

# Verizon Wireless

## Mobile Office User Guides For Palm™ OS Series III or V

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## PALM™ Support Documents

To provide you with the relevant support information we need to know what version of Palm™ OS (operating system) you are using.

To identify the version of the OS on your Palm™ device, do the following:

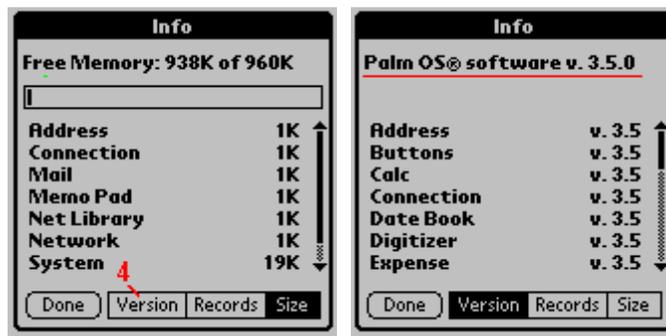
**Step 1:** Tap on the applications icon  or .

**Step 2:** Tap on the drop down menu icon.  or .

**Step 3:** Tap on "Info" in the drop down list that appears.



**Step 4:** Tap "Version" at the bottom of the screen and the OS will be displayed at the top of the screen.



**Step 5:** Note the OS version that you are using and continue to follow the appropriate set of instructions.

## Support Information for Palm™ III series with OS 3.0.2 - 3.1.x

### Supported Phones and Palm™ Devices:

The following phones have been tested with Palm™ III and Palm™ V Series devices with OS 3.0 or higher: Audiovox CMD-9000, Motorola 7868 Startac, Neopoint 1600, Qualcomm QCP-860, and the Samsung SCH-850.

### Connecting Your Phone To Your Palm™ Device

One option is to use a male to male 9 pin null modem adapter to connect your sync cradle or sync cable to the phone's serial data cable (that is usually used with a notebook computer). The recommended wiring for the adapter is pin 2 to 3, 3 to 2, 4 to 6, 5 to 5, 6 to 4, 7 to 8, 8 to 7. (Not all null modem adapters are wired the same.)

These adapters are included in the Mobile Office kit. If you did not purchase the kit these adapters may be found at retail electronic outlets.

If you already have the serial data cable and need just the null modem adapter - one possible solution is to purchase from RadioShack a female to male DB9 Null modem adapter, catalog # 26-264B and a female to male gender changer, catalog # 26-280B. These two adapters will connect together to give you a male to male null modem adapter. (Works with most phones but may not work with some Samsung SCH-850s.)

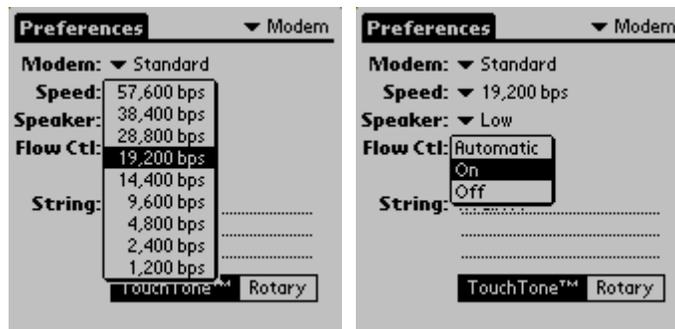
We are also testing a universal solution that may replace the sync cable and null modem adapter with a single cable that will connect to the Palm™ that can be used with any phone's serial data cable. More information will be posted here in the near future.

### Setting Up a Modem Definition for Your Phone and a Network Definition for Verizon Quick 2 Net<sup>SM</sup> Connection

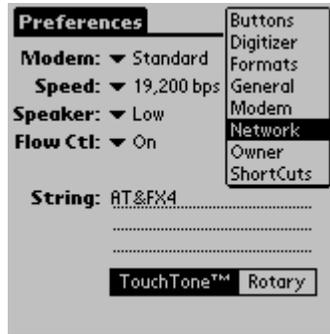
1. From your application launcher tap the  Prefs icon.
2. From the drop down list, select "Modem".



3. Select "Standard" for modem. "Speed" should be "19,200 bps", and "Flow Ctl" should be set to "On"



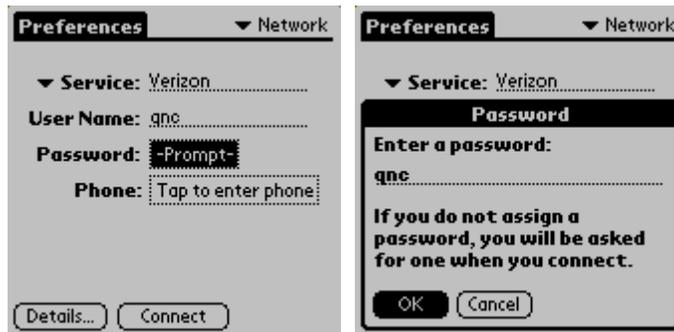
4. From the master drop down list, select "Network".



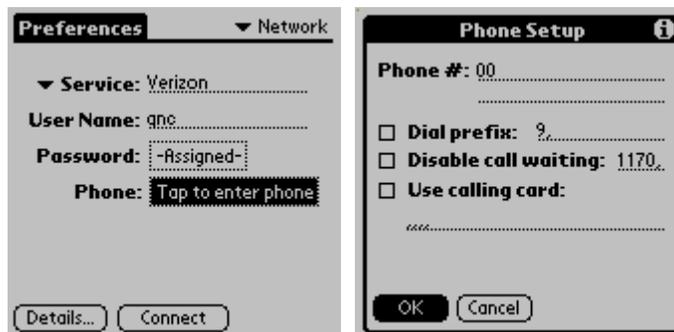
5. Create a new service by tapping the MENU icon, in the lower left corner of the graffiti area, then select "New" from the drop down list.



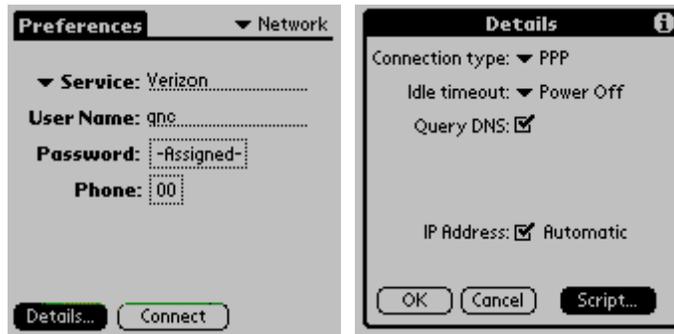
6. Enter "Verizon" for the Service name, "qnc" for the "User Name" (both without quotes). Tap "-Prompt-" then enter "qnc" for the password (without quotes). Make sure that the password is in lower case. Tap "OK"



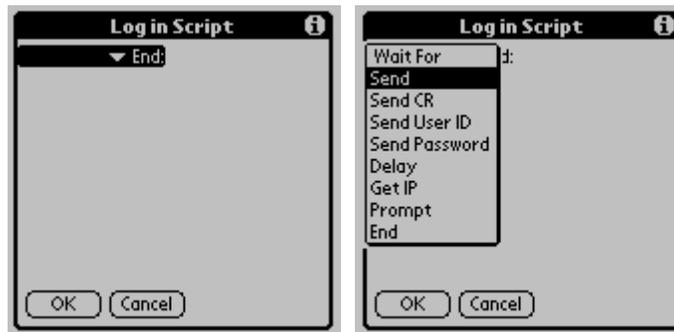
7. Tap "Tap to enter phone" and enter "00" (zero, zero, do not use the letter O) and tap "OK"



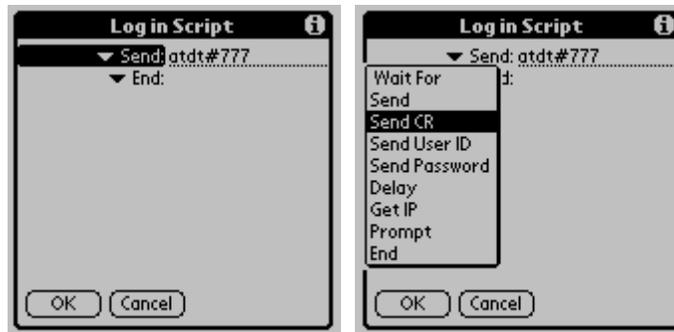
8. Click "Details" then "Script"



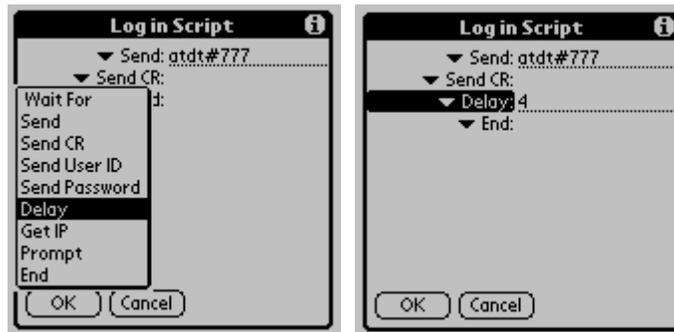
9. Tap on "End", select "Send"



10. Enter "atdt#777", tap on "End" again, select "Send CR"



11. Tap on "End" again and select "Delay", enter "4" and tap "OK".



Congratulations! Your Quick 2 Net<sup>sm</sup> Dial Up connection has been successfully set up. This connection will allow you to connect to the Internet in less then 10 seconds without the need for an account from an Internet Service Provider.

## Mobile Office Remote Access Connections

If you were setting up a network definition to call into your corporate network or an Internet Service Provider (ISP), you would set the connection up in the same manner, however you can usually omit the Log in Script and enter the number you wish to dial in place of "00". Your user name, password, phone number and settings on the "Details" screen would have to be provided by your network administrator or ISP.

If you have any difficulty, you can dial "00" as the number and then do everything from the script. Dial the number the same as we did, just replace "ATDT#777" with "ATDT" followed by the number you wish to dial, then finish writing the script to meet your needs. Additional commands, beyond what we used for our Mobile Internet Connection are only needed if a script is normally required to connect to your desired service.

## Connecting and Disconnecting

Most applications will call your connection automatically when needed, if not, you can connect by tapping on the "Prefs" icon, select "Network" from the master drop down list, select your connection and tap on "Connect". To disconnect, repeat the same steps - "Prefs", "Network", tap "Disconnect" or check and see if there is a disconnect option in the menu of the program you are using.

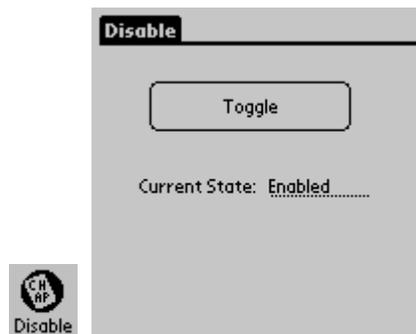
If the phone fails to disconnect you can press the "End" key to end the call. You should always disconnect on your Palm™ first to ensure the Palm™ application terminates correctly and to ensure your phone doesn't automatically initiate another call if it senses the Palm™ is still trying to send information. (Some Qualcomm phones do this by default.)

If you have problems with an application giving you PPP time-outs when it automatically calls your connection - try establishing your connection first ("Prefs", "Network", select your connection and tap on "Connect"), then go into the application.

**NOTE:** If you get an Authentication Error when you try to connect to any service download and install the MSCHAP control, [click here to download file](#). If you dial into multiple servers or if you travel it is recommended you download and install the CHAP control, in case you ever need the ability to enable or disable MSCHAP.

Once downloaded, double click on the file, select "Done" from the Install Tool dialog box and then perform a HotSync to install it on your Palm™ device.

Once installed, tap on the "Chap Disable" icon, and then tap "Toggle" to change the setting.



For your Quick 2 Net<sup>sm</sup>, "Disable" will always work. For your Quick 2 Net<sup>sm</sup> this utility is only needed in areas where the software on the network has not been upgraded yet. ("Enable" works in areas that have the latest software.)

If you are establishing a remote access call into an ISP or Corporate Network you may need this utility. Some servers with older software have a compatibility issue with MSCHAP (Microsoft Challenge Handshake Authentication Protocol) as implemented in the Palm™ OS. This utility when set to "Disable", disables MSCHAP and forces PAP (Password Authentication Protocol). Some servers you dial in to may require MSCHAP ("Enable") while others will only work with PAP ("Disable"). Without this utility MSCHAP is always enabled. Try "Enabled", if you get an authentication error, try "Disabled".

## What You Can Do

You have a direct connection to the Internet, with additional software on your Palm™ you can access e-mail, browse the Internet, do a telnet session, or use almost any application you find that takes advantage of an Internet connection or a dial up connection. Review our section **Hints, Tips and Things to Do** (page 17) for using your Palm™ device.

## Support Information for Palm™ V series with OS 3.0.2 - 3.1.x

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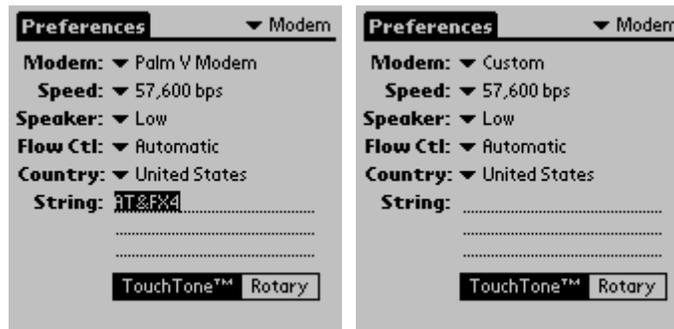
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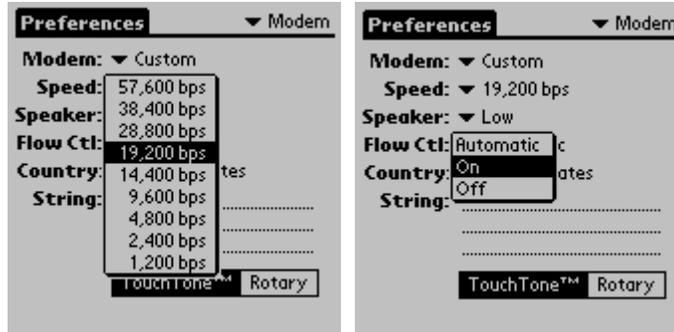
2. From the drop down list, select "Modem".



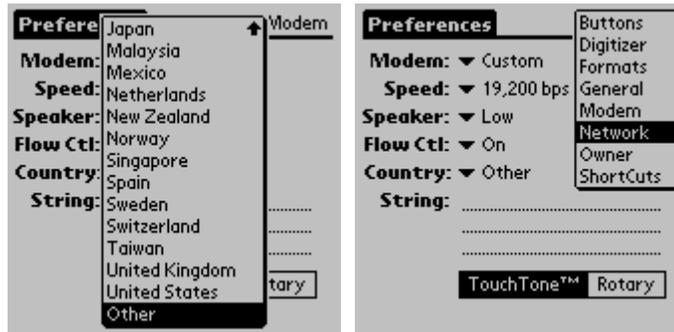
3. Highlight the String "AT&FX4" and delete it (drag stylus across it and do a short stroke right to left in the graffiti writing area). The modem will change from "Palm V" to "Custom".



4. Tap "Speed", select "19,200 bps", and set "Flow Ctl" to "On"



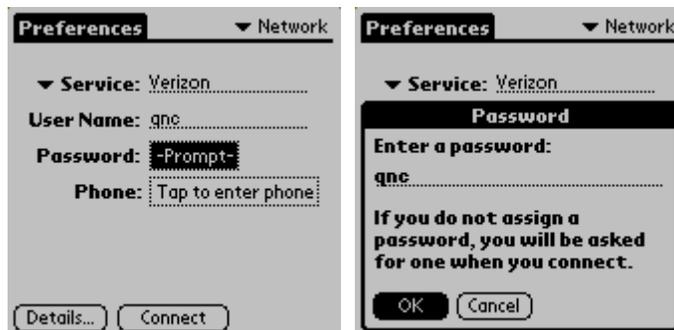
5. Set the "Country" to "Other", then from the master drop down list select "Network".



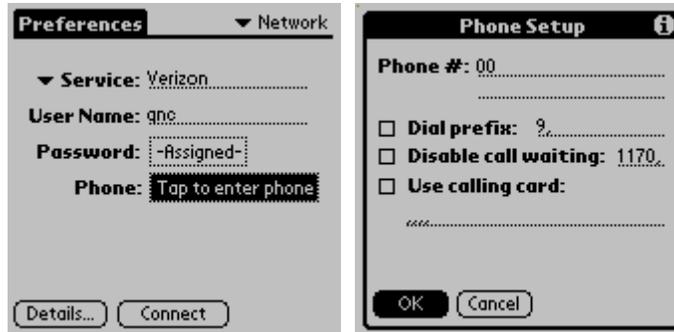
6. Create a new service by tapping the MENU icon, in the lower left corner of the graffiti area, then select "New" from the drop down list.



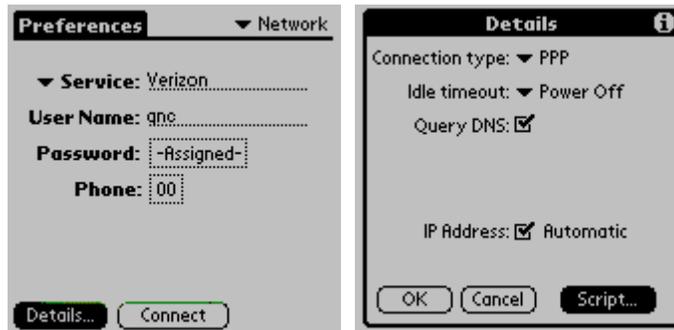
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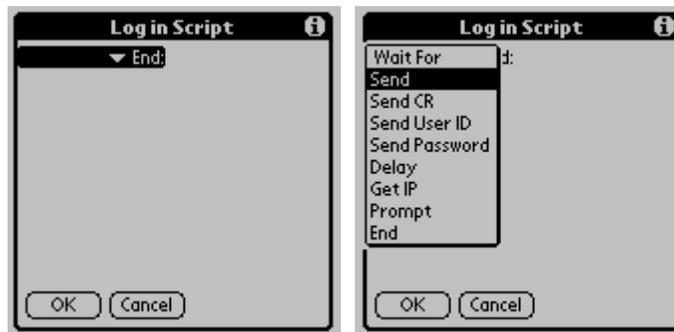
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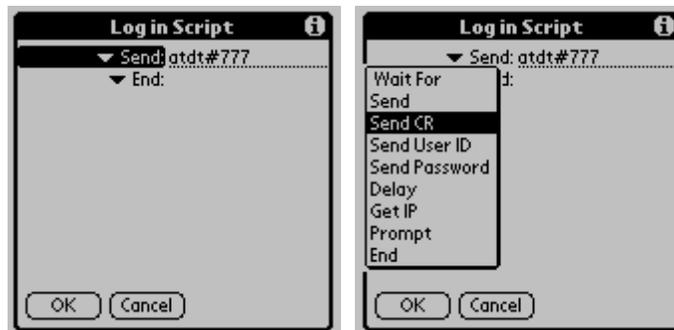
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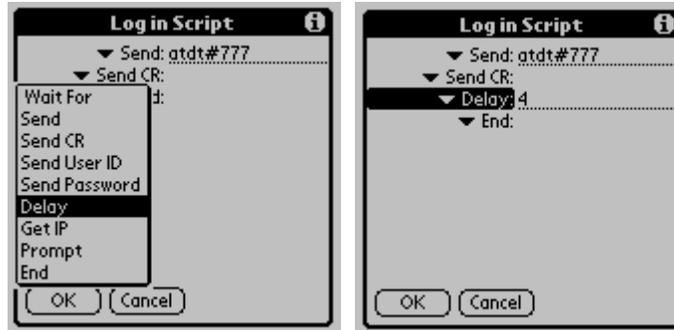
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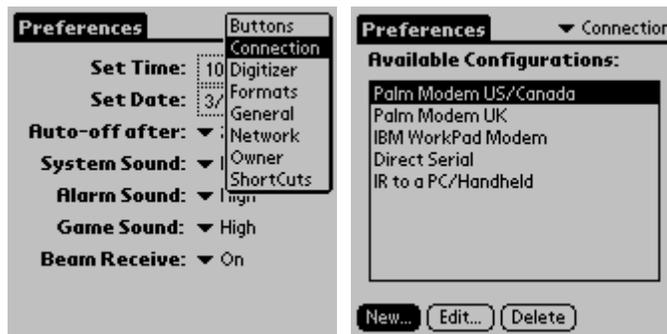
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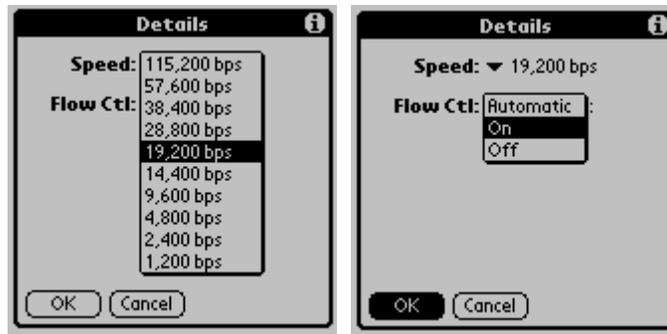
1. From your application launcher tap the  icon.
2. From the drop down list, select "Connection" then select "New".



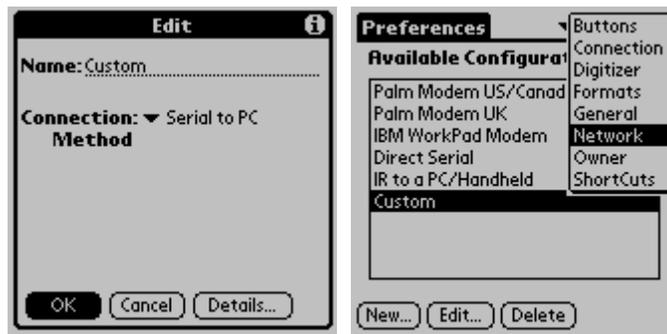
3. Select "Serial to PC" for the "Connection Method" and then tap on "Details".



4. Tap on "Speed", select "19,200 bps", tap "Flow Ctl", select "On", then tap "OK".



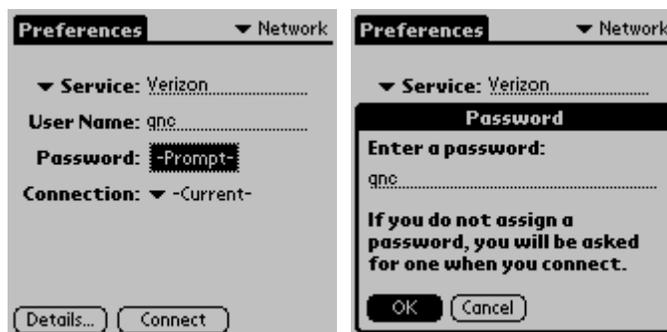
5. Click "OK", then from the master drop down list, select "Network".



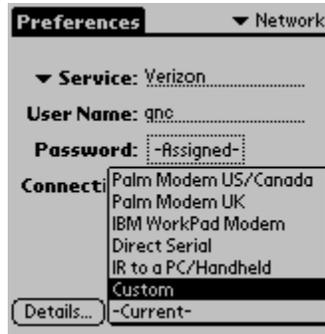
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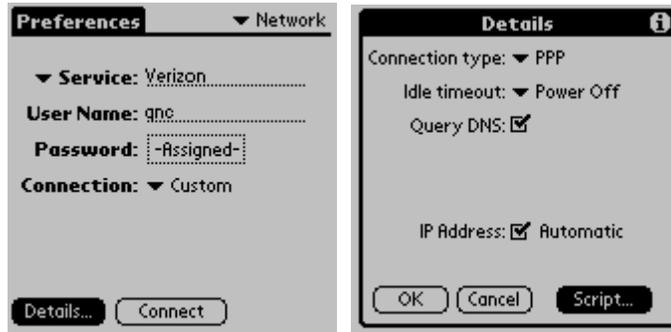
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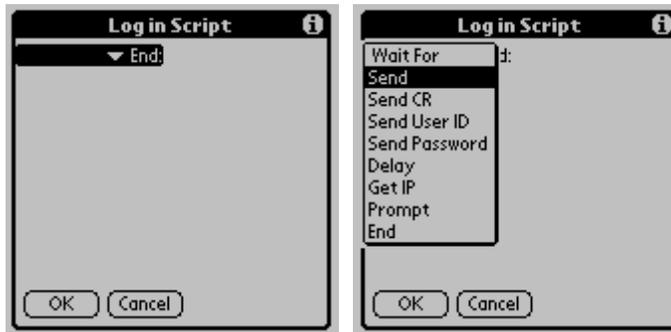
8. Select "Custom" for the connection



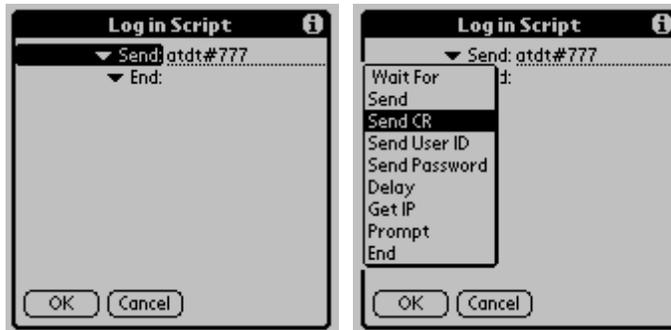
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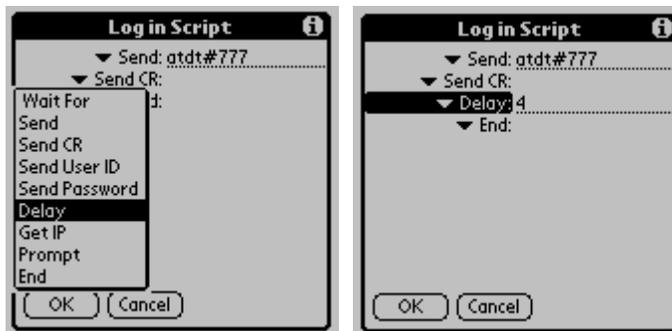
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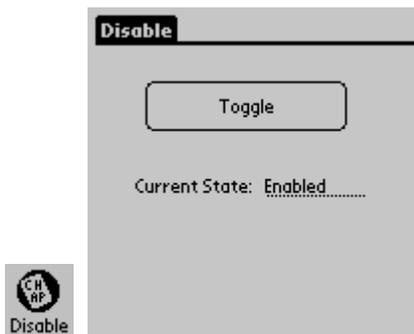
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## Hints, Tips and Things to Do

**IMPORTANT:** In order to provide high quality technical support for our customers, Verizon has created the following application notes and tips to assist you in the configuration and usage of third party software applications. These software applications are not Verizon products and are NOT OFFICIALLY SUPPORTED BY VERIZON. In the event that you experience any difficulties in configuring or using any of these products, please contact the software vendor for technical support.

### Using Wireless E-mail

To wirelessly send and receive your Internet ISP e-mail (POP 3/IMAP) you need to use a Palm™ e-mail client program with Verizon's wireless service. The Palm™ connectivity kit for the QCP-860 phone includes the Eudora e-mail software package. Eudora allows sophisticated management of e-mails, and works with your Palm™ address book. If you prefer to install other e-mail programs on your Palm™, 3rd party software is widely available at Palm™ software aggregator web sites such as ([www.Palmgear.com](http://www.Palmgear.com)). Recommended Palm™ e-mail programs are Multimap Pro ([www.actualsoft.com](http://www.actualsoft.com)) and One Touch Mail ([www.jpsystems.com](http://www.jpsystems.com)). These programs allow you to manage multiple ISP e-mail accounts from your Palm™ Organizer.

Note: the native Palm™ mail application cannot be used for Internet e-mail.

After installing e-mail software on your Palm™ Organizer, you will need to populate it with your ISP profile, such as user name, password and other details. Once you set-up your e-mail program, you are ready to use it to send and receive e-mail. See additional instructions in the e-mail software documentation. Sending e-mail with your Verizon service: to send e-mail, you need to specify an SMTP server in the e-mail program (e.g. Eudora) settings. Your landline ISP's SMTP server may be behind a firewall and will not allow you to access it from another network (in this case, Verizon). Therefore we recommend you set up: smtp.airtouch.net as your SMTP server in the e-mail program setup. This will allow you to send e-mails. If you have any trouble with this we recommend setting up a connection to connect to your ISP.

### Using the AvantGo.com service to view Web information channels.

The AvantGo.com at [www.avantgo.com](http://www.avantgo.com) service optimizes Internet information into Palm-friendly Web page "channels" which you can download onto your Palm™. Over 350 are available: news, magazines, stock, portfolios, weather maps, city guides, directories, driving directions, sports and more. Plus use AvantGo.com both on-line and off-line. Optimized Web pages are cached onto your Palm™ Organizer, then get updated when HotSync your Palm™ to your PC. Using AvantGo wirelessly is just as easy. You can perform a direct AvantGo synchronization and update the pages on your Palm™, or connect live and browse your channels or any other Web page using your Verizon Wireless Internet Connection.

**To perform an AvantGo wireless synchronization session:** while still disconnected, go to AvantGo, tap on the menu icon and select "Modem Sync". A wireless call will automatically be launched and the AvantGo synchronization session will update your Web pages/information channels. This process should take between 2-5 minutes, depending on the number of channels you set-up and time passed since your last AvantGo synchronization. Once synchronization has completed, tap on the menu icon while still in the AvantGo browser, and choose "Disconnect". The wireless call will end after a few seconds. To browse live using AvantGo: while disconnected, in the AvantGo browser, tap on the menu icon and select "Connect". The wireless call will be initiated. Then, from the same menu, choose "Open page" and enter the URL for your desired Web page. From there, you can follow links. When you wish to disconnect, choose "Disconnect" in the AvantGo menu. Note: you cannot bookmark web pages with the AvantGo browser. However, you can open your "channels" and follow links (browse live) within them after connecting.

### Using a Palm™ browser for standard Web browsing.

The Palm™ connectivity kit for the QCP-860 phone provides you with the pdQ browser - a textual browser that lets you browse any web site, follow links and manage bookmarks. Other 3rd party Palm™ Web browsers are available at Palm™ software aggregator Web sites such as [www.Palmgear.com](http://www.Palmgear.com). A recommended browser is ProxyWeb at [www.proxiweb.com](http://www.proxiweb.com). You can also use your Web-based e-mail, calendar and address book and your Myvzw.com account with a Palm™ web browser.

### Other applications:

You can use your wireless Palm™ organizer to dial-up to private, corporate or ISP networks and to remotely Hotsync your Palm™ Organizer (excluding the PDQ) and desktop computer. However, these applications require that you use a standard wireless dial-up connection (different than the Verizon Quick 2 Net™ Connect service). Verizon supports standard dial-up wireless service, but you will need to setup a different network service configuration with the phone number to call and enter additional setup parameters. To set up your Palm™ for standard wireless dial-up, please refer to our Palm™ user guides starting on page 1.

### Links and Resources

The following is a list of Palm™ friendly Web sites (where the information is optimized for the Palm™ screen and a wireless connection) and Palm™ Portals (aggregators of Palm™ friendly Web sites). You can bookmark these pages in your Palm™ Web browser or set them up as an AvantGo channel (refer to AvantGo.com for instructions on setting up a channel). Watch this page for updates.

#### Palm™ Portals

SqueezeNet	<a href="http://www.squeezenet.com/PDATab/default.htm">http://www.squeezenet.com/PDATab/default.htm</a>
Small Sites	<a href="http://209.221.153.18/smallsites/">http://209.221.153.18/smallsites/</a>
Plinkit!	<a href="http://www.plinkit.com">http://www.plinkit.com</a>
PawGo.com	<a href="http://www.pawgo.com/paw/">http://www.pawgo.com/paw/</a>
Infospace	<a href="http://in-109.infospace.com/info.avant/">http://in-109.infospace.com/info.avant/</a>

#### Palm™ friendly Sites

Yahoo! Mobile: for Palm™	<a href="http://mobile.yahoo.com/wireless/home">http://mobile.yahoo.com/wireless/home</a>
Google: a fast search engine for the Palm™	<a href="http://www.google.com/palm">http://www.google.com/palm</a>
MyDocs Online: document management	<a href="http://www.mydocsonline.com">http://www.mydocsonline.com</a>
Wired News:	<a href="http://www.wired.com/news_drop/palmpilot/">http://www.wired.com/news_drop/palmpilot/</a>
MapQuest to Go: Maps & Driving Directions	<a href="http://www.mapquest.com/cgi-bin/stat_parser?link=ia-ago-main">http://www.mapquest.com/cgi-bin/stat_parser?link=ia-ago-main</a>

#### The following web pages are Palm resources for software downloads and other "Palm Economy" information:

Palm™	<a href="http://www.palm.com">http://www.palm.com</a>
Palmgear HQ	<a href="http://www.palmgear.com">http://www.palmgear.com</a>
Handango	<a href="http://www.handango.com">http://www.handango.com</a>
Yahoo! Mobile	<a href="http://mobile.yahoo.com">http://mobile.yahoo.com</a>