

SMS Handbook

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Introduction

SMS enables you to send and receive short text messages using your handheld and a GSM mobile phone. Most GSM mobile phone service providers have supported SMS (Short Message Service) technology for quite a while, and billions of SMS messages are exchanged each month. However, because it is so difficult to enter text on a cell phone keypad, many people don't take advantage of this feature. Now, with SMS, you can use Graffiti® characters or the onscreen keyboard on your handheld to quickly create SMS messages, and you have the added benefit of a larger display when reading incoming messages.

SMS also enables you to receive records associated with your other Palm OS® applications. For example, your boss can send you a Date Book event for a meeting you need to attend. When you receive the message, you can choose to add it to your Date Book or view the raw data as a text message.

Configuring the Software for Macintosh Users

If you installed the SMS application on a Macintosh computer, you need to configure the Phone Preferences before using SMS.

To configure Phone Preferences for a Macintosh computer:

1. Tap the Applications icon .
2. Tap the Preferences icon .
3. Tap the pick list in the upper-right corner of the screen.
4. Select Phone.



5. Tap the Connection pick list and select the appropriate driver for your phone.

Note: If you do not see a driver for your phone, check the phone manufacturer's web site for a driver that is compatible with Palm OS® software. Download the driver and install it on your handheld. See your handheld's handbook for instructions on installing applications.

Making the Connection

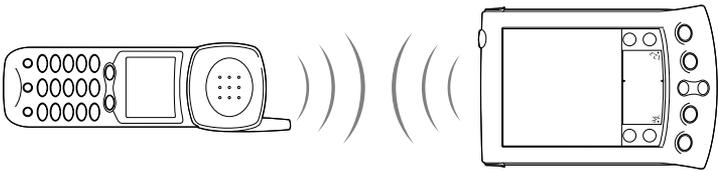
After you install the software on your computer and perform a HotSync® operation, you are ready to start using SMS.

Note: Macintosh users must also configure the Phone Preferences before making a connection. See “Configuring the Software for Macintosh Users” earlier in this guide for instructions.

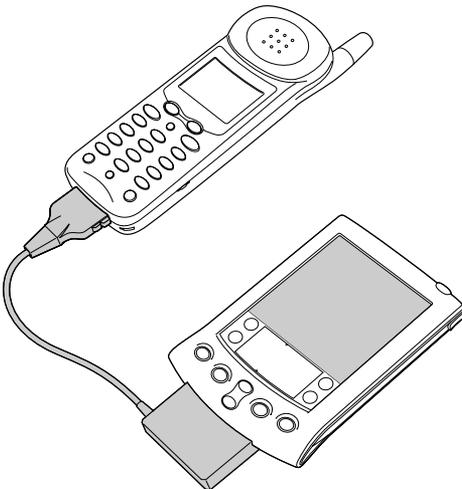
This section shows you how to connect your handheld and your mobile phone. This is not a procedure that you perform by itself. You do this only when you are ready to send or receive SMS messages as described in “Working with SMS” later in this guide.

To prepare to connect:

1. Turn on your handheld and your mobile phone.
2. Do one of the following:
 - Activate the infrared port on your phone and align the infrared port on your handheld with the infrared port on your phone



- Connect the cable to your phone and handheld



Working with SMS

SMS is designed so that you can use the same skills you use in your basic handheld applications. For example:

- Tap to select an item or perform an action.
- Use Graffiti® writing or the onscreen keyboard to enter text.
- In edit lines, select, cut, copy, and paste text as you do in other applications on your handheld.
- Elements of the interface that look familiar — edit lines, pick lists, check boxes, scroll arrows, buttons, menus, etc. — behave just as they behave in basic applications like Address Book.

Opening SMS

When you install SMS on your handheld, it appears by default in the Main category of the Applications Launcher.

To open SMS:

1. Tap the Applications icon .
2. Tap the pick list in the upper-right corner of the screen.
3. Tap Main.



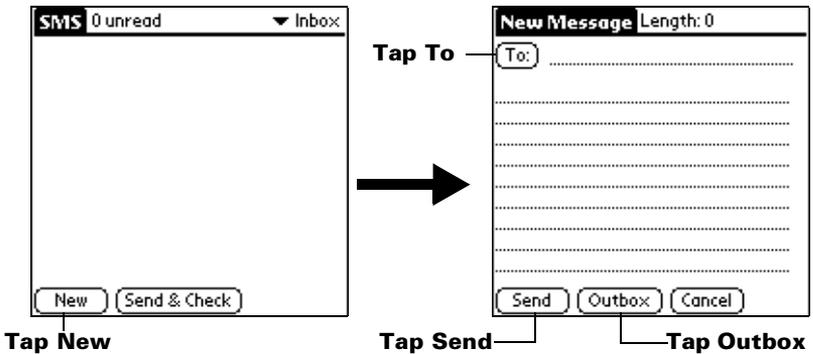
4. Tap the SMS icon .

Creating messages

When you create a message, the title bar indicates the number of characters the message contains. If a message exceeds 160 characters, it is split into multiple messages. When the recipient receives the message, it is reassembled into a single message (provided the recipient's SMS software supports assembling multi-part messages).

To create a message:

1. From any SMS list view, tap New.
2. Tap To.



3. Tap the recipient's name and then tap Add.

Tip: To send a message to someone who isn't in your Address Book, enter their mobile phone number on the To line.

4. Enter the message text.
5. Connect to your phone. See "Making the Connection" earlier in this guide for details.
6. Tap Send to send the message now, or tap Outbox to send the message later.

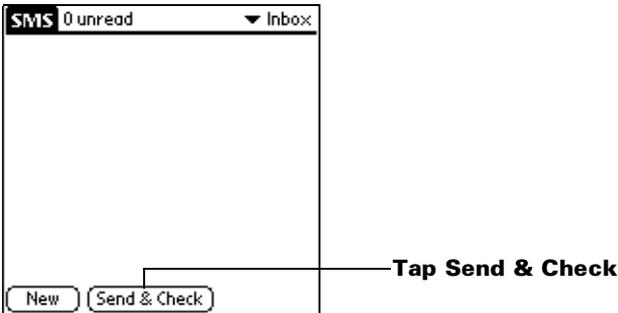
Note: Tapping Send does not send any of the other messages in your Outbox. It sends only the current message.

Sending and receiving messages

You can send all the messages in your Outbox and retrieve all the new messages from your mobile phone at the same time.

To send and receive messages at the same time:

1. Connect to your phone. See “Making the Connection” earlier in this guide for details.
2. From any SMS list view, tap Send & Check.



When the transmission finishes, a message appears indicating the number of new messages you received.

To send all messages in your Outbox:

1. Connect to your phone. See “Making the Connection” earlier in this guide for details.
2. From any SMS list view, tap the Menu icon .
3. Tap Message, and then tap Send.

To download all messages from your phone:

1. Connect to your phone. See “Making the Connection” earlier in this guide for details.
2. From any SMS list view, tap the Menu icon .
3. Tap Message, and then tap Check.

Viewing messages

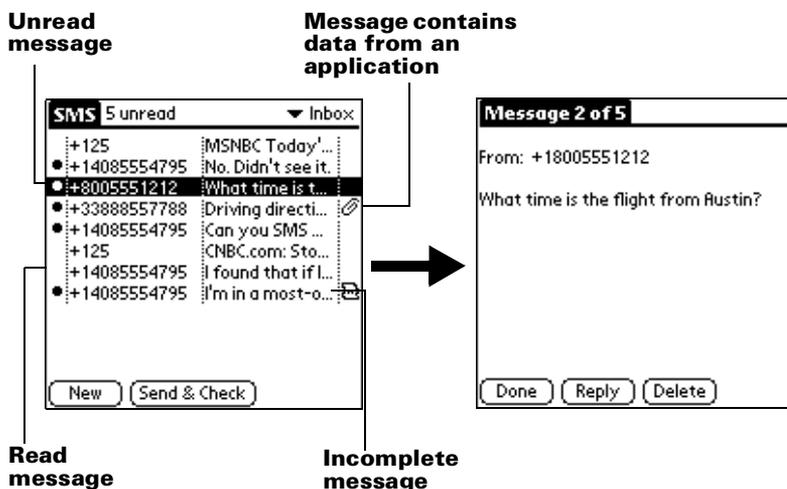
SMS stores your messages in five different categories:

- Inbox** Stores messages downloaded from your phone.
- Outbox** Stores messages waiting to be sent.
- Trash** Stores messages you deleted. You can restore deleted messages to their original category.
- Archive** Files messages you want to keep.
- Draft** Stores messages you want to change or review before you send them.

In the Inbox and Outbox, icons appear next to the message to indicate whether it has been read or sent. In the Inbox additional icons indicate whether the message is incomplete and whether it contains data other than text that requires another application to read it.

To view text messages in your Inbox:

1. Tap the category pick list in the upper-right corner.
2. Tap Inbox.



3. Tap the message you want to view.

4. Tap one of the following:

Done. Returns to the list view.

Reply. Creates a message to the sender and copies any selected text into the new message.

Delete. Moves the message to the Trash category.

To view data messages in your Inbox:

1. Tap the category pick list in the upper-right corner.
2. Tap Inbox.

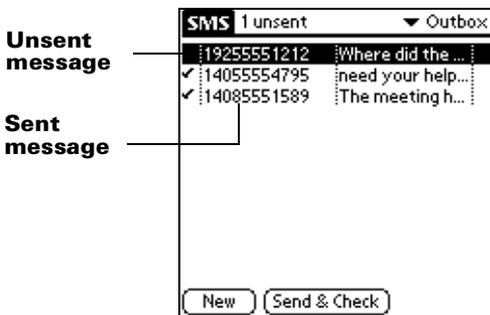


3. Tap the message you want to view.

4. Tap Yes to add the data to the appropriate application, or tap No to view the raw data as a text message.

To view messages in your Outbox or Archive categories:

1. Tap the category pick list in the upper-right corner.
2. Tap Outbox or tap Archive.



3. Tap the message you want to view.

4. Tap one of the following:

Done. Returns to the list view.

Edit. Opens the message so you can modify the contents.

Delete. Moves the message to the Trash category.

To view messages in your Trash:

1. Tap the category pick list in the upper-right corner.

2. Tap Trash.

3. Tap the message you want to view.



4. Tap one of the following:

Done. Returns to the list view.

Restore. Moves the message back to the category it was in when you deleted it.

Working with draft messages

When you create a message, you can save it as a draft message. SMS does not send draft messages when you transmit the messages in your Outbox. You can store draft messages for as long as you like and review and edit them before you send them.

To place a message in the Draft category:

1. Create or open the message you want to store in the Draft category.
2. From the Message view, tap the Menu icon .
3. Tap Message, and then tap Draft.

To view or edit draft messages:

1. Tap the category pick list in the upper-right corner.
2. Tap Draft.
3. Tap the message you want to edit.
4. In the message view, tap Edit.



5. Edit the message.
6. Tap one of the following:
 - Send.** Sends the message now.
 - Outbox.** Moves the message to the Outbox to be sent later.
 - Cancel.** Opens a dialog box that asks if you want to save the message in the Draft category. Tap Yes to keep your changes and return the message to the Draft category. Tap No to delete the message.

Adding a signature to a message

A signature is standard text that appears at the end of a message. You can define your own personal signature and then add it to a message using menu commands.

To define a signature:

1. Tap the Menu icon .
2. Tap Options, and then tap Preferences.



3. Enter your signature.
4. Tap OK.

To add your signature to a message:

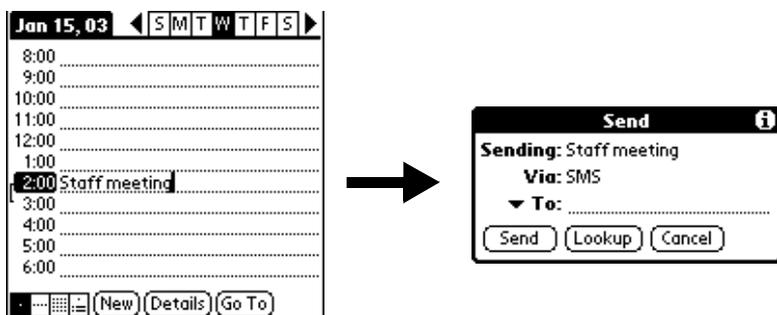
1. Create or edit the message where you want to add your signature.
2. From the New or Edit Message view, tap the Menu icon .
3. Tap Options, and then tap Add signature.

Sending data from another application

In addition to creating text messages, you can create a message that contains data from an application on your handheld. For example, you can send a Date Book event to someone to remind them to add a meeting to their calendar. If the recipient receives the message on a Palm OS® handheld, they can transfer the message directly to the appropriate application. If the recipient receives the message on another device, the data will appear as text.

To send data from another application:

1. Open the record you want to send.
2. Tap the Menu icon .
3. Tap Record, and then tap Send record. (The word record is replaced with event, address, item, note, or memo based on the application.)



4. Tap To to select from a list of recent recipients or tap Lookup to select a number from your Address Book.
5. Tap Send.

Setting Preferences

The SMS Preferences screen enables you to customize several of the settings in the SMS application.

To view or change SMS Preferences:

1. Tap the Menu icon .
2. Tap Options, and then tap Preferences.



3. Change any of the following options:

Sort by. Determines how messages in the list views are sorted. Tap the pick list to select from the following options: Alphabetic, Date, Phone Number, and Status.

Show Date. Indicates whether dates appear in list view. To display dates, select this check box.

Alert Sound. Indicates whether new messages trigger an alert and which alert it triggers. To trigger a new message alert, select this check box. Tap the pick list to select one of the following sounds: Alarm, Alert, Bird, Concerto, Phone, Sci-fi, and Wake up.

Confirm Deleted Message. Indicates whether a confirmation message appears each time you delete a message. To display confirmation messages, select this check box.

Delete After Transfer. Indicates whether data messages are deleted after you accept the data in the appropriate application. To keep data messages after you transfer them to the application, disable this check box.

Signature. Enables you to enter a personal signature that you can add to your messages.

4. Tap Details.



5. Change any of the following options:

Leave Messages on Phone. Indicates whether messages are deleted from your phone after you download them to your handheld. To keep messages on your phone after you transfer them to your handheld, disable this check box.

Return Receipt. Determines whether you receive receipt confirmation notices. Tap the pick list to select from the following options: None and Requested.

Warn Over. Determines whether you receive a warning when multi-part messages exceed more than the specified number of parts. Tap the pick list to select from the following options: 1 part, 3 parts, 5 parts, 10 parts, 50 parts, and Never warn.

Expires. Indicates how long unsent messages remain in your Outbox. Tap the pick list to select from the following options: 4 Hours, 1 Day, 1 Week, 2 Weeks, 1 Month, and Max. Time.

Message Center. Indicates whether your handheld obtains your mobile phone service provider's Message Center number directly from the phone, or whether you need to enter the number manually. If your phone is already configured to use SMS, you do not need to change this setting. Tap the pick list to select from the following options: Auto and Custom.

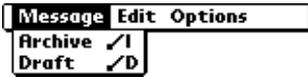
Tip: To restore all of these options to the original settings, tap Default.

6. Tap OK to close the Message Details dialog box.
7. Tap OK.

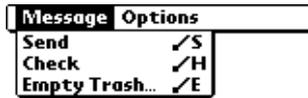
SMS menus

SMS menus are shown here for your reference, and application features that are not explained elsewhere are described here. For information about Edit commands, see the handbook for your handheld.

Message menu



Message view



List view

- Send** Sends all messages in the Outbox.
- Check** Retrieves all messages stored on the phone.
- Empty Trash** Prompts you to confirm that you want to permanently remove all messages in the Trash category from your handheld.
- Archive** Moves the current message to the Archive category.

Options menu



New Message view



List view

- Phone Lookup** Opens the Phone Lookup dialog where you can select a mobile phone number where you want to send a message.
- Font** Opens the Font dialog box where you can choose different fonts for the list and message views.
- About SMS** Shows version information for the SMS application.

Support and Troubleshooting

For your handheld

If you encounter a problem with your handheld or with SMS application, please do the following:

- Check the troubleshooting information in the *Getting Started* guide and *Handbook*.
- Check the settings on your handheld.
- Contact your mobile phone service provider.

If you still need assistance and you contact Palm technical support, please have the following information ready:

- The name and version of your computer operating system
- The error message or problem you are experiencing
- The steps you took to identify or reproduce the problem
- The version of the handheld software you are using and the available memory on the device

To find version and memory information:

1. Tap the Applications icon .
2. Tap the Menu icon .
3. Tap App, and then tap Info.
4. Tap Version to see version numbers, and tap Size to see the amount of free memory, in kilobytes.

You can access Palm technical support in the following ways:

- HelpNotes and readme file in the folder containing Palm™ Desktop software on your hard drive or Palm Desktop CD-ROM
- Palm, Inc. web site at <http://www.palm.com/support>
- E-mail, in the U.S.: Use the form on the web site at <http://www.palm.com/support/contact/contactform.html>
- E-mail, outside the U.S.: Locate the applicable regional e-mail address on the web site at <http://www.palm.com/support/globalsupport.html> and use the form supplied there

- English-only real-time chat from web site at <http://www.palm.com/support>
- Technical phone support: The Worldwide Customer Support card included with this product lists phone numbers to call both inside and outside the U.S.

Note: Fees or charges may apply when seeking telephone support for some products.

For third-party applications

For problems encountered with third-party applications, contact the developer or publisher of the application. Thousands of third-party add-on applications have been written for Palm OS® handhelds. Unfortunately, we are not able to support such a large number of third-party applications.

For the SMS application

For problems encountered with the SMS application, review the following information:

Problem

I cannot connect to my SMS center.

Solution

- Confirm that you have the correct phone driver installed. See “To configure Phone Preferences for a Macintosh computer:” earlier in this guide for instructions on how to view the current phone driver.
- You may need to enter the SMS center telephone number in the SMS Preferences Details dialog box. To find this number, check your mobile phone options screen or your service provider’s web site. See “Setting Preferences” earlier in this guide for details.

I get an error that says SMS can’t connect to my phone or that SMS is not supported.

- Make sure that you are using the correct phone driver for your mobile phone. Check the phone manufacturer’s web site for a driver that is compatible with Palm OS software.

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