key access to the programs or documents you use most. With the HP hot keys application, you can configure the HP hot keys to open any program or file on your HP Jornada.



### To start the HP hot keys application

1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and click **HP hot keys**.

## Customizing the HP hot keys

When you start the HP hot keys application, the current hot key assignments are displayed in a list. The default key assignments correspond to the program icons printed on the HP hot keys, the top row of keys on the HP Jornada keyboard.



### To assign a program or file to a hot key

1. Start the HP hot keys program.
  2. In the list, select the hot key you want to change.
  3. Under **Assign to**, select a program from the drop-
-

down list.

–or–

Click **Browse** to select a program or file that is not in the list.

## Restoring default hot key assignments

Your custom hot key assignments replace the default key assignments; however you can also use the HP hot keys application to quickly restore the defaults, which correspond to the icons printed on the keys themselves.

### To restore default key assignments

1. Start the HP hot keys application.
2. Click **Restore defaults**.



## Using HP settings

The HP settings application allows you to change or adjust important settings and allows you to quickly check the status of constantly changing information about your HP Jornada, such as available memory and battery power. It also allows you to set the password delay feature for added security.

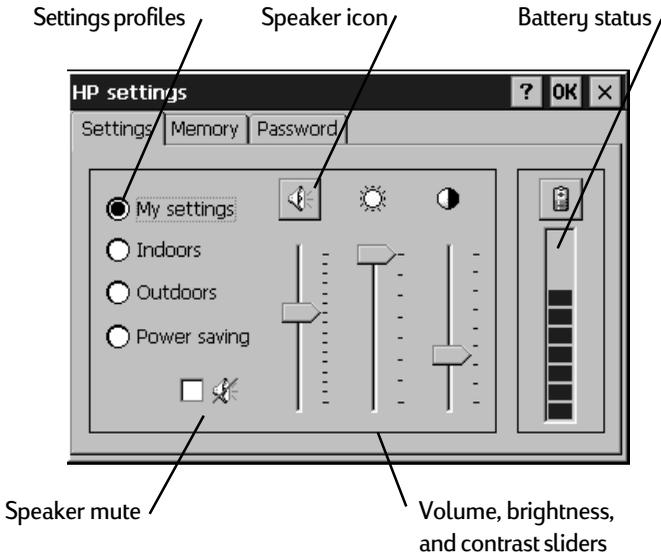
### To open HP settings

1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP Settings**.  
–or–  
Press the HP settings hot key.



## Setting brightness, contrast, and volume

The **Settings** tab includes slider controls for brightness, contrast, and volume, and a check box that mutes all system sounds. Move the sliders to adjust the settings to a comfortable level.



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Click the speaker icon to switch to the Volume & Sounds control panel.

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## Changing HP settings profiles

Your HP Jornada has four preset HP settings profiles: Indoors, Outdoors, Power saving, and My settings. You can launch any profile by selecting the radio button associated with it. You can also adjust any of the settings in any profile to suit your preference.

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## To change profiles



1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP Settings**.  
–or–  
Press the HP settings hot key.
2. On the **Settings** tab, select the radio button of the profile you want to change.
3. Adjust sound, brightness, and contrast sliders to your preference. Your new settings are saved automatically.
4. Click **OK**.

## Displaying power and memory information

The **Settings** tab also displays the status of your main battery. The **Memory** tab shows the available PC Card memory, the program memory, and the storage memory.

## Setting the password delay timer

If you have set a Windows CE password, the **Password** tab lets you set a timed delay before the password is activated. By using the password delay, you can ensure that you do not have to re-enter your password every time your HP Jornada auto-suspends.

## To set the password delay



1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP Settings**.  
–or–  
Press the HP settings hot key.
  2. On the **Password** tab, under **Activate Password Protection**, select **After suspending for**, and then type the number of minutes or select a number from the list.
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If you have not set a password, click **Set Password** to switch to the Password control panel.

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## Adjusting the HP Jornada touch pad

The HP Jornada touch pad replaces the mouse as a navigation and pointing device. The touch pad buttons act as the primary and secondary (left and right) mouse buttons. In addition, the touch pad can be used as a drawing tablet for use with Microsoft InkWriter®.

The HP Jornada touch pad control panel enables you to set options commonly associated with the mouse or other pointing device. It also lets you set special features unique to the HP Jornada touch pad, such as settings that remind you to take a short break.



### To open the HP touch pad control panel

1. On the **Start** menu, point to **Programs**, point to **HP Utilities**, and then click **HP touch pad**.

Prolonged use of the touch pad can put stress on your fingers, hands, and wrists. To reduce the risk of fatigue or stress from using the touch pad, the HP Jornada touch pad surface is very sensitive and requires only slight pressure from your fingertips.




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For information about the causes and prevention of repetitive strain injuries (RSI), see Appendix A.

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## Scheduled breaks

Frequent breaks can significantly decrease fingertip and wrist fatigue. Use the **Short Breaks** tab of the **HP touch pad Properties** dialog box to remind yourself to take a short break from the keyboard after a set number of minutes

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or a set number of clicks on the touch pad. Select one or more of these options, and then select the interval from the drop-down lists. You can set the reminder to play a sound or display a custom message to signal that it is time for a break.

## Tap and drag behavior

Use the **Touch pad** tab to set properties of the HP Jornada touch pad. For example, you can set it so that you can simply tap the touch pad rather than click the primary button.

## Touch pad options

When you are typing, you may find it comfortable to rest your wrists on the edge of the keyboard. You can automatically disable the touch pad when you type, so you can rest your wrists on the touch pad without inadvertently moving the cursor or triggering a click.

### To disable the touch pad

1. On the **Touch pad** tab of the **HP touch pad Properties** dialog box, select **Disable touch pad when typing**.
2. Adjust the slider to set the interval after which the touch pad is reactivated.



## Managing battery power

Because the data and files you save on your HP Jornada are stored in RAM, it is extremely important that you maintain a continuous power supply to your HP Jornada at all times. If your HP Jornada runs out of power, all information you have entered will be lost. The Windows CE operating system and programs are stored in ROM and cannot be erased; however, any programs you have added and custom settings in existing programs will be lost.

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HP Jornada allows you to run on AC power using the AC adapter or to run on battery power for convenience and portability. HP Jornada uses two types of batteries. The main battery, an “intelligent” rechargeable lithium-ion battery pack, supplies power whenever your HP Jornada is not connected to AC power. Under normal circumstances, the main battery will provide up to 10 hours of continuous use without recharging.

The backup batteries protect your data when the main battery runs down. The two coin-sized, lithium-ion backup batteries do not provide enough power to operate your HP Jornada. They are intended only to protect your data until the main battery is recharged. When the main battery is very low, your HP Jornada will shut down, and you will be unable to restart it until you charge the battery or connect to AC power.

The battery icon in the status area of the taskbar indicates whether the HP Jornada is operating on AC or battery power and displays the status of the main battery.

<b>Icon</b>	<b>Indicates</b>
	Running on AC power
	Running on battery power, main battery power low
	Backup battery power low
	Backup battery power very low
	Battery charging



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You should respond immediately when a message warning of low battery power is displayed. When the main battery power is low, simply connect the HP Jornada to AC power to recharge. When the backup battery power is low, the backup batteries must be replaced as soon as possible. It is recommended that you back up your data and run the HP Jornada only on AC power until you have replaced the backup batteries.

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For procedures on charging the main battery or replacing the backup batteries, see the **Setting up your HP Jornada** section in chapter 2.

## Using the Power control panel

Use the Power control panel to check the power level of the main battery and backup batteries, as well as to set certain options that will improve battery life.

### Power Status tab

The **Power Status** tab displays information about the current state of your batteries. This information helps you determine how long you can operate your HP Jornada before needing to recharge the battery.

The power level of the main battery is displayed as a percentage of full power and in terms of how many hours (estimated) remain before the battery must be recharged. When approximately 30 minutes or less of battery time remain, the low battery icon is displayed in the Windows CE taskbar.

The power level of the backup batteries is indicated as Good, Low, or Very Low power. When the backup battery

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power is very low, you should replace the backup batteries as soon as possible.

### Power Saving tab

The **Power Saving** tab enables you to set certain options that directly affect the life of the main battery:

- **Auto-Suspend**—Triggers HP Jornada to auto-suspend operation after a period of continuous idle time. You can select to auto-suspend while operating on either battery or AC power, and you can specify the amount of idle time in minutes.
- **Dimming**—Dims the display after a period of continuous idle time. You can specify the amount of time in seconds.

### Conserving battery power

Under normal circumstances, the HP Jornada Standard Battery should provide up to 10 hours of continuous use; however, certain tasks require more battery power and deplete the main battery faster. Follow the tips below to maximize battery life.

- **Reduce the brightness of the display.** Compensate for low light by increasing the contrast. (See the **Using the HP settings application** section in this chapter.)
  - **Shorten auto-suspend time.** Use the Power control panel to set the length of continuous idle time before your HP Jornada auto-suspends. Press the On/Off key or click **Suspend** on the **Start** menu 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, so you must be careful not to allow the batteries to run down.
-

- **Turn off sounds.** Use the HP Jornada settings application to mute the HP Jornada speaker, or use the Sound & Volume control panel to turn on only the most necessary system sounds.
  - **Set the screen to dim automatically after a short time.** Use the Power control panel to set the auto-dimming feature.
  - **Connect to AC power when using an external monitor.** Using an external monitor consumes considerable power and can drain your battery.
  - **Avoid using PC Cards while on battery power.** Some PC Cards (especially PC Card modems) use considerable power and will quickly drain your battery.
  - **Disconnect USB device when not in use.** USB devices use considerable power and will quickly drain your battery. (See the **Adding peripherals** section in this chapter.)
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# Troubleshooting | 8

If you encounter difficulties while using your HP Jornada 820 or 820e Handheld PC (H/PC), this chapter will help you find answers. If you need information about troubleshooting Microsoft® Windows® CE Services, click **Windows CE Services Help Topics** on the **Help** menu in the Mobile Devices window.

The information in this chapter will help you:

- Troubleshoot basic problems
  - Troubleshoot problems with remote connections
  - Troubleshoot problems with the display
  - Troubleshoot problems connecting by infrared
  - Reset your HP Jornada
-

## Troubleshooting basic problems

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

<b>Problem</b>	<b>Diagnosis / Remedy</b>
HP Jornada does not turn on when not connected to AC power.	<i>Battery power is too low to run device.</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 very quickly.	You are using your HP Jornada in ways that drain the batteries quickly. See the <b>Managing battery power</b> section in chapter 7.
HP Jornada does not auto-suspend when connected to a desktop PC or when using the modem.	<i>The HP Jornada is designed to stay on while connected to a computer.</i> This is the correct behavior. No action is needed.
HP Jornada automatically shuts down.	<i>Batteries are too low to run device. When a critically low battery-power condition is encountered, the HP Jornada initiates a safety shutdown.</i> Connect to AC power and charge the main battery. Do not remove the backup batteries before charging the main battery.
HP Jornada does not turn on when connected to AC power.	HP Jornada is locked up. Connect the HP Jornada to external power, and perform a soft reset. (See the <b>Resetting</b> section in this chapter.) (Caution: You may lose any unsaved data when performing a soft reset.)

Problem	Diagnosis / Remedy
HP Jornada locks up when running applications.	<p><i>HP Jornada is locked up.</i> Connect to AC power, and perform a soft reset. (See the <b>Resetting</b> section in this chapter.)</p> <p>Note: Check battery power regularly to ensure that the main battery is not running low on power.</p>
HP Jornada does not turn on or display appears to be off, even though power is on.	<p>The display contrast is too light. Press   to increase contrast. (For more information, see the <b>Setting up your HP Jornada</b> section in chapter 2.)</p>
HP Jornada runs very slowly.	<p>There is insufficient program memory or the memory needs to be refreshed.</p> <p><b>To increase program memory</b></p> <ol style="list-style-type: none"> <li>1. Delete any unnecessary files.</li> <li>2. Close all applications.</li> <li>3. On the <b>Start</b> menu, point to <b>Settings</b>, and then click <b>Control Panel</b>. Double-click the System icon.</li> <li>4. On the <b>Memory</b> tab, adjust the memory slider to increase the amount of program memory.</li> </ol> <p><b>To refresh the memory</b></p> <ol style="list-style-type: none"> <li>1. Save your data.</li> <li>2. Close all applications.</li> <li>3. Perform a soft reset. (See the <b>Resetting</b> section in this chapter.)</li> </ol>
Insufficient memory error occurs when running an application.	<p>HP Jornada has run out of program memory for the application.</p> <p><b>To increase program memory</b></p> <ol style="list-style-type: none"> <li>1. Delete any unnecessary files.</li> <li>2. Close all applications.</li> <li>3. On the <b>Start</b> menu, point to <b>Settings</b>, and then click <b>Control Panel</b>. Double-click the System icon.</li> <li>4. On the <b>Memory</b> tab, adjust the memory slider to increase the amount of program memory.</li> </ol>

<b>Problem</b>	<b>Diagnosis / Remedy</b>
HP Jornada does not detect PC Card.	<i>PC Card is not inserted properly or drivers are not installed on your HP Jornada.</i> Remove and re-insert the PC Card correctly. If this does not fix the problem, check the documentation for the PC Card for information on installing drivers on the HP Jornada. (For more information about compatible PC Cards, see the HP Jornada Accessories page at <a href="http://www.hp.com/handheld">www.hp.com/handheld</a> .)
HP Jornada will not establish a connection with a desktop PC.	<i>The sync cable is not connected properly to the PC or the HP Jornada or communications are not configured correctly.</i> Reconnect the cable correctly or see Windows CE Services Help for more information.
Web pages are not displayed according to the options you set in Pocket Internet Explorer	If you set up the Web service using HP dialup, the options you set in HP dialup determine the way Web pages are displayed. Options you change in Pocket Internet Explorer affect only the current Web session; these changes are not saved.
Pressing the Pocket Internet Explorer hot key does not launch the program	My Handheld PC or Windows Explorer may be open. Pressing the Pocket Internet Explorer hot key will switch between any open folders (e.g., Control Panel, My Documents, or My Handheld PC) and Pocket Internet Explorer. This is the correct behavior.
Sending and receiving files via infrared does not work	The HP Jornada cannot send files to or receive files from a Windows CE 1.0 device via infrared. Windows CE 1.0 does not support the FastIR file transfer protocol used by your HP Jornada.
Unable to dial out using the modem	In certain countries you may have to clear the <b>Wait for dial tone before dialing</b> check box. See the <b>Troubleshooting problems with remote connections</b> section in chapter 8 of the User's Guide.

<b>Problem</b>	<b>Diagnosis / Remedy</b>
Unable to send e-mail messages from Inbox	Message header is too big. If your address list exceeds 32 KB, Inbox is unable to send the message.
HP viewer seems to launch slowly	Contacts, Calendar, and Tasks databases are very big. Limit the size of your databases by synchronizing only selected contacts, appointments, and tasks. For more information, see the <b>Synchronizing selected data</b> section in chapter 4 of the User's Guide.
After performing a soft reset, the touch pad or USB device does not work	You must disconnect the USB device before performing a soft reset. Disconnect the USB device, perform a soft reset, and then reconnect the USB device again.
HP Jornada locks up	Program memory is low. Connect to AC power, and perform a soft reset (see the Resetting section in chapter 8 of the User's Guide). You can also use the System control panel to increase the allocated program memory. For more information, see the Settings topic on online help.
The display is distorted on an external monitor or projector	Some VGA projectors may have a different refresh timing than your HP Jornada. To optimize the display, install Hpvoutst.exe from the HP Jornada compact disc to your HP Jornada. For details installing Hpvoutst.exe, refer to the Readme file on the compact disc or see the <b>Adding software</b> section in chapter 7 of the User's Guide.

## Troubleshooting remote connections

This section offers troubleshooting help for trying to connect your HP Jornada to other computers. For problems communicating with your desktop, see Windows CE Services Help.

## Unable to dial out using the modem

- Verify that the modem is installed correctly (model 820e only) and connected to the telephone line.
- If you are using the internal modem (model 820 only), verify that you are using an analog telephone line. (Most home telephone lines are analog, while most office telephone lines are digital.)
- Verify that you have correctly set dialing properties for this connection.
- Check to see if the modem is waiting for a dial tone. To do this, on the **Start** menu, point to **Programs**, point to **Communication**, and then click **Remote Networking**. Select your connection, and then click **Properties** on the **File** menu. In the **Dial-Up Connection** dialog box, click **Configure** and then click the **Call Options** tab. Verify that **Wait for dial tone before dialing** is selected.
- Allow more time for the call to go through if you are attempting to make an international call. On the **Call Options** tab described in the previous step, clear the **Cancel the call if not connected within** option or increase the number of seconds allowed.

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

- Verify that the network you are attempting to connect to supports PPP (Point-to-Point protocol) or SLIP (Serial Line Internet Protocol).
  - Verify that you have the correct dialing location selected. On the **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the Dialing icon. Make sure that the location settings reflect your current location, that the dialing pattern for the location is appropriate, and that the local country and area code are correct.
-

## Connection is unreliable

- Make sure the modem is firmly seated and connected to both your HP Jornada and the telephone jack.
- Disable call waiting. On the **Start** menu, point to **Settings**, click **Control Panel**, and then double-click the Dialing icon. Select **Disable call waiting by dialing** and enter the disable code specified by your telephone company.

## Network connection is not listed in the ActiveSync dialog box

- Close the dialog box, wait a few minutes, and try again.
- Reset your HP Jornada. (See the **Resetting** section in this chapter.)

## Infrared transfer between Windows CE–based devices

If you are unable to transfer information between Windows CE–based devices by infrared, 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 centimeters (2 inches) apart.
  - Make sure nothing is blocking the path between the two infrared ports.
  - Adjust the room lighting. Some types of lighting interfere with infrared communication. Try moving to a different location or turning off some lights.
-

## Display

If you are having trouble viewing your data, here are some suggestions.

### Screen is blank

If your HP Jornada fails to respond when you briefly press the On/Off key, try holding the button down for a full second. If that does not work:

- Make sure your battery cover is locked and all expansion slots are secured.
- Adjust the display contrast. On some devices, the screen can darken or lighten to the point that it appears to be turned off.
- Reset your HP Jornada. (See the **Resetting** section in this chapter.)
- Recharge the main battery.

### Screen is dark

Prolonged exposure to direct sunlight may cause your HP Jornada screen to temporarily darken. This is a normal occurrence with LCD screens and is not permanent.

## Resetting

Occasionally, you will need to reset your HP Jornada; for example, you may reset after you restore data from your desktop PC or when the operating system stops responding. There are two methods of resetting:

- **Soft reset**—A soft reset (also called “warm boot”) is similar to restarting your desktop PC. It restarts the operating system and preserves any saved data.
  - **Full reset**—A full reset (also called “hard reset”) restores your HP Jornada to its original state, erasing all information you have entered.
-

To ensure the safety of your information in case a full reset is necessary, you should regularly back up your data to your desktop PC (using Windows CE Services) or to a CompactFlash or PC Card (using the HP Jornada backup application). For more information on backing up data, see the **Backing up and Restoring data** section in chapter 6.

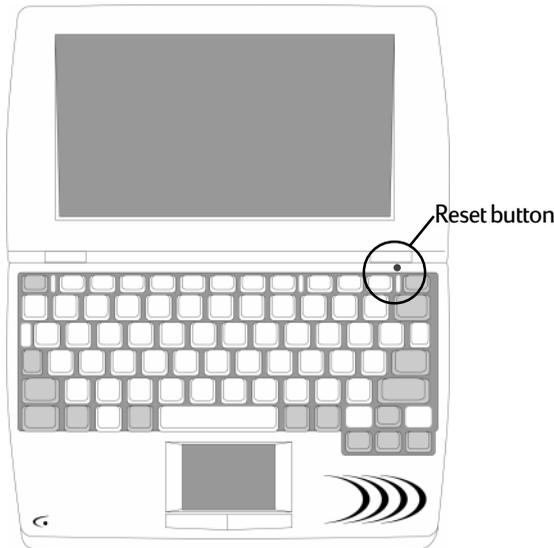
## Soft reset

Perform a soft reset after restoring data from a backup file or when your HP Jornada appears to be “frozen” or “locked up.”

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When you perform a soft reset you will lose unsaved data in all open documents or programs.

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### To perform a soft reset

1. Use a pen or a paperclip to press the Reset button on the HP Jornada keyboard.



## Full reset

Perform a full reset only when your HP Jornada does not respond to a soft reset. A full reset will erase all data you have entered, including all files, system settings, and programs you have installed. If you have forgotten your password, you will also need to perform a full reset.



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Performing a full reset erases all files, programs, and appointments you have entered. You can restore only data that has been backed up to your desktop PC or to a PC Card or CompactFlash Card. (For more information, see the **Backing up and restoring data** section in chapter 6.)

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### To perform a full reset

1. Disconnect the AC adapter from your HP Jornada.
  2. Remove the main battery.
  3. Remove the backup battery tray.
  4. Wait at least 5 minutes, and then reinstall the batteries and reconnect the AC adapter. (For more information, see the **Setting up your HP Jornada** section in chapter 2.) Your HP Jornada should turn on automatically, and display the Windows CE Welcome Wizard. For more information about this wizard, see the **Completing the Welcome Wizard** section in chapter 2.
  5. Restore data to your HP Jornada from your most recent backup file. For more information, see the **Backing up and Restoring data** section in chapter 6.
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# Warranty, support, and service

## Limited one-year warranty

Your HP Jornada H/PC (models 820 and 820e) comes with a limited one-year warranty.

### What is covered

Your HP Jornada H/PC (models 820 and 820e) (except for the coin-cell backup batteries, or damage caused by this battery) and accessories are warranted by Hewlett-Packard against defects in materials and workmanship for one year from the date of original purchase. If you sell your unit or give it as a gift, the warranty is automatically transferred to the new owner and remains in effect for the original one-year period beginning at the time of purchase. During the warranty period, we will repair or, at our option, replace at no charge a product that proves to be defective, provided you return the product, shipping prepaid, to a Hewlett-Packard service center. (Replacement may be made with a new or re-conditioned device, or with a newer model of equal or better functionality.)

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.

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## What is not covered

Backup batteries, and damage caused by the battery, are not covered by the Hewlett-Packard warranty. Check with the battery manufacturer about battery and battery leakage.

This warranty does not apply if the product has been damaged by accident or misuse, or as the result of service or modification by other than an authorized Hewlett-Packard service center.

No other express warranty is given. The repair or replacement of a product is your exclusive remedy. **ANY OTHER IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS IS LIMITED TO THE ONE-YEAR DURATION OF THIS WRITTEN WARRANTY.** Some states, provinces, or countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. **IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR CONSEQUENTIAL DAMAGES.** Some states, provinces, or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Products are sold on the basis of specifications applicable at the time of manufacture. Hewlett-Packard shall have no obligation to modify or update products, once sold.

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## Consumer transactions in Australia,



## Year 2000 warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement provided with this HP Product, HP warrants that this HP product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the year 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP product(s) properly exchange date data. The duration of the Year 2000 warranty extends through January 31, 2001.

HP makes no representation or warranty respecting the accuracy or reliability of information about non-HP products. Such information is provided by the manufacturers of those products, and customers are urged to contact the manufacturer directly to verify Year 2000 readiness.

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## Customer support

If you have questions that this User Guide 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 your H/PC Pro requires service, contact Hewlett-Packard for service information, shipping instructions, and out-of-warranty service charges before you send your unit to HP for repair. In countries not listed in the table, contact your 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 unit for service without first contacting a Hewlett-Packard office.* If your unit qualifies for in-warranty service, be ready to supply a dated proof of purchase.

In countries not listed in the following table, contact your 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.
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## Web site

You can also obtain product information as well as tips and hints on how to get more from your handheld 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/handheld](http://www.hp.com/handheld).

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## 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.

Country	Telephone
Argentina	54-1-7788380
Australia	61-3-88778000
Austria	43-6606386
Belgium (Dutch)	32-2-6268806
Belgium (French)	32-2-6268807
Canada	1-905-2064663
China	86-10-65645959
Czech Republic	420-2-61307310
Denmark	45-39-294099
Finland	358-20347288
France	33-1-43623434
Germany	49-1-805258143
Greece	30-1-6896411
Hong Kong	800-967729
Hungary	36-1-3430310
India	91-11-6826035
Indonesia	62-21-3503408
Ireland	353-1-6625525
Israel	972-9-9524848

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Italy	39-2-26410350
Country	Telephone
Japan	81-3-33358333
Korea	82-2-32700700
Malaysia	60-03-2952566
Netherlands	31-20-6068751
New Zealand	0800-733547
Norway	47-22-116299
Philippines	63-2-8673551
Poland	48-22-8659999
Portugal	351-1-4417199
Russia	7-095-9169821
Singapore	65-2725300
South Africa	27-11-4481140
Spain	34-91-7820109
Sweden	46-8-6192170
Switzerland	41-848-801111
Taiwan	886-2-7170055
Thailand	66-2-6614011
Turkey	90-212-2245925
UK	44-870-6083003
USA	
Pre-sales Information	1-800-443-1254 (toll-free, no operator is available)
Support & Service	1-970-635-1000 Palmtops & Organizers (toll call)

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.

# Appendix A

## Ergonomics

This chapter provides guidance and hints to help you work in a comfortable and ergonomically low-risk environment. If you experience pain or discomfort while using this or any other equipment, you should stop working and review this chapter. If the discomfort continues, stop using the equipment and consult a doctor as soon as possible.

### Setting up and using equipment

Some people experience physical discomfort while using computers. Sometimes this discomfort leads to Repetitive Strain Injury (RSI), also known as cumulative trauma disorder or repetitive motion injury. Setting up and using equipment properly can help minimize this discomfort. Well-designed and adjusted equipment may not be sufficient to eliminate all potential problems. How you perform your computer activities is also important.

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## What is RSI?

RSI is a type of injury caused by the irritation or inflammation of soft tissues such as muscles, nerves, or tendons. In extreme cases, this irritation can lead to permanent tissue damage. RSI has been a documented problem for workers performing specific tasks such as assembly line work, meatpacking, sewing, playing musical instruments, and working with a computer. It may also result from other activities, such as tennis.

## What causes RSI?

RSI is caused by certain demanding activities that exceed the body's ability. Common factors associated with RSI include too many uninterrupted repetitions of an activity or motion, performing an activity in an awkward or unnatural posture, maintaining static posture for prolonged periods, failing to take frequent short breaks, and stress. Certain medical conditions, such as rheumatoid arthritis and diabetes, may contribute to RSI.

## RSI symptoms

By following the guidelines on proper setup and use of equipment and work environment, the risk of developing RSI can be minimized. However, if you experience any discomfort, seek professional advice immediately. Typically, the earlier a problem is diagnosed and treated, the easier it may be to resolve.

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## Avoiding RSI

Recent literature suggests that there may be a relationship between injury to soft tissues, especially in the hands and arms, and the prolonged use of keyboards or other equipment requiring repeated motion of the hands and forearms. Literature also suggests that there are many other risk factors that may increase the chances of such soft-tissue injury. You can minimize the risk of suffering from RSI by following the guidelines detailed in this chapter.

## Setting up your working environment

You must have enough space to move around and vary your position. To avoid eye strain, the ceiling, walls, and floors should have a medium level of reflectance (approximately 75 percent of ceiling reflectance, 40 percent of wall reflectance, and 30 percent of floor reflectance). Try to avoid excessive contrast between the screen and its surroundings. The work environment should be as quiet and distraction-free as possible, with background noise below 58 dBA. Where possible, relative air humidity should be in the range of 40 to 60 percent. Recommended room temperature is 19 to 23 °C (66 to 73 °F). If possible, adjust the temperature to a comfortable level. The workplace should be well ventilated.

Pay attention to your posture; relax your shoulders and keep your wrists straight. This is easier when your keyboard can be positioned right under your hands while bending your elbows at 90°. Pull your chin in to look down, and try to lean back in the chair. The backrest should support you in the hollow of your back.

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## Reducing eye strain

Have your eyes checked on a regular basis and ensure your eyeglass prescription is suitable for working on a computer screen. Look away from the screen from time to time. Focus on distant objects briefly. Blinking periodically helps to lubricate the eyes.

## Preventing muscle stiffness

Avoid holding your muscles tense for long periods of time. Keep your fingers and body relaxed. Changing tasks frequently helps prevent muscle stiffness. Alternating between typing, writing, filing, and moving around in your work environment helps to keep muscles loose.

## Taking frequent short breaks

When you are required to work on your computer for prolonged periods of time, take short breaks frequently. As a general rule, a 5- and 10-minute break every hour is a good idea. It is better to take short breaks frequently than longer breaks less frequently. Data shows that people who work for long periods of time without a break are more prone to injury. Occasionally stretch the muscles in your hands, arms, shoulders, neck, and back. You should stretch at least once an hour.

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## Using the HP Jornada touch pad

Prolonged use of the touch pad can put stress on fingers, hands, and wrists. To reduce the risk of fatigue or stress while using the touch pad, we have included the HP Jornada short breaks application, and we have installed a very sensitive touch pad that requires only low pressure for activation. These additions reduce the risk of soreness and fatigue due to friction between your finger and the touch pad.

The HP Jornada short breaks application periodically alerts you to take a short break and offers a variety of settings that will aid you in the use of the touch pad. Use the HP Jornada touch pad control panel to change the default settings to fit your own requirements. For more information, see chapter 7.

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# Glossary

**AC adapter** A connector that provides external power (not battery power) to your HP Jornada. For information about installing and using the AC adapter, see the **Setting up your HP Jornada** section in chapter 2.

**ActiveSync** A feature of Windows CE Services that manages data synchronization between your HP Jornada and desktop PC. You can specify the type of data you want to synchronize.

**backup file** A duplicate copy of your HP Jornada files and data that is stored on your desktop PC or on a PC Card. This file does not include your HP Jornada settings and information stored in ROM, such as factory-installed software. Use your backup file to restore your HP Jornada to its previous state if your device data is damaged or destroyed or if you have performed a full reset.

**cache** A special high-speed storage mechanism that saves temporary copies of Web pages and other file types as you view them. Your computer can quickly display Web pages you have recently visited, because Pocket Internet Explorer can open them from cache instead of having to load them again from the Web. Increasing the space designated for your cache folder increases how quickly recently visited files are displayed, but decreases the amount of space available for other files on your HP Jornada. You can choose to empty your cache upon exiting Pocket Internet Explorer. This saves space on your device.

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**cookies** A packet of messages a Web server passes to your Web browser. When you enter a Web site that uses cookies, you may be asked to fill out a form with information such as your name and interests. This information is passed to your Pocket Internet Explorer browser as a cookie (in the form of a text file called cookie.txt). The next time you visit that Web site, your Pocket Internet Explorer will pass the cookie back to the Web server, and the server will use this information to present you, for instance, with custom Web pages filled with information of interest to you. For example, instead of being presented with a generic welcome page, you might receive a welcome page with your name on it.

**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 sync cable or IR port.

**DNS** Domain Name System (DNS) is 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.

**full reset** To return your HP Jornada to its original state by removing all power, thereby erasing all files and data you have saved. For more information, see the **Resetting** section in chapter 8. (Also called “hard reset.”)

**Internet service provider (ISP)** A company that provides access to the Internet.

**IP** Internet Protocol (IP) specifies the format of packets, also called datagrams, and the addressing scheme of the Web. Much like a postal system, IP allows you to address a package and drop it into the system, but your package is not delivered instantly to your recipient. The packets are simply delivered to a server until the recipient downloads them by logging onto the ISP server.

**LAN** A local area network (LAN) is 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.

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

**ODBC databases** Open DataBase Connectivity (ODBC), is a standard database access method. The goal of ODBC is to make it possible to access any data from any application, regardless of which database management system is handling the data.

**partnership** An established relationship between your HP Jornada and your PC for the purpose of synchronizing and transferring data. Your HP Jornada can have partnerships with up to two desktop computers.

**PCT** Private Communication Technology (PCT) is a protocol that maintains the security and integrity of Internet communications by using encryption, authentication, and message-authentication codes. The protocol is application independent, and is used by Web browsers and e-mail clients to send data via the Internet. PCT is able to

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**POP** Post Office Protocol (POP) was the first protocol used to retrieve e-mail from a mail server. Most e-mail applications (sometimes called e-mail clients) use the POP protocol, although some may use the newer IMAP (Internet Message Access Protocol).

**PPP** Point-to-Point Protocol (PPP) is the default method your HP Jornada uses to communicate with the ISP network server.

**RAS (Remote Access Service) account** A network account that enables your HP Jornada to access your Windows NT network remotely .

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

**reset** A process that either causes your HP Jornada to restart (soft reset) or causes all data stored in RAM to be erased (full reset). For more information, see the **Resetting** section in chapter 8.

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

**SLIP** Serial Line Protocol (SLIP) is an older and simpler protocol than PPP. Connecting to the Internet via SLIP is very similar to connecting via PPP.

**soft reset** The process of restarting your HP Jornada and reinitializing the Windows CE operating system. Performing a soft reset will erase any unsaved data in open documents, but will preserve data that has been saved. (Also called “warm boot.”)

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