

HP iPAQ rx3000 series Mobile Media Companion



How Do I...?

Look inside to find answers to frequently asked questions about product setup, features, and more.

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How Do I Guide

HP iPAQ rx3000 series Mobile Media Companion

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This document is intended to answer the most frequently asked questions regarding the HP iPAQ rx3000 series Mobile Media Companion. For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. For further support, visit www.hp.com/support to chat with an HP support specialist.

How Do I Find My User's Guide?



To find your *HP iPAQ rx3000 series Mobile Media Companion User's Guide*, follow these steps:

1. Locate the Companion CD that came with your HP iPAQ.
2. Insert the Companion CD into your personal computer. (The Introduction demo automatically starts.)
3. Click **Skip Introduction** to skip the Introduction demo.

4. Click **User's Guide** to open the printable document.

Note: In addition to the Companion CD, you also have the HP Image Zone CD. The HP Image Zone application allows you to view and edit image files that are stored on your HP iPAQ.

In addition to the User's Guide, the Companion CD contains:

- Bonus Software from HP
- Microsoft ActiveSync 3.7.1
- Microsoft Outlook 2002
- *Know Your Options* (Accessories Information)
- Link to Worldwide Telephone Numbers
<http://www.hp.com/country/us/eng/wwcontact.html>
- Important Safety Information

Note: All of the documents located on the Companion CD are in printable format, if you prefer a hard copy document.

All of the software is designed to be installed on your personal computer or HP iPAQ to enhance your ability to use your Mobile Media Companion to its fullest potential.

Note: It is recommended that you save the original package for the Companion CD because the Microsoft product key for installing Microsoft Outlook is located on the sticker on the CD packaging. You will need that information if you ever want to reinstall Outlook on your personal computer.

How Do I Synchronize Calendar, E-mail, Contact Data and More between My HP iPAQ and PC (installing Microsoft ActiveSync and establishing Partnerships)?

Synchronizing your HP iPAQ and your desktop, notebook, or laptop computer allows you to keep the same information (such as calendar, contacts, and e-mail messages) in both places, making it available when you work on your desktop, notebook, or laptop computer or when you take your HP iPAQ on the go.

Microsoft ActiveSync, located on the Companion CD, is the software that allows your HP iPAQ and your personal computer to communicate with each other.

Before you connect your HP iPAQ to your computer, insert the Companion CD into your computer and let the **HP iPAQ Setup Wizard** guide you step-by-step in setting up your HP iPAQ and computer.

Note: If the **HP iPAQ Setup Wizard** detects an earlier version of ActiveSync or Outlook on your computer, it prompts you to install the most recent version from the Companion CD. It is recommended that you do so.

To run the **HP iPAQ Setup Wizard** and install Microsoft ActiveSync:

1. Before you connect your HP iPAQ to your desktop, notebook, or laptop computer with the desktop cradle or sync cable, insert the Companion CD that came with your HP iPAQ into the CD-ROM drive on your computer. The Companion CD starts automatically.

- ❑ If the CD doesn't start automatically (auto run), click **Start > Run**. Type **D:** (where D is the location of your CD-ROM drive) in the **Open:** text box and click **OK**. Double-click **setup.exe** to run the Setup program.

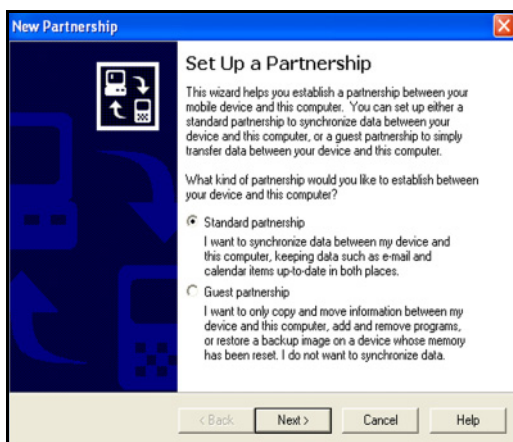
Note: The Experience HP iPAQ introduction demo automatically starts after inserting the Companion CD into your personal computer. This introduction demo highlights the things you can do with your new HP iPAQ. To skip this introduction demo, click **Skip Introduction**.

2. Select **Start Here** from the main menu and follow the instructions on the screen.

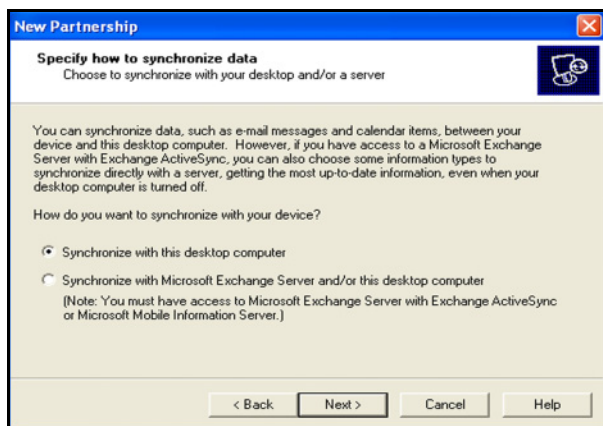
To create an ActiveSync partnership between your HP iPAQ and your personal computer, wait for the prompt.

3. When prompted, use the desktop cradle or sync cable to connect your HP iPAQ and your personal computer as follows:
 - ❑ If you have an rx3700 series, connect the USB connector to the USB port on your computer. Insert the HP iPAQ into the desktop cradle. Connect the AC adapter to the desktop cradle to charge it.
 - ❑ If you have an rx3100 or rx3400 series, connect the sync cable to the USB port on your computer and the other end to the HP iPAQ. Connect the AC adapter to the sync cable to charge it.

4. When the **Set Up a Partnership** screen is displayed, select **Standard Partnership** and click **Next**.



5. When the **New Partnership** screen displays, select **Synchronize with this desktop computer**, then click **Next**.

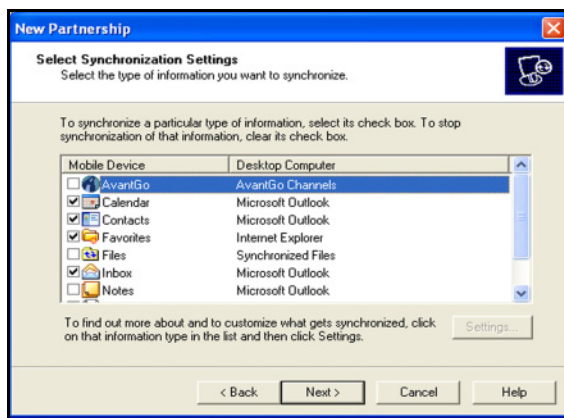


6. When the **Select Number of Partnerships** screen displays, choose whether you want to synchronize with one computer or two (e.g., home and office).



7. When the **Select Synchronization Settings** screen displays, check the items you want to synchronize between your HP iPAQ and your personal computer.

Note: Some of the synchronization settings can be customized. If you select an item that can be customized, the **Settings** button is enabled. Click the **Settings** button to modify an item.



8. When the **Setup Complete** screen displays, click **Next**. ActiveSync starts to synchronize.

Do you want to learn more about:

- setting up a guest partnership?
- setting up a partnership with a server?
- setting up a partnership with two computers?
- setting up a partnership for two handheld devices?
- using an infrared connection?
- using the Wireless LAN and a server?

For more information, refer to the *User's Guide* on the Companion CD.

For additional information, refer to the Microsoft Windows Mobile 2003 website at

www.microsoft.com/windowsmobile/resources/support/pocketpc.

Fill in your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left side of the window, select **ActiveSync**.

Troubleshooting your Synchronization Settings

Note: If you must log onto a server such as your company's Virtual Private Network, you may receive a message from ActiveSync telling you it is unable to synchronize. You must first log onto the server in order for ActiveSync to synchronize.

Occasionally when attempting to synchronize to a personal computer, you might receive an "Unable to Detect Device" error message. This usually means your HP iPAQ is not properly connected to the desktop cradle or sync cable.

If you get this error:

1. Make sure the desktop cradle or sync cable USB connector is securely connected to your personal computer.
2. Once the connection issue is resolved, ActiveSync begins synchronizing automatically.

If ActiveSync does not begin synchronizing, start it manually. On your personal computer, click **Start > Programs > Microsoft ActiveSync > Sync**.

To find out how to resolve other error messages, see “Troubleshooting,” in the *User’s Guide* located on the Companion CD.

There are many error messages that can be received when synchronizing. For the best answers to troubleshooting these errors, refer to the Microsoft Pocket PC 2003 Web site at www.microsoft.com/windowsmobile/resources/support/pocketpc. Fill in your region, your device, and your operating system, then click the **Get Support** button. Select the Support Topic that best applies to the error message you received.


How Do I Regain Functionality if My HP iPAQ Locks Up or Runs Slowly (Perform a Soft “Normal” Reset)?

A soft reset does not erase any programs or saved data. Before performing a soft reset, be sure to save any **unsaved** data since any unsaved data will be lost.

Perform a soft reset when:

- You want to stop all running applications.
- After installing a new application.
- If your HP iPAQ “locks up.”

Follow these steps to save data and reset your HP iPAQ:

1. Press the **iTask**  button.
2. Tap and hold on any application in the list.



3. Tap on **Close All Tasks**.
4. Locate the recessed **Reset** button on the bottom of your HP iPAQ.

5. Use the stylus to lightly press the **Reset** button. The HP iPAQ restarts and displays the **Launch** Page or traditional **Today** screen.



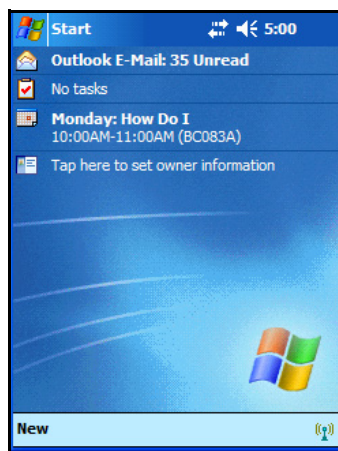
How Do I Switch from the Launch Page to the Traditional Today Screen?

You can switch from the **Launch** page to view the traditional **Today** screen. To begin, on your HP iPAQ:

1. Tap **Start > Settings>Today**.



Launch Page




Traditional Today Screen

Note: The built-in HP Photosmart camera is available only in select HP iPAQ models. To upgrade your model, please refer to the Accessories Brochure for information on the HP Photosmart Mobile Camera.

2. In **Settings**, tap the **Items** tab and uncheck the **iPAQ Entertainment** box to turn off the **Launch** page.
3. Under the **Items** tab, check the options you want to view on the traditional **Today** screen.
4. Click **OK** to accept your selections. The traditional **Today** screen displays.

How Do I Maximize Battery Life?

There are a number of ways to make sure your battery lasts as long as possible between charges. You can use as many as necessary to maximize your battery life.

- Tap **Start > Settings > System** tab > **Power > Main** tab, then set the HP iPAQ to turn off after a short time, if it is not being used.
- Tap **Start > Settings > System** tab > **Backlight**, then set the backlight to go off quickly after you stop using your HP iPAQ.
- Turn off Bluetooth power when not in use. To turn off Bluetooth, tap the **Wireless** icon in the lower-right corner of the **Launch** page or traditional **Today** screen, then tap **Bluetooth** button.
- Turn off Wi-Fi power when not in use. To turn off Wi-Fi, tap the **Wireless** icon () in the lower-right corner of the **Launch** page or traditional **Today** screen, then tap the **Wi-Fi** button.
- Leave your HP iPAQ connected to AC power at all times when you're not using it.
- Tap **Start > Settings > Connections** tab > **Beam**, then uncheck the "Receive all incoming beams" checkbox to receive infrared beams manually.
- To ensure you always have battery power available, invest in a spare battery or optional Extended Battery. For more information on purchasing optional batteries, visit the HP Web site at www.hp.com/go/ipaqaccessories.

How Do I View Pictures That I Have Already Taken?

To view pictures using your HP iPAQ, follow these steps:

1. From the **Start** menu, tap **Programs > HP Image Zone**.
2. Tap a thumbnail (i.e., a small representation of a larger image) to select the picture. A preview of the picture and information about it displays.

Note: By default, all photos taken with the built-in HP Photosmart camera are stored in the My Documents/My Pictures folder. The default filename for photos is “HPIM0001.” The default filename for videos is “HPIM0001.”

If photos are moved to an SD card, they will be stored in DCIM\100HPIPQ\ directory.





Note: The built-in HP Photosmart camera is available only in select HP iPAQ models. To upgrade your model, please refer to the Accessories Brochure for information on the HP Photosmart Mobile Camera.

To view images in a different folder:

1. Tap **File > Open**.
2. Select the desired folder.
3. Tap **OK**.

How Do I Turn Wi-Fi On or Off?

To turn on Wi-Fi from the **Launch** Page or traditional **Today** screen, tap the **Wireless icon** (), and then tap the **Wi-Fi** button. When Wi-Fi is on, the Wireless LED (on the top-left corner of your HP iPAQ) turns blue and the **Wi-Fi** button turns amber. Once you connect to a wireless network, the **Wi-Fi** button turns green.

Note: Before accessing your wireless network, you must turn on Wi-Fi. When the blue Wireless LED is on and the arrows at the top of the screen show connected (), your HP iPAQ is connected to the wireless network.

To turn off Wi-Fi, tap the **Wi-Fi** button again. When Wi-Fi is off, the Wireless LED is no longer blue and the Wi-Fi button turns gray.

Battery-Saving Tip: When you are not using Wi-Fi, turn it off. When Wi-Fi is on, be sure one of the power-saving modes is selected. Refer to the section on “Changing the Wireless LAN Power saving Modes” in the *User’s Guide* located on the Companion CD.

How Do I Use Wi-Fi?

Wireless access eliminates the need to use cables to connect your HP iPAQ to the Internet. However, to be able to use Wi-Fi, you must have a Wireless Access Point. These access points transmit data to and from your wireless device. Your HP iPAQ can connect directly to your wireless network through Wi-Fi. With Wi-Fi, you can:

- Access the Internet
- Send and receive e-mail
- Use hotspots for wireless connectivity

Setting Information

Before connecting to a network, you need to set up your HP iPAQ with the necessary setting information for your network. The type of information necessary to set up a network connection depends on the type of network you are connecting to.

Option A: Home Wireless Network

If you have a wireless network in your home, you need to determine the information you need to connect to the network. Use whatever settings you specified when you installed your wireless network to set up your HP iPAQ to connect to it.

Option B: Public Hotspots



If you want to connect to a wireless network at a public hotspot (such as a library or coffee house), check with the establishment to find out what setting information you need. Often there is a brochure near the entrance that explains this information, but it is also a good idea to check their Web site beforehand or call in advance since you may need to set up a service account.

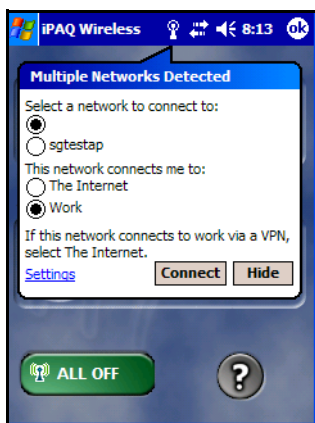
How Do I Connect to My Wireless Home Network?

To start using your HP iPAQ in your home as a wireless device, you need to connect to your wireless network. To connect to your wireless network, you must have the following information:

- Name of your wireless home network also known as SSID. Service Set Identifier (SSID) is a sequence of characters that uniquely identifies your network. This ID number uses a maximum of 32 characters and is case sensitive.
- Any network data encryption setting, such as WEP. Encryption is a conversion process that is used for protecting data. Wired Equivalent (WEP) is a security protocol.

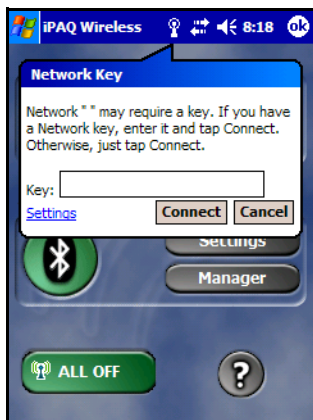
Automatically Connecting to a Network

1. To turn on Wi-Fi from the **Launch** Page or traditional **Today** screen, tap the **Wireless** icon (), and then tap the **Wi-Fi** button.
2. If one or more networks are present, the Network indicator icon () appears in the Navigation bar. Tap the network you want to connect to, then tap whether the network connects to the Internet (does not use proxy settings) or Work (uses proxy settings).



Note: To use iPAQ Mobile Media, you must select “Work” to use the wireless network. For more information about the iPAQ Mobile Media features, refer to the *Special Features Guide*.



4. If you are prompted for a Network Key (WEP), enter the security settings for your network and tap **Connect**.

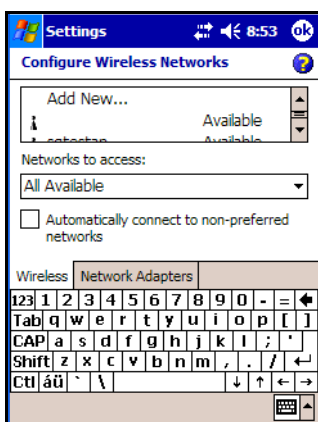


Manually Connecting to a Wireless Network

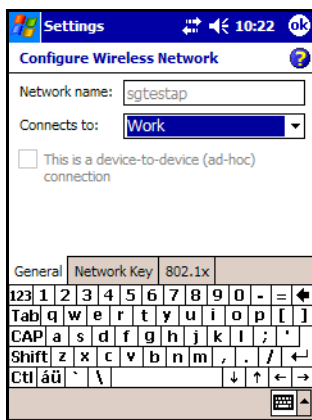
Networks you have already configured are known as **preferred networks** and are listed under **Wireless Networks**. If Wi-Fi is turned on, tap the **Settings** button and your preferred networks appear in the list. You can choose whether to connect only to preferred networks or to have your HP iPAQ connect to any available network whether it is preferred or not.

To set up a wireless network connection:

1. To turn on Wi-Fi from the **Launch** page or traditional **Today** screen, tap the **Wireless** icon (), and then tap the **Wi-Fi** button.
2. From the iPAQ Wireless screen, tap the **Settings** button. The Configure Wireless Networks screen displays.
3. Review the list of networks, then tap your network name if it is present. (If one or more networks are present, the Network indicator icon () appears in the Navigation bar.)

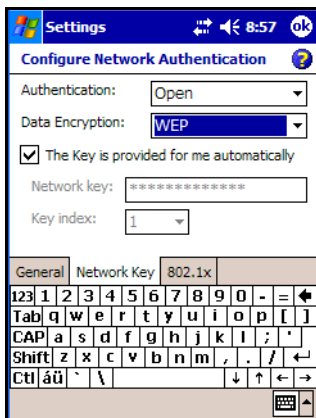


Note: If your network name is not listed, you need to add it to the preferred network lists. If Wi-Fi is turned on, tap the **Settings** button then tap **Add New...** from the **Configure Wireless Networks** list. Enter your network name, then choose if it connects to **Work** or **Internet**.

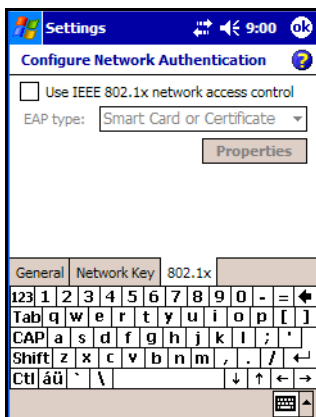


Note: To use iPAQ Mobile Media, you must select “Work” to use the wireless network. For more information about the iPAQ Mobile Media features, refer to the *Special Features Guide*.

4. Tap the **Network Key** tab, enter any data encryption settings.



5. Tap the **802.1x** tab, enter any applicable data for your wireless network.



6. Tap **OK**. (Your new network is now available from the **Configure Wireless Networks** list.)
7. Tap **OK** to exit the **Configure Wireless Networks** screen.

Connecting to Hotspots

Connecting to a hotspot in your local coffee shop, at the airport, or other public places usually requires a contract with the hotspot service provider. You can purchase a contract at the hotspot site from your service provider or by accessing the service provider's Web site.

Once you have purchased this service, you will be able to connect to their hotspots using your HP iPAQ. Some public places may even provide free hotspot connection.

Note: If you experience problems connecting to the hotspot location, you need to contact the service provider.

Do you want to learn more about:

- setting up a proxy server?
- connecting to a VPN server?
- connecting to a corporate network?

Refer to “Using the Wireless LAN,” in the *User's Guide* located on the Companion CD. For more information on any of the wireless screens, tap **Start > Help** from any screen to get help on that screen.

How Do I Configure My Wireless Settings to Use iPAQ Mobile Media?

The **Media Control**, **Media Stream**, and **Media Copy** features of iPAQ Mobile Media can only be used within a wireless network. Refer to the *Special Features Guide* to get specific details about the iPAQ Mobile Media features.

Your HP iPAQ comes with integrated Wi-Fi wireless networking. However, to use the wireless features, you must also have a working Wi-Fi wireless network.

The **Media Control**, **Media Stream**, and **Media Copy** modes in iPAQ Mobile Media appear gray, when:


- You do not have a wireless network.
- You have not turned on the Wi-Fi networking feature of your HP iPAQ.
- Your wireless settings on your HP iPAQ are incorrectly configured to connect to your network.
- You are outside the range of your wireless network.
- You have not installed the Mobile Media for PC components onto the personal computers connected to your wireless network or they are not currently running.



Note: In addition to setting up a wireless network, you must install the iPAQ Mobile Media for PC components on personal computers connected to your wireless network. To install the Mobile Media for PC components, insert the Companion CD that came with your HP iPAQ into your personal computer. Select **Install Mobile Media for PC** from the main menu. Mobile Media for PC is only supported for personal computers running Windows XP. It cannot be installed on personal computers running Windows 2000, Windows ME, Windows 98 or Windows 95.

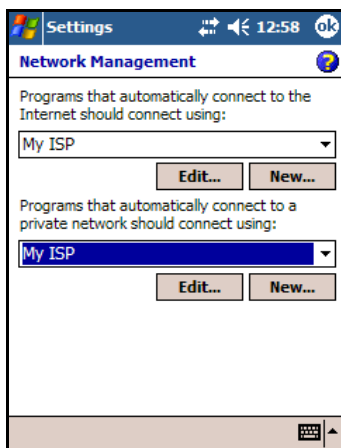
To set up your HP iPAQ to correctly connect to your wireless network, you will need to:

1. To turn on Wi-Fi from the **Launch** page or traditional **Today** screen, tap the **Wireless icon** (), and then tap the **Wi-Fi** button.

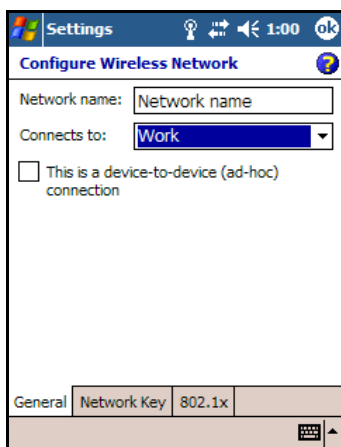
Note: When the blue Wireless LED is on and the arrows at the top of the screen show connected (), your HP iPAQ is connected to the wireless network.

If this is the first time you are connecting to your network, please review the “[How Do I Use Wi-Fi?](#)” in this document for help connecting to your network.

2. Tap **Start > Settings > Connections** tab, **Connections> Advanced** tab. Then tap **Select Networks** and verify that your wireless network is set for **Programs that automatically connect to a private network should connect using: My ISP.**



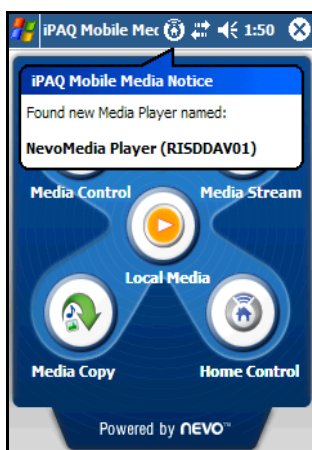
3. From previous screen, tap **OK** on **Settings** screen, then tap **OK** on the **Connections** screen. Then tap the **Network Cards** icon, choose your network name from the list and tap on it. Verify that it connects to **Work**.



4. Select **OK** until you are back at the **Launch** page. Select the **Mobile Media** icon to launch iPAQ Mobile Media.

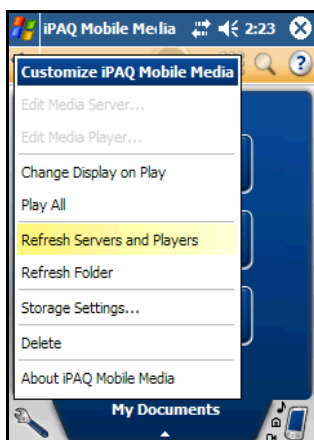
How Do I Find the Media Servers and Media Players that I Can Access with iPAQ Mobile Media?

When you launch iPAQ Mobile Media, it scans your wireless network and identifies all the media servers and media players that are available. When a new media server or player becomes available, an icon is displayed in the Navigation bar. When you click on this icon, the names of each media server or player display. When a media server or player is shut down, you will also be notified through this same icon in the Navigation bar. Tapping this icon shows the media server or player that is no longer available.



Note: All media servers and players are not simultaneously identified. It may take up to 30 seconds to identify available media servers and players on your wireless network.

By selecting **Refresh Servers and Players** from the **Wrench** menu, you can manually scan your wireless home network for available media servers and players. In iPAQ Mobile Media, tap any of the modes except **Home Control** to access the **Wrench** menu.



How Do I Use Windows Media Player to Play Copy-Protected Music and Video on My HP iPAQ?

Music and video files are typically copy-protected for two reasons:

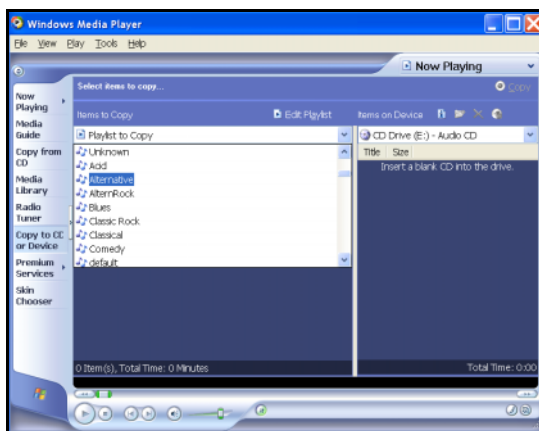
- Music and videos purchased from various online stores are encoded with copy protection (also known as digital rights management or DRM). DRM is used to implement the licensing agreement you purchased for each individual media. This usually restricts how many times the media can be copied or the number of devices the media can be played on.
- Using Windows Media Player, you can also add copy-protection to music that you own (traditional music CDs). For instance, you can add copy-protection to music that is copied onto your personal computer in the Microsoft .wma format.

- Just like the music that you purchase, this copy-protection restricts how many devices that can play your media content. By default, Windows Media Player will add copy-protection to music that you copy to your personal computer.

Note: To transfer and play copy-protected music and videos on your HP iPAQ, you must use Windows Media Player.

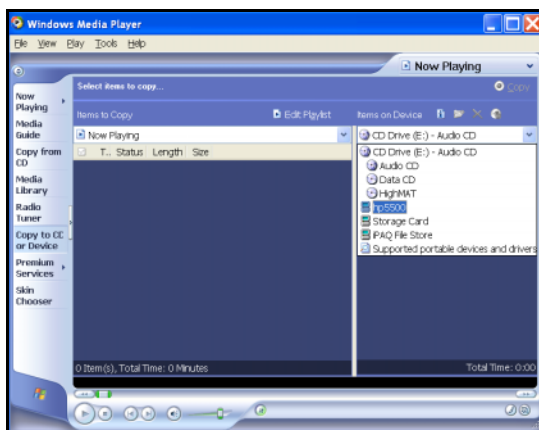
To transfer copy-protected files to your HP iPAQ, follow these steps:

1. Place your HP iPAQ in its desktop cradle or connect it to the sync cable.
2. Open Windows Media Player on your personal computer.
3. From the Media Guide view, select **Copy to CD or Device** from left menu.
4. Select the music you want to copy from the **Items to Copy** drop-down menu.



5. Find and select your device in the **Items on Device** drop-down menu.

6. Select **Copy** in the upper-right corner.



Note: You cannot use iPAQ Mobile Media to play copy-protected media in any mode or use the **Media Copy** feature with copy-protected media. To successfully copy any copy-protected media to your HP iPAQ, you must use Windows Media Player on your personal computer to copy the media to your HP iPAQ. You then must use Windows Media Player on your HP iPAQ to play copy-protected media.

The following table lists the various media formats that you can play with your HP iPAQ and the media players that can play them.

iPAQ Mobile Media

Media Format	Windows Media Player	Media Control	Media Stream	Media Copy	Local Play	HP Image Zone	Pocket TV
Audio							
.wma	✓	✓	✓	✓	✓		
.wma (copy protected)	✓						
.mp3	✓	✓		✓	✓		
Video							
.wmv	✓	✓	✓ ₁	✓	✓ ₁		
.wmv (copy protected)	✓				✓ ₁		
.mpg .mpeg .mpe .m1v .m1u (mpeg1)						✓	✓
.3gp (mpeg4) ₂ .mp4						✓	
.avi (mjpeg)						✓	
Pictures							
.bmp		✓	✓	✓	✓	✓	
.jpeg		✓	✓	✓	✓	✓	
.gif		✓	✓	✓	✓	✓	
.png		✓	✓	✓	✓	✓	
.2bp						✓	

1 - If formatted for playback on Windows Mobile devices

2 - For rx3700 series only

How Do I Protect My HP iPAQ Screen and Camera Lens from Damage or Cracking?

Note: The built-in HP Photosmart camera is available only in select HP iPAQ models. To upgrade your model, please refer to the Accessories Brochure for information on the HP Photosmart Mobile Camera.



CAUTION: The screen and camera lens of your HP iPAQ is made of glass and can be damaged or broken by drops, impacts, or pressure.

Note: HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your HP iPAQ for more information.

You should observe the following practices to protect the screen and camera lens of your HP iPAQ from damage.

- When transporting your HP iPAQ in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, hit, or sat on.
- When not in use, store your HP iPAQ in a case. You can select from a wide variety of case options at www.hp.com/go/ipaqaccessories.
- Do not place anything on top of your HP iPAQ.
- Do not bang your HP iPAQ against hard objects.
- Never use any device other than the stylus that comes with the HP iPAQ or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can order extras at www.hp.com/go/ipaqaccessories.

- Clean your HP iPAQ by wiping the screen, the camera lens, and the exterior with a soft, damp cloth lightly moistened only with water.



CAUTION: To reduce the risk of damage to the internal components, do not spray liquid directly on the screen or allow excess liquid to drip inside your HP iPAQ. Using soap or other cleaning products on the screen may discolor the finish and damage it.

How Do I Migrate Data from Palm Desktop to Windows Mobile 2003?

If you used a Palm Operating System (OS) based device before purchasing your HP iPAQ, you will need to migrate your data from the Palm Desktop software to Windows Mobile 2003.

Migrating your data from Palm software to Windows is a two-part process. First, you will transfer the Palm data to Microsoft Outlook. Then you will synchronize the Outlook data with your HP iPAQ using ActiveSync.

Note: When using the desktop cradle or sync cable, do not connect your HP iPAQ until you have installed ActiveSync and are prompted to do so.

To migrate data from Palm Desktop to Windows Mobile 2003:

1. If you do not already have Microsoft Outlook 98 or higher installed on your personal computer, install Outlook 2002 from the Companion CD as described in [“How Do I Synchronize Calendar, E-mail, Contact Data and More between My HP iPAQ and PC \(installing Microsoft ActiveSync and establishing Partnerships\)?”](#) earlier in this document.

2. Insert the CD that came with your Palm device into your computer's CD-ROM drive.

Note: Microsoft Outlook must be set as your default e-mail program to properly synchronize with the Palm Desktop software. If you need to change your settings, open Microsoft Outlook, then click **Tools > Options > Other** tab and check the **Make Outlook the default program for E-mail, Contacts, and Calendar** checkbox. Click **Apply > OK**, then restart your personal computer.

3. Use the HotSync software located on the CD that came with your Palm unit to synchronize your Palm information with Outlook. Refer to the instructions that came with your Palm unit for help installing or using Hotsync.
4. When Outlook is synchronized with your Palm device, uninstall Hotsync from your personal computer. Click **Start > Control Panel > double-click Add or Remove Programs**. Select **Palm Desktop**, then click **Remove**. Follow the on-screen instructions.
5. You will need to do the following tasks as described in [“How Do I Synchronize Calendar, E-mail, Contact Data and More between My HP iPAQ and PC \(installing Microsoft ActiveSync and establishing Partnerships\)”](#) in this document:
 - ☐ Install ActiveSync on your personal computer
 - ☐ Create a partnership between your HP iPAQ and your personal computer
 - ☐ Synchronize your HP iPAQ with Outlook

How Do I Print Wirelessly?

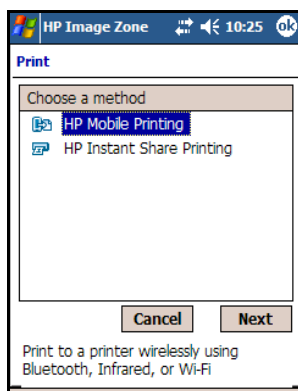
You can print only photos from your HP iPAQ using a Wi-Fi, Bluetooth, or infrared printer.

Note: The HP Image Zone software installed on your handheld supports the printing of photos. If you want to print e-mail messages, Word documents, and more, install the full-version of HP Mobile Printing for Pocket PC software from the Companion CD onto your HP iPAQ.

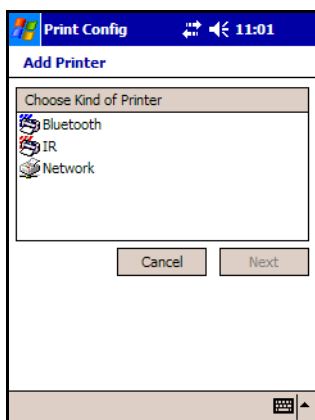
1. Turn on Wi-Fi, Bluetooth or Infrared.
2. From the **Launch** page or traditional **Today** screen, tap **Start> Programs > HP Image Zone**.
3. Tap the photo you want to print.

Note: If you want to print several photos, tap **Tools > Select> Range**. Tap the first and last photo in the desired range. Once selected for printing, a green “flag” appears on each photo.

4. Tap **File > Print**.
5. Choose **HP Mobile Printing**.



6. Tap the **Next** button.
7. Select **Configure**, then tap **Add**.
8. Select the desired type of printer and tap **Next**.



9. Follow the instructions on the screen to complete the configuration process for your printer. (You will be prompted to enter specific details about your printer. For additional information on configuring your printer, refer to the on-screen Help for HP Image Zone.)

Note: You should only need to perform the above steps once for each Bluetooth-enabled printer you want to use. You do not need to install drivers once you add a printer to your list.

Note: Use of dial-up and wireless Internet, e-mail, corporate networks, and other wireless communications, such as Bluetooth-enabled devices, may require separately purchased additional hardware and other compatible equipment, in addition to a standard Wireless Local Area Network (WLAN) infrastructure and a separately purchased service contract. Check with your service provider for availability and coverage in your area. Not all Web content may be available. Some Web sites may not be formatted to fit mobile device screens and may require installation of additional software.

For more information on Bluetooth, refer to “Using Bluetooth” in the *User’s Guide* located on the Companion CD or go to the HP Web site and chat with an online agent. To receive instructions on how to chat with an online agent, refer to the question “[How Do I Find Information On Topics Not Covered in This Booklet?](#)” found at the end of this document.

How Do I Restore My HP iPAQ Default Settings and Erase All My Data (Perform a Hard “Full” Reset)?

Perform a hard reset when:

- You want to clear all programs and data from main memory (where data and programs you have loaded are stored).
- You want to restore default settings.
- A problem with your HP iPAQ is not fixed after a soft reset.

Performing a hard reset on your HP iPAQ does not erase programs that came with your HP iPAQ. The information that you have entered into your HP iPAQ will be erased. This information (or data) includes your Word, photos, music files, and other settings.

For more information about saving your data files, refer to [“How Do I Back Up and Restore My Data?”](#) described in this document.

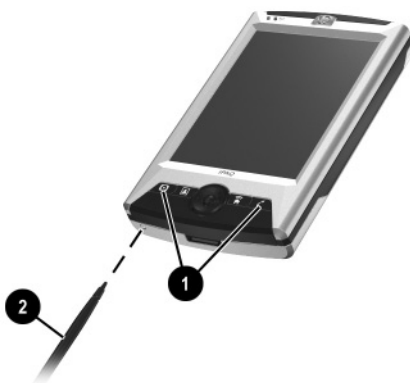
If the battery installed in your HP iPAQ discharges completely, your HP iPAQ operates as if a hard reset had been performed once the battery has been recharged. Refer to [“How Do I Check the Battery Level?”](#) in this document for more information.



CAUTION: If you perform a hard reset, your HP iPAQ returns to its default settings and loses all information (files, settings, etc.) that is recorded in main memory. Information stored in iPAQ File Store will not be lost. For more information on using iPAQ File Store, refer to “Learning the Basics” in the *User’s Guide* located on the Companion CD. You will also need to re-establish your partnerships. For more information on re-establishing your partnerships, refer to [“How Do I Synchronize Calendar, E-mail, Contact Data and More between My HP iPAQ and PC \(installing Microsoft ActiveSync and establishing Partnerships\)?”](#)

To perform a hard reset:

1. Press and hold the **iPAQ Mobile Media** (📺) and **iTask** (↺) buttons on your HP iPAQ.



2. While holding the **iPAQ Mobile Media** and **iTask** buttons, use the stylus to lightly press the **Reset** button on the bottom of your HP iPAQ for about three seconds or until the screen begins to fade.
3. When the iPAQ screen begins to fade, release the **iPAQ Mobile Media** and **iTasks** buttons then remove the stylus from the **Reset** button. The HP iPAQ resets and powers on.

If the HP iPAQ does not power on after a reset, try the following:

- Check the battery door to ensure it is locked. If not, replace the battery door by matching the tabs on the cover to the latches on the HP iPAQ and snap it into place. This action locks the battery door. If the battery door is not locked, the HP iPAQ does not power on. For more information, refer to “Managing the Battery” in the *User’s Guide* located on the Companion CD.
- Perform a soft reset on your HP iPAQ. Refer to [“How Do I Regain Functionality if My HP iPAQ Locks Up or Runs Slowly \(Perform a Soft “Normal” Reset\)?”](#) described in this document.

How Do I Manage Available Storage?

Your HP iPAQ normally manages main memory (default location) as available space back and forth between storage memory (memory used to store data and document files) and program memory (memory used to run programs) as needed. Main memory is any type of memory, except storage cards or iPAQ File Store. If the battery in your HP iPAQ completely discharges, all of the files in main memory are lost. However, any files that are stored on Secure Digital (SD), SDIO (Secure Digital IO), or MultiMedia (MMC) cards or in the iPAQ File Store are not lost.

If you have an iPAQ rx3700 series, the iPAQ File Store is available for saving your files. By saving most of your files in iPAQ File Store, you can take full advantage of the memory capacity of your HP iPAQ. You can also store your data files on storage cards.

If you have an iPAQ rx3100 or rx3400 series, it is recommended that you save most of your files on SD or MMC cards to maximize the main memory. By saving your data files to storage cards, the iPAQ rx3100 or rx3400 series can use its main memory to run programs.

However, there are a variety of ways you can manage storage space yourself to maximize the memory capacity of your HP iPAQ. You can choose any or all of the options below.

Option A: Using Main Memory

Main memory is any type of memory, except SD and MMC storage cards or iPAQ File Store. The preinstalled applications on your HP iPAQ use the main memory. Also, many of your data files are stored in main memory.

To check the amount of main memory on your HP iPAQ, click **Start > Settings > Memory**.

Option B: Using iPAQ File Store

Files that are stored in iPAQ File Store are not deleted if the battery dies or if you perform a full (hard) reset.

Note: The size of iPAQ File Store depends on the model of your HP iPAQ. Refer to the information below to determine the size of iPAQ File Store for your HP iPAQ.

To store files in iPAQ File Store:

1. Browse for programs and files in your HP iPAQ by tapping **Start > Programs > File Explorer**.
2. Copy the programs or files you want to store:
 - ☐ To select one file to copy, tap and hold to highlight the file.
 - ☐ To select several files to copy, tap and drag to highlight the files; then tap and hold the files.
3. In the pop-up menu, tap **Copy**.
4. Open iPAQ File Store by tapping **Start > Programs > File Explorer > My Documents > My Device > iPAQ File Store**.
5. At the bottom of the screen, tap **Edit > Paste**.

To view available memory in iPAQ File Store:

1. Tap **Start > Settings > System** tab > **Memory > Storage Card** tab.
2. Select **iPAQ File Store** from the drop-down list.

Option C: Using Optional Storage Expansion Cards

There are a variety of storage expansion cards available for purchase, such as Secure Digital (SD) cards or MultiMedia (MMC) cards. These cards can be installed in the Expansion Slot on the top of your HP iPAQ.

For more information on purchasing expansion cards, visit the HP Web site at www.hp.com/go/ipaqaccessories.

Managing Storage Space

Option A: Changing Storage Settings Manually

To temporarily change the storage settings manually:

1. On your HP iPAQ, tap **Start > Settings > System tab > Memory**.
2. Use the stylus to slide the **Storage/Programs** bar as necessary.
3. Tap **OK** to save your changes.

Option B: Stopping Running Programs

To stop programs that are running in the background:

1. Tap **Start > Settings > System tab > Memory > Running Programs** tab.
2. Select one or more of the programs in the **Running Programs List**.
3. Tap **Stop**.

Option C: Removing Unused Programs

To permanently uninstall programs you have installed yourself:

1. Tap **Start > Settings > System tab > Remove Programs**.
2. Select a program to remove.
3. Tap **Remove**.

Do you want to learn more about:

- what you can do with optional expansion cards?
- using expansion cards in your HP iPAQ?

Refer to “Expansion Cards,” in the *User’s Guide* located on the Companion CD.

How Do I Back Up and Restore My Data?

It is good practice to regularly back up the data in your HP iPAQ onto on your personal computer. This reduces the chance of having to re-enter lost information into your HP iPAQ.

Because you already have a partnership between your HP iPAQ and your personal computer, it is easy to set ActiveSync to create a backup of your data each time you connect the two to synchronize.

To create a backup file of the contents of your HP iPAQ,

1. Connect your HP iPAQ to your personal computer with the sync cable.
2. On your personal computer, click **Start > Programs > Microsoft ActiveSync > Tools > Backup/Restore... > Backup** tab.
 - ☐ To let ActiveSync automatically create a backup file called Backup.stg (the .stg stands for “storage”), click **OK**.
 - ☐ To use a different filename for the backup file, click **Change** and type the new filename.
3. Click **Automatically back up each time the device connects** and click **OK**.



CAUTION: The restore process removes all information from your Pocket PC and replaces it with the information in the backup file. Once started, you cannot cancel the restore process.

To use your backup file in your personal computer to restore the contents of your HP iPAQ:

1. On your HP iPAQ, close all applications and connect it to your personal computer.
2. On your personal computer, open Microsoft ActiveSync by going to **Start > Programs > Microsoft ActiveSync**.

3. In the ActiveSync **Tools > Backup/Restore... > Restore** tab.
4. Locate the backup file and click **OK**.

How Do I Determine if the Battery is Charging?

If the battery is charging, the Power Indicator on the front of your HP iPAQ flashes amber.

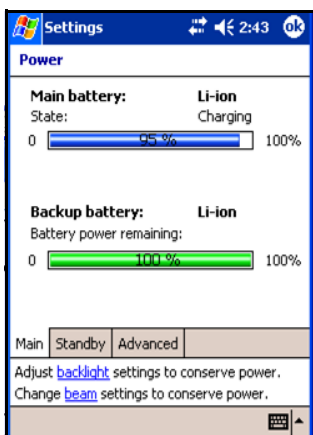
If the amber light is not on:

- Try disconnecting the AC Adapter from the HP iPAQ and reconnecting it to make sure the connection is not loose.
- Take the HP iPAQ out of the desktop cradle or disconnect it from the sync cable, then reinsert or reconnect it.
- Perform a soft reset on the HP iPAQ. To perform a soft reset on your HP iPAQ, see [“How Do I Regain Functionality if My HP iPAQ Locks Up or Runs Slowly \(Perform a Soft “Normal” Reset\)?”](#) described later in this document.

Another way to check whether the battery is charging is to tap **Start > Settings > System** tab > **Power**. If the battery is charging, the **Main Battery** indicator moves from left to right and **State:** reads “Charging.”

How Do I Check the Battery Level?

To check the battery level, tap **Start > Settings > System tab > Power > Main** tab. You can view the amount of battery power remaining for both the main battery and the backup battery.



If the battery charge level is low, connect to AC power using the desktop cradle or the sync cable, or change the battery. For information on purchasing a spare battery or Extended Battery, visit the HP Web site at www.hp.com/go/ipaqaccessories.

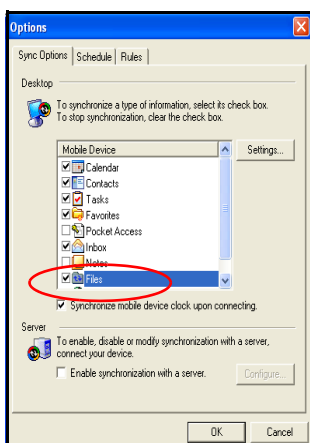


CAUTION: It is recommended that you not allow the battery installed in your HP iPAQ to discharge completely. Doing so will not harm your HP iPAQ or battery, but you lose all data that is not stored in main memory. Discharging the battery completely is similar to performing a hard reset. Refer to “[How Do I Restore My HP iPAQ Default Settings and Erase All My Data \(Perform a Hard “Full Reset”\)?](#)” in this document for more information.

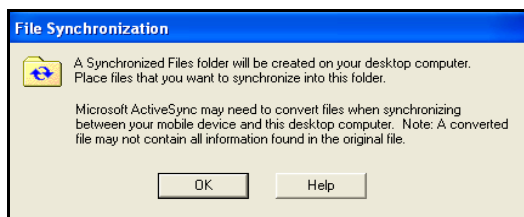
How Do I Transfer Files from My Personal Computer to My HP iPAQ ?

You may want to take files you create on your personal computer with you on your HP iPAQ. To do this:

1. On your personal computer, click **Start > Programs > Microsoft ActiveSync**.
2. In ActiveSync, click **Tools > Options**.
3. Under the **Sync Options** tab, check the **Files** checkbox.



4. A message displays stating that a Synchronized Files folder will be created on your personal computer desktop. Click **OK**.



5. Click **OK** to save your changes, then click **File > Close** to close ActiveSync.


6. If your HP iPAQ is in the desktop cradle or attached to the sync cable, synchronization begins automatically, and a folder is created on your desktop which is named after the name you gave your HP iPAQ when you set up your partnership (for example, Pocket_PC My Documents).

If your HP iPAQ is not in the desktop cradle or connected to the sync cable, synchronization begins and the folder is created when you place your HP iPAQ in the desktop cradle or connect it to the sync cable.

Note: If synchronization does not begin automatically, on your personal computer open ActiveSync and click **File > Options > Schedule** tab. Under **Desktop schedule**, select either **Continuously** or **On connection** from the drop-down list box, then click **OK** to save the changes.

7. Copy any files you want to transfer to your HP iPAQ to the Synchronized Files folder for transfer during synchronization.
8. To verify that the files were transferred successfully, on your HP iPAQ, tap **Start > Programs > File Explorer > My Documents** folder.

How Do I Turn Bluetooth On and Off?

Tap the **Wireless icon** () on the **Launch** Page or traditional **Today** Screen, and then tap the **Bluetooth** button. When Bluetooth is on, the **Wireless** LED on the top of your HP iPAQ turns blue. Within iPAQ Wireless, the **Bluetooth** button turns green when it is on.

Note: You must turn on Bluetooth before you can select the **Manager** or **Settings** boxes.

Now that you have turned on Bluetooth you are ready to transfer files, connect to a Bluetooth printer, synchronize with your computer, and more.

To turn off Bluetooth, tap the **Bluetooth button again**. When Bluetooth is off, the Bluetooth Wireless LED turns off. The **Bluetooth** button also turns gray.

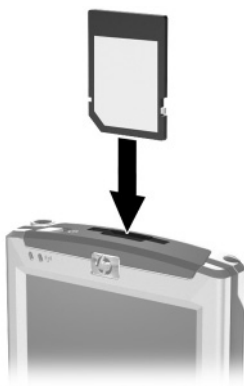
Battery Saving Tip: Turn Bluetooth off when you are not using it.

Note: If you want other Bluetooth-enabled devices to be able to connect to your device (all devices or only paired devices), check the **All other devices to connect** checkbox. If you uncheck this option, no devices are able to discover or connect to your HP iPAQ. For more detailed information on Bluetooth, refer to “Using Bluetooth” in the *User’s Guide* located on the Companion CD.

How Do I Insert and Remove SD Cards from Expansion Slot?

To install a Secure Digital (SD) card into the expansion slot on the HP iPAQ:

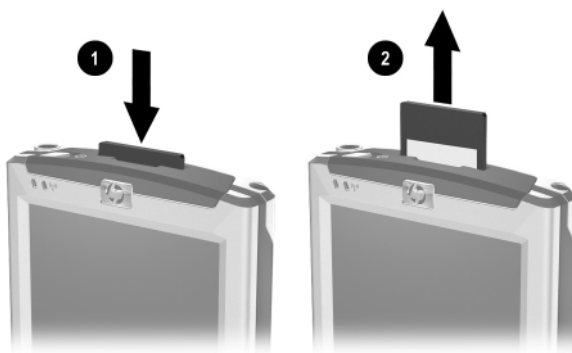
1. Locate the slot on the top of the HP iPAQ.
2. Remove the protective plastic card.
3. Insert the expansion card into the expansion slot and push the connection edge of the card firmly into the expansion slot.



Note: If your expansion card is not recognized, follow the card manufacturer's instructions to install it.

To remove a Secure Digital (SD) expansion card from the expansion slot on the HP iPAQ:

1. Close all applications that are using the expansion card.
2. Remove a card from the Secure Digital expansion slot by slightly pushing down on the card ❶ to unlock it.
3. When the card disengages and pops up ❷, pull it from the expansion slot.



CAUTION: SD cards must first be unlocked before removal. Do not try to pull SD cards out of the expansion slot. Be sure to unlock the SD cards before removal. Failure to do so may damage the expansion slot.

Note: Expansion cards must be purchased separately and are not included with your HP iPAQ.

To locate information about expansion cards, go to the following HP Web site: www.hp.com/go/ipaqaccessories.

How Do I Find the Product ID, Model ID and Serial Number of My HP iPAQ?

The Model ID and Serial Number for your HP iPAQ can be found on the label under the battery or in the Asset Viewer program. It is recommended that you have this information available before contacting HP Customer Support, particularly if you are calling for in-warranty support.

Option A: Locating the Model ID and Serial Number in HP Asset Viewer

To use Asset Viewer to locate the Model ID and Serial Number:

1. Tap **Start > Settings > System** tab > **Asset Viewer**.
2. To locate the Model ID, tap **System**.
3. To locate the Serial Number, tap **Identity**.

Note: You can also use Asset Viewer to obtain your HP iPAQ ROM version information.

Option B: Viewing the label

To find the label under the battery to locate the Model ID and Serial Number:

1. Push up on the latch located on the back of the device.❶.
2. Pull the side of the battery away from the device ❷.



CAUTION: Because most of the applications and data you install on your HP iPAQ are held in main memory, you need to reinstall them if the battery completely discharges or if the battery is removed from the unit for extended periods of time. The backup battery in your HP iPAQ lasts approximately 10 minutes or less.

You do not need to reinstall applications and data installed in the iPAQ File Store folder.

How Do I Stop DockWare?

DockWare is a personalized desk clock, calendar, and screensaver for your HP iPAQ. You can select preinstalled pictures to be used as a slideshow in the background or you can add your own personal pictures. For more information about DockWare, refer to the *Special Features Guide* or the DockWare help found on your HP iPAQ.

Note: The DockWare program settings are turned on by default and start after 5 minutes of inactivity on the HP iPAQ.

The application stops as soon as you touch the screen or push any button on the HP iPAQ, with the exception of scrolling up or down to view a picture. Also DockWare stops running if an alarm or any other popup window appears.

Be aware of the following:

- If your HP iPAQ is running on battery power, this application does not automatically start.
- If DockWare is running and you take your HP iPAQ out of the desktop cradle, the application continues to run on battery power until you turn off your device or DockWare.

To disable DockWare, tap and hold anywhere on the screen, and then uncheck **Start Automatically** from the popup menu. This menu item acts as a toggle switch to start and stop the DockWare software program. Therefore, if you want to start DockWare again, you need to select this option again.

How Do I Find Information On Topics Not Covered in This Booklet?

For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. The *User's Guide* is in a printable format, if you prefer a hard copy document. Refer to the *Special Features Guide* for information about HP Photosmart Camera and iPAQ Mobile Media features.

Note: The built-in HP Photosmart camera is available only in select HP iPAQ models. To upgrade your model, please refer to the Accessories Brochure for information on the HP Photosmart Mobile Camera.

If you have questions on using your HP iPAQ that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at www.hp.com/support/ipaqforums.

To find the latest drivers and software updates for your product, go to www.hp.com/support. Select your country, then select **Download drivers and software** and select your product. You can also enroll in Subscriber's Choice to receive automatic updates. To do so, after selecting your country, click **Sign up: driver & support alerts/notifications** under **Additional resources** on the right side of the screen.

To receive support from an HP-qualified technical support specialist, visit the HP support Web site at www.hp.com/support. To find information on the support Web site for your specific product, be sure to have your model ID or product name available. To chat with a support specialist online, select the HP Instant Support icon.

To access the HP Instant Support icon:

1. On your personal computer, open your web browser (for example, Internet Explorer) and type the URL www.hp.com/support.

2. Select your country or region.
3. Select **See support and troubleshooting information**, then type your Model ID in the box. If you do not know your Model ID, refer to “[How Do I Find the Product ID, Model ID and Serial Number of My HP iPAQ?](#)” in this document for more information.
4. Click the >> button.
5. Select your specific product from the list.
6. The Technical Support page for your HP iPAQ is displayed. The **HP Instant Support** icon is located on the right side.



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Windows Mobile™ 2003 software for Pocket PC
Second Edition, August 2004.