

Wireless Sync Quick Start Guide for Treo 650

Welcome to the Wireless Sync service from Verizon Wireless. This guide will walk you through the steps necessary to set up your Treo 650.

This Quick Start Guide will help you:

- Prepare your PC
- Create your Wireless Sync account
- Identify your email source
- Select your device
- Install software and sync your device
- Setting up HotSync for use with Wireless Sync



Prepare your PC

1. Follow the instructions that came with your device to install Palm Desktop (HotSync) onto your PC. Palm Desktop software is included on the CD that comes in the box with your device.

Create your Wireless Sync account

Follow the instructions in this section to set up your Wireless Sync account.

2. Open Internet Explorer on the PC where HotSync is installed.
3. Go to <http://www.wirelessync.vzw.com> to access the server login page.
4. Click the **Sign Up Now!** button to create a new account or Logon with your existing account Mobile Number and Password.

*** Logon

Mobile Number:

Password:

Remember password on this computer

[Register](#) [forgot Password](#)

[Quick Start Guide](#)

verizonwireless

Wireless Sync
The mobile email solution from Verizon Wireless

Wireless Sync sends or "pushes" new email messages and PIM updates to your Windows Mobile or Palm Smartphone or Pocket PC, so you can stay connected to customers, colleagues, and partners whenever you're out of the office or away from your PC.

First time users,
click here to register:

[Sign Up Now!](#)

← Click here!

Sync your business and personal email wirelessly on these phones:



Treo 650 Smartphone



Treo 600 Smartphone



Samsung i600 Smartphone



Samsung i700 Pocket PC



XV6600 Pocket PC

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[Warranty Free Guarantee](#) | [Wireless Sync Terms & Conditions](#)

[Wireless Sync Registration Information](#)

5. You will be presented with the **3 Easy Steps to setup Wireless Sync**.



QuickStart Guide
3 Easy Steps

1 Setup a Wireless Sync account
Initialize your Wireless Sync account by choosing your account password and entering information to identify you as a Wireless Sync user.

2 Identify your email source
Wireless Sync can work with your Internet Mail provider (e.g., AOL, Comcast, Earthlink), it can push emails from your corporate email system (Microsoft Exchange or Lotus Domino), or handle both Internet and corporate email.

3 Install Wireless Sync software
To complete the process, you need to download and install software. To do this, you will need to have a cable connection from your PC to your phone.

[Back](#) [Setup Wireless Sync Now](#)

6. Read through the 3 Easy Steps and then click the **Setup Wireless Sync Now** link.
7. If you will use Microsoft Exchange or Lotus Domino as the source for your email, click on the link for your chosen platform to open the Quick Start Guide.



1. Setup Account ⇨ **2. Identify Email Source** ⇨ **3. Install Software**

Quick Start Guides

Select your device below to see the Wireless Sync Quick Start Guide for that device.
Note: To install Wireless Sync, you must have the ability to install software on this PC.

 <p>Treo 650 Smartphone</p>	 <p>Treo 600 Smartphone</p>	 <p>Kyocera 7135 Smartphone</p>
 <p>Samsung i600 Smartphone</p>	 <p>Samsung i700 Pocket PC</p>	 <p>XV6600 Pocket PC</p>

[Quick Start Guide for Microsoft Exchange](#)
[Quick Start Guide for Lotus Domino](#)

[BACK](#) [NEXT](#)

8. Click the **Next** button to proceed with the setup.

9. Create your permanent password by following the instructions in step 1a. Wireless Sync Account Setup and click **Next**

NOTE: If you logged in with your Wireless Sync username and password on the Wireless Sync login page, this screen will not be presented. If you cannot remember your password, use the **Forgot Password** link.

The screenshot shows the Verizon Wireless account setup page. At the top, the Verizon Wireless logo is displayed. Below the logo, a progress bar indicates the current step: 1. Setup Account (active), 2. Identify Email Source, and 3. Install Software. The main heading is "1a. Wireless Sync Account Setup". The text explains that a password is needed for the new account and that it will be used for other services. It provides instructions on how to create a password if one hasn't been created yet and a link to "Forgot Password" if the user can't remember their password. The first section, "1. Send temporary password", includes a text input field for the "Mobile Number" and a "Send" button. The second section, "2. Create permanent password", includes three text input fields for "Temporary Password", "New Password", and "Re-enter New Password". At the bottom, there are "CANCEL" and "NEXT" buttons.

10. Read the agreement in step 1b. Terms and Conditions and click **Agree**

The screenshot shows the Verizon Wireless account setup page, step 1b: Terms and Conditions. At the top, the Verizon Wireless logo is displayed. Below the logo, a progress bar indicates the current step: 1. Setup Account, 2. Identify Email Source (active), and 3. Install Software. The main heading is "1b. Terms and Conditions". The text asks the user to read the Terms and Conditions of Use and click "Agree" to accept them. A scrollable text area contains the following text: "Intellisync Corporation", "TERMS AND CONDITIONS OF USE", "IMPORTANT! PLEASE READ CAREFULLY. THIS IS A CONTRACT.", "1. Acceptance of Terms and Conditions", and a paragraph of terms and conditions. At the bottom, there is a "Printable Version" link and two buttons: "DISAGREE" and "AGREE".

11. Complete all required fields on step 1c. Account Information and click **Next**.

The screenshot shows the Verizon Wireless account setup interface. At the top, the Verizon Wireless logo is displayed. Below it, a progress bar indicates the current step: 1. Setup Account (selected), 2. Identify Email Source, and 3. Install Software. The main heading is "1c. Account Information". Below the heading, a message states: "Just provide us with the information below, and you'll be on your way! Note that the fields marked with red asterisks (*) are required." The form is divided into two sections: "Your location" and "Your name and email address".

Your location

Time Zone: Eastern Time (US & Canada) (GMT-5:00) [v]
 I've verified that the above time zone is correct *

Work Address: [text input]
[text input]

City: [text input] *
State: [dropdown menu] * ZIP Code: [text input] *

Your name and email address

First Name: [text input] * Last Name: [text input] *
Email Address: [text input] *
Enter the email address to be used as the From: address on emails you send.

At the bottom right, there are two buttons: "BACK" and "NEXT".

Identify your email source

12. There are three options available on step 2. Identify Your Email Source page. Select the option that applies best to you and follow the detailed instructions below for that option.

The screenshot shows the Verizon Wireless account setup interface for step 2: Identify Your Email Source. At the top, the Verizon Wireless logo is displayed. Below it, a progress bar indicates the current step: 1. Setup Account, 2. Identify Email Source (selected), and 3. Install Software. The main heading is "2. Identify Your Email Source".

Three radio button options are listed:

- Corporate email** using Microsoft Exchange or Lotus Domino. To work with these email servers, Wireless Sync will need to install software on a PC to monitor your mailbox.
- Internet email** from an Internet Service Provider such as Verizon.net, EarthLink, AOL, Comcast, etc.
- Both**

At the bottom right, there are two buttons: "BACK" and "NEXT".

On the left side of the page, there are three red arrows pointing to the radio buttons, with the following text:

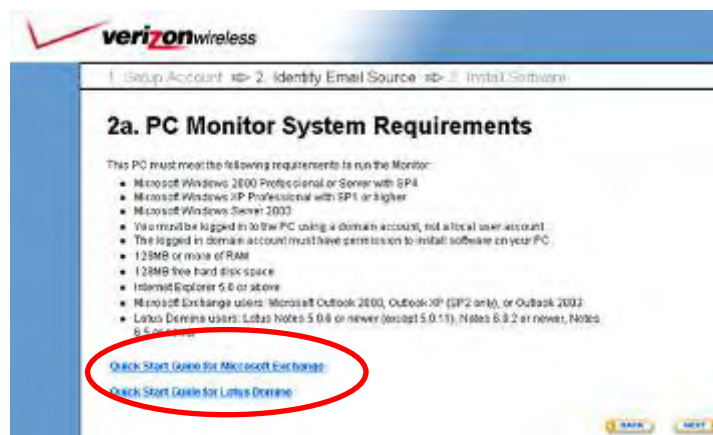
- Go to Page 5 → (points to Corporate email)
- Go to Page 6 → (points to Internet email)
- Go to Page 7 → (points to Both)

Corporate email

- a) Select the **Corporate email** option and click **Next**
- b) There are two options available on step 2a. **Corporate Email Source Setup**.



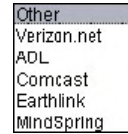
- 'Install the PC Monitor software on this PC now'
 - i. Choose this first option to install the PC Monitor software on the PC where you are currently logged in.
 - ii. Click **Next** to review the PC Monitor System Requirements
 - iii. Read through the page to ensure that the PC meets all system requirements.



- iv. It is recommended that you review the Quick Start Guide for your corporate email server before you proceed with the PC Monitor installation.
 - v. To continue setup, click **Next** and skip to **Page 7, Select Your Device**
- 'Install the PC Monitor software on another PC at a later time'
 - i. Choose the second option if you would like to install the PC Monitor at a later time.
 - ii. It is recommended that you review the Quick Start Guide for your corporate email server before you proceed with the PC Monitor installation.
 - iii. Skip to **Page 7, Select Your Device**

Internet email

- Select the **Internet email** option and click **Next**
- Select your **Service Name** from pull-down menu provided. The **Email Server Address** field will automatically be provided.
- Next enter your **Username**, **Password** and **Email Address** in the appropriate fields.



NOTE: If your provider is not listed, select **Other** from the drop-down list. You will now need to manually enter your **Email Server Address**. At the bottom of the web page there are some tips provided to help you determine this value. If you are still unsure of your correct Email Server Address, check with your email service provider.



1. Setup Account ⇨ 2. Identify Email Source ⇨ 3. Install Software

2b. Internet Mail Setup

Internet Mail Connection Settings (*) are required

Service Name: Other ▾

Email Server Address:

Username:

Password:

Email Address: ← Click here!

Enter the email address for this account

After filling in these required fields, press the Test Settings button. If there is a setup issue, check the Tips below. You may also wish to contact your ISP to get the configuration information used to setup a PC-based email client.

[Advanced Setup Options](#)

Tips on POP/IMAP Setup

Yahoo! You must subscribe to Yahoo! Mail Plus, a for-charge service. If you do, enter **pop.mail.yahoo.com** as the server name.

Hotmail, MSN Currently not supported

Other providers Common server names are **pop.serviceprovider.com**, **mail.serviceprovider.com**, **pop3.serviceprovider.com**, or similar names ending in .net rather than .com.

Server names always have at least one dot ("."), never have an @ in them, never start with http., and almost never start with www.

- (OPTIONAL) You can configure advanced settings for your email service provider using the **Advanced Setup Options** link. Most users will not require modification of these settings.
- Click **Next** after your settings have been verified using the **Test Settings...** button.

Both

This feature provides you with the ability to have both your Corporate and Internet email sources integrated into one mailbox on the Treo 650. Follow the setup instructions above for each option as they are presented to you during set up.

If you are not ready to configure both options now, you can set up one email source now and another email source at a later time from the Account Setup page in the Wireless Sync website.

Select your device

13. After you have identified your email source, you will be prompted to select your device. Select the **I use a Treo 650 Smartphone** option and click **Next**



The screenshot shows the Verizon Wireless setup interface. At the top, the Verizon Wireless logo is displayed. Below it, a progress bar indicates the current step: "1. Setup Account" (completed), "2. Identify Email Source" (completed), and "3. Install Software" (current step). The main heading is "3a. Select your device". Below this, a sub-heading reads: "Select your device. When you click 'Next,' we'll install software on your mobile phone and PC." There are six radio button options, each with a corresponding device image: "I use a Treo 650 Smartphone" (circled in red), "I use a Treo 600 Smartphone", "I use a Kyocera 7135 Smartphone", "I use a Samsung i600 Smartphone", "I use a Samsung i700 Pocket PC", and "I use an XV6600 Pocket PC". At the bottom, a note states: "Trip and Appointment Plus Extensions for Microsoft Outlook will also be installed." There are "BACK" and "NEXT" buttons at the bottom right.

Install software and sync your device

14. If you see the screen below, you need to update the software on your device.



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1. Setup Account ⇌ 2. Identify Email Source ⇌ 3. Install Software

3b. Install software

Update Treo 650 Wireless Sync Software

There is an updated version of the Wireless Sync software available for your Treo 650. You can install this software on your device through a connection to your PC, or wirelessly directly to your device.

Install Wirelessly

Using this option, you will receive a short Text (SMS) message on your device. Select the link in that message to download the Wireless Sync software directly to your device, and follow the prompts to finish the installation on the device.

Please note: You may be charged for this data download and Text message, depending upon your Verizon Wireless rate plan and service agreement.

INSTALL

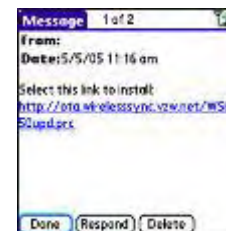
Install Through My PC

This option requires that your Treo 650 is connected to your PC with the supplied cable. You must also have installed HotSync on your PC, using the instructions that came with it.

Once you have HotSync setup, and have successfully HotSync'ed at least once, click the Install button below and follow the instructions. After the download make sure you HotSync your device to complete the installation, by pressing the HotSync button on the cable. Then click Next below to finish.

INSTALL **NEXT**



- If you do not have your device's cable handy, you may choose the **Wireless** option to download your software update wirelessly. This will be a slower option than downloading through your PC, but may be more convenient for you.
 - a) Click Install. After a short while, an SMS message will arrive on your device. The text in the message may differ slightly from what's shown at the right.
 - b) Choose Go To Msg. Your device will display the full message, and the update link will appear underlined and in blue.
 - c) Choose the link in blue. Your device will begin to download its Wireless Sync software update.
 - d) Accept the prompts that follow, and make sure to choose "Save and Open" to install your software.
 - e) Once your software is installed, your device will display the Wireless Sync main screen. Back on your PC, click the "Next" link.
- If you choose the **Install Through My PC** option, click 'Install' and make sure you click "Open" in the box that opens. Once that download has finished, click "Next" to proceed to the next step.



- Click **Install** then carefully read and follow the Installer prompts to install the remaining software on your PC.



NOTE: Your install checklist may differ from what is shown here, depending on the email source you selected during the setup process and your device options.

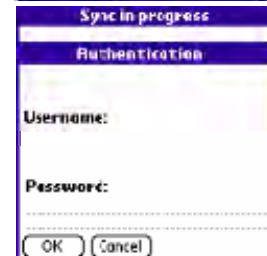
- The device software has been installed to your PC and is ready to be downloaded to your Treo 650.
- Attach the Treo 650 to the **cable or cradle** attached to your PC.
- Launch the **HotSync** application on the device and tap the HotSync icon in the middle of the screen.
- After the HotSync is completed, the device is ready to synchronize with Wireless Sync.
- Remove the cable** from the device.
- If not already open, **launch the Wireless Sync Client** on the Treo 650 by tapping on the  icon in the applications screen.
- Tap on the  **Sync** button to initiate a Wireless Sync.

- On the first sync event you will be prompted to **Refresh or Merge** the data in Wireless Sync with the data on the handset.

If you selected **Corporate email** or **Both** when configuring your email source, it is recommended to select the **Refresh** option.

If you selected **Internet email** as your email source, it is recommended to select the **Merge** option.

- You may be prompted to scribble on the screen to generate the unique encryption key for your device. Continue to scribble until the progress bar completes and the sync continues.
- After the key is generated, you will be asked to enter your password.
- Enter your Wireless Sync password and tap the OK button to continue with the sync.



27. Your device is configured and synchronized with Wireless Sync. Keep your device powered on and you will continue to get your information pushed to you!

NEXT STEPS:

- If you selected the **Corporate email** option for your email source, please continue with the configuration of your PC Monitor. Refer to the *Quick Start Guide for Microsoft Exchange* or *Quick Start Guide for Lotus Domino* for more information. Once the PC Monitor is configured, you will begin to receive your email and PIM data wirelessly.
- If you selected the **Internet email** option you will begin to receive your email after the Wireless Sync server has successfully loaded your messages from the email source. This may take several minutes depending on the amount of mail on your server.

Setting up HotSync for Use with Wireless Sync


Wireless Sync can be configured as a replacement for the PIM and email components of HotSync, which is included with your Treo 650. More specifically, the following types of data can be synchronized with both HotSync and Wireless Sync: Calendar, Contacts, Tasks, Inbox, Notes.

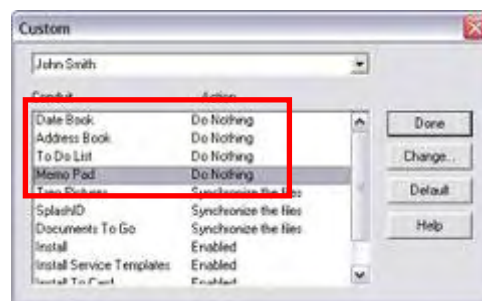
The individual user should insure the proper settings are configured in HotSync to avoid duplicating data on their device or desktop PIM application during a sync at the PC. The settings required in HotSync will depend on which Email Source was selected in the Wireless Sync account setup. Instructions for **Corporate** email users are included on this page. Go to the next page if you have configured Wireless Sync to use **Internet** email only.

Corporate email Users

Users synchronizing with a Corporate email source will receive updates to all PIM and email data using Wireless Sync. In this case, these data sections should not be selected in the HotSync configuration at the user desktop.

Follow these steps to verify your HotSync settings and insure proper synchronization when you cradle/cable your device to the PC.

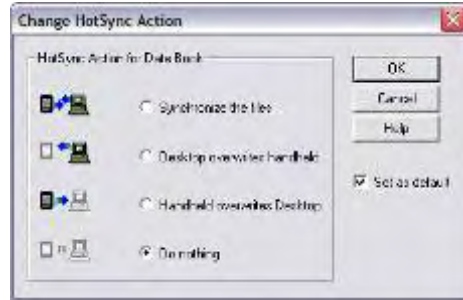
28. Open the HotSync configuration on the PC by right-clicking on the  icon in the task tray and selecting the **Custom...** option.
29. Select the **device User Name** from the drop list at the top of the dialog box that matches your device.
30. Verify that the Date Book, Address Book, To Do List and Memo Pad *Conduit* values are set to **Do Nothing**



NOTES:

- The conduits may have an alternate naming convention if you have installed a third-party tool for synchronizing this data to a desktop application. For example, it may say 'Outlook Calendar' instead of 'Date Book.' In any case, make sure the *Action* is set to **Do Nothing**.


- If the *Action* is set to 'Synchronize the Files' perform the following action for each *Conduit*.
 - Double-click on the conduit name to get the *Change HotSync Action* dialog.
 - Select the **Do Nothing** and **Set as default** options
 - Click **OK** to save.
 - Repeat for each *Conduit* setting.

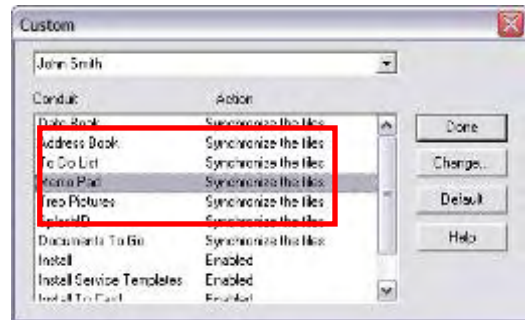


Internet email Users

Users synchronizing only with an Internet email source will receive updates to their PIM data using HotSync at the desktop. In this case, the PIM data sections should be selected in the HotSync configuration at the user desktop.

Follow these steps to verify your HotSync settings and insure proper synchronization when you cradle/cable your device to the PC.

1. Open the **HotSync configuration** on the PC by right-clicking on the  icon in the task tray and selecting the **Custom...** option.
2. Select the device **User Name** from the drop list at the top of the dialog box that matches your device.
3. Verify that the Date Book, Address Book, To Do List and Memo Pad *Conduit* values are set to **Synchronize the files**



NOTES:

- The conduits may have an alternate naming convention if you have installed a third-party tool for synchronizing this data to a desktop application. For example, it may say 'Outlook Calendar' instead of 'Date Book.' In any case, make sure the *Action* is set to **Synchronize the files**
- If the *Action* is set to **Do Nothing** perform the following action for each *Conduit*.
 - Double-click on the conduit name to get the *Change HotSync Action* dialog.
 - Select the **Synchronize the files** and **Set as default** options
 - Click **OK** to save.
 - Repeat for each *Conduit* setting.

