



User Guide

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Patent pending. This product also is licensed under United States patent 6,058,304.

Email, mobile number, and related information required for setup and activation. Actual speeds may vary. Required data services sold separately; unlimited plan recommended and may be required. Not all web content may be available.

Open Source License information

You can view the Open Source License terms on your smartphone. Tap the center of the gesture area and then tap the Launcher icon. Swipe left until the **PDF View** icon appears. Tap **PDF View** and then tap **Open Source Information.pdf**.

You can also view the file on your computer. Connect your smartphone to your computer with the **USB cable**. On your smartphone, tap **USB Drive**. On your computer, locate and double-click the removable drive named for your smartphone. To locate the drive, do the following for your operating system:

- Windows Vista/Windows 7: Open **Computer**.
- Windows XP: Open **My Computer**.
- Mac: Open **Finder**.
- Linux (Ubuntu): The drive is displayed on the desktop.
- Other Linux distribution: The location of the drive may vary by system.

After you open the drive, double-click the file **Open Source Information.pdf**.

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As part of HP's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling.

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Welcome

Congratulations on the purchase of your HP Veer 4G.

In this chapter

- 8 Your HP Veer 4G
- 9 What's in the box?
- 10 Where can I learn more?

Your HP Veer 4G

NOTE When referring to the company that makes your Veer, this document uses both the terms HP and Palm. HP and Palm are the same company; the use of both terms reflects company terminology.

In one compact and indispensable device, you now have all of the following:

- An advanced wireless smartphone running the HP webOS platform
- A full suite of organizer applications: Contacts, Calendar, Memos, and Tasks
- High-speed data transfer with 4G, 3G, and GPRS/EDGE support
- Wi-Fi capability
- A 5-megapixel digital camera
- GPS functionality
- Integrated text, multimedia, and instant messaging (IM)
- Applications to view and manage Microsoft Office and Adobe PDF files
- HP webOS App Catalog, from which you can download applications designed for your smartphone; select from an ever-expanding list of applications

Your Veer puts HP webOS—a multitasking, gesture-based operating system—inside a small, beautiful device with a keyboard that you can slide out whenever you need it. Here are a few highlights of your new smartphone.

Gestures: On your Veer, you make calls, move around, and manage your applications and info by making simple gestures either on the touchscreen or in the gesture area directly beneath the screen. For more information, see [Use gestures: tap, swipe, drag, flick, pinch](#). Carry the *Quickstart Guide* (included in the box with your Veer) around with you for reference. Soon you'll know the most important gestures by heart.

Multitasking: You can have many applications open at once and easily move among them. Go to the Launcher to open apps. See the lineup of your open apps in Card view. Tap an app to bring it into the foreground and work with it. For more information, see [Open applications](#). You can also send email or surf the web while on a call.

Just Type: Need to call Ed? Just slide out the keyboard and type **ed**. If he's listed in your Contacts, you can get his numbers from the search results. Tap a number and you've made the call. Just Type works just as fast when you need to search the web, find info in an application on your smartphone, start an action such as creating an email message or memo, or update your status on social networking sites such as Facebook or Twitter. For more information, see [Just Type](#).

The HP Synergy feature: The HP Synergy feature works in the background to gather your information from the various online sources where you keep it and then display that information in a single view on your smartphone. You can access your info quickly without having to remember where you stored it.

For example, suppose you have a Google account for personal email, contacts, and calendar events, and an Exchange account for your corporate email, contacts, and events. The Email, Contacts, and Calendar applications on your Veer all provide a view in which you can see information from both of those accounts in one place—but even though the information is brought into one view, the sources of that information are kept separate. For more information, read about linked contacts, layered calendars, and the single inbox for your email in [Contacts](#), [Calendar](#), and [Email](#).

NOTE See [Use gestures: tap, swipe, drag, flick, pinch](#) for the current list of online accounts that you can set up on your smartphone and for information about the behavior of these accounts.

Thanks also to the Synergy feature, in the Messaging application, all your conversations with the same person are grouped together in one chat-style view. If you start an IM chat with Ed, for example, you can continue the same conversation when Ed signs out of IM by sending him a text message—and you can see it all in the same view. For more information, see [Messaging: All messages in one application](#).

Sync: Your Veer gives you synchronization without a cable. You can sync with online services so that you can store and sync your info in online accounts. For more information, see [Get data from an online account in the cloud](#).

Your Palm profile: When you set up your smartphone, you create a Palm profile by entering a valid email address. Your profile gives you an account in which to create and store contacts and calendar events. It also gives you access to services like automatic updates and automatic, frequent backups of any of your info that is stored only on your smartphone and isn't synchronized with an online account (see [What information is backed up?](#)).

WARNING Please refer to [Regulatory and safety information](#) for information that helps you safely use your smartphone. Failure to read and follow the important safety information in this guide may result in property damage, serious bodily injury, or death.

What's in the box?

All of the following items are included in the smartphone box.

Hardware



- HP Veer 4G
- USB cable (charging and data transfer cable with magnetic connector)
- AC charger
- Standard lithium-ion battery (installed and nonremovable)
- 3.5mm headset adapter

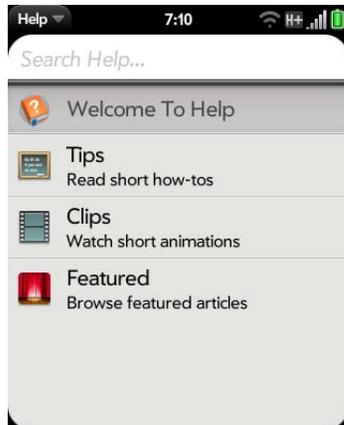
DID YOU KNOW? The USB cable included with your smartphone (the one with the magnetic connector on one end) is used both to charge your smartphone battery (see [Charge the battery](#)) and to connect your smartphone to your computer as a removable USB drive (see [Copy files between your smartphone and your computer](#)). To simplify charging, you can purchase an HP Touchstone charging dock (sold separately). You also need to purchase a compatible USB cable if one is not included in the charging dock package—the charging cable for your Veer is not compatible with a Touchstone charging dock.

Print material

- *Quickstart Guide*
- Limited Warranty
- General User Guide: Important Safety and Legal Information

Where can I learn more?

- On-device Help: Read short how-tos and watch animations on your new smartphone.
 - To view all Help: [Open Help](#) .

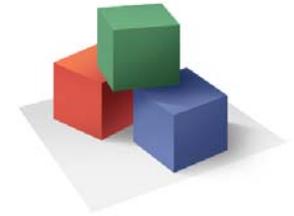


- To view Help topics for a single application: Open the application, open the [application menu](#), and tap **Help**.



- Online start-up help: Visit palm.com/gettingstarted to view videos on basic topics such as managing info, transferring data, and maximizing battery life.
- Tools available from online support: Visit palm.com/support to access the 200+ page *User Guide* detailing every facet of your smartphone. On the support site you can also edit your Palm profile, watch how-to animations, and access a tool to help you export data from your desktop to your new smartphone (the Data Transfer Assistant).

- Peer-to-peer support: Visit forums.palm.com to share your experiences and get help and advice from fellow customers.
- Self-paced learning guides: Visit learning.palm.com to take a free online tutorial about your new smartphone. Available in English only.
- Customer service from AT&T: For questions about your mobile account or features, contact AT&T customer care.



Basics

You're about to discover the many things about your HP Veer 4G that will help you better manage your life and have fun, too. Read this chapter to learn about your smartphone and take the few easy steps to set it up and get it running. Then learn about the gestures that make moving around on your smartphone easy.

Later, after you're familiar with your smartphone, you'll want to personalize the settings and add applications to make it uniquely yours.

In this chapter

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- 23 Use gestures: tap, swipe, drag, flick, pinch
- 28 Update the HP webOS operating system

Get to know your smartphone

Slide out the keyboard

- Hold the smartphone as shown below and gently push up.



TIP When you are on a call or using data services to check email, browse the web, and so on, you may experience better sound or connection quality if you keep the keyboard slid out.

Front view



- 1 **Earpiece:** When you hold your smartphone up to your ear when on a call, the screen darkens. See [Why the screen goes dark](#).
- 2 **Touchscreen:** Tap and make other gestures directly on the screen. See [Touchscreen](#).
- 3 **Volume**
- 4 **Gesture area:** Make the back gesture and begin other gestures here. See [Use gestures: tap, swipe, drag, flick, pinch](#).
- 5 **Keyboard:** See [Use the keyboard](#).
- 6 **Charger/connector:** Connect the magnetic end of the USB cable to charge your smartphone battery (see [Charge the battery](#)) or copy files (see [Copy files between your smartphone and your computer](#)). Connect the magnetic end of the 3.5mm headset adapter provided to connect a 3.5mm headset (see [Use a wired headset](#)).
- 7 **Microphone**

NOTE The volume you set for each individual audio component is saved automatically, whether the audio component is the earpiece of your smartphone, a wired headset, a wireless headset that uses Bluetooth® wireless technology, music heard through the speaker, music heard through a headset, and so on. When you return to using an audio component, the audio plays at the volume you left it the last time you used that component.

Keyboard



- 1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see [Enter alternate keyboard characters](#)), or to move the cursor (see [Text selection gestures](#)).
- 2 **Shift:** See [Enter uppercase letters](#) and [Text selection gestures](#).
- 3 **Space**
- 4 **Backspace**
- 5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field. See [Enter information in a field](#).
- 6 **Sym:** Press to enter symbols and accented characters that don't appear on the keys. See [Enter characters from the symbols table](#).

Touchscreen

TIP Be careful not to scratch, crush, or apply too much pressure on the touchscreen. Do not store your smartphone in a place where other items might damage it. Do not use harsh chemicals, cleaning solvents, or aerosols to clean the smartphone or its accessories.

Card view



- 1 **Just Type field:** Displays text you type to look for, create, or use information on your smartphone, without needing to go to a specific app. See [Just Type](#).
- 2 **Wallpaper:** The background image in Card view. You can customize your wallpaper. See [Change your wallpaper](#).
- 3 **Quick Launch:** Bar containing up to four icons for the apps you use most, plus an icon to open the Launcher. You can customize the apps that appear in Quick Launch. See [Open an application in Quick Launch](#) and [Line up your favorite applications in Quick Launch](#).

The Launcher



- 1 **Application name:** Displays the name of the currently open application. Drag down over the app name to open the [application menu](#).
- 2 **Launcher:** See [Open an application in the Launcher](#).
- 3 **Connection icons:** Show the status of wireless service connections and battery strength (see [Icons in the title bar](#)). Drag down over the icons to open the [connection menu](#).
- 4 **Page indicator:** Shows that there are Launcher pages to the right of the currently displayed page. Tap to move to the next page. You can also swipe right or left on the screen to move among Launcher pages.
- 5 **Page name:** Tap and hold to change the name (see [Rename a Launcher page](#)).
- 6 **Notification icons:** Show missed calls, new voicemail and email messages, and more. Tap the bottom of the screen to view notification details. See [View and work with notifications](#).

Icons in the title bar

Table 1. Title bar icons and descriptions

Item	Description
	The battery is being charged.
	The battery is fully charged.
	The battery is low. See Charge the battery .
	Airplane mode is turned on. This means that the phone, Bluetooth® wireless technology feature, and the Wi-Fi and VPN features are off (incoming calls go to voicemail). See Turn wireless services off (airplane mode) .
	Wi-Fi is turned on. The number of filled-in bars denotes signal strength. See Wi-Fi .
	The smartphone is searching for a Wi-Fi network.
	The phone is on. The number of filled-in bars denotes signal strength. See Turn wireless services on .
	Your smartphone is connected to a GPRS data network. See I don't know if I have a data connection .
	Your smartphone is connected to an EDGE data network. See I don't know if I have a data connection .
	Your smartphone is connected to a 3G data network. See I don't know if I have a data connection .
	Your smartphone is connected to a 4G data network. See I don't know if I have a data connection .
	Your phone is on and connected to the AT&T network.
	Your phone is searching for the AT&T network.
	The AT&T network is not available.
	Your smartphone cannot detect or read your SIM card. You can call your national emergency number only. See Set up your smartphone .
	Bluetooth® wireless technology is turned on. See Bluetooth® wireless technology .

Table 1. Title bar icons and descriptions

Item	Description
	A Bluetooth connection is in progress.
	A Bluetooth connection has been made.
	Your smartphone is performing a search on the characters you entered. If you are in Card view or the Launcher, your smartphone conducts a global search on your smartphone (see Just Type). If you are in an application such as Contacts or Memos, your smartphone searches for items within the app that match the search term you entered.
	Your smartphone is in roaming coverage. See Set roaming and data usage preferences .
	TTY is turned on. See Turn TTY/TDD on/off .

Back view

The back cover of your Veer cannot be removed. Attempting to remove the back cover voids your smartphone's warranty.

The back cover is compatible with the HP Touchstone charging dock (sold separately).



- 1 Camera lens
- 2 Speaker

Top view



- 1 **Power:** Press to wake up or turn off the screen. Press and hold to turn wireless services on and off or turn your device completely on and off.
- 2 **Ringer switch:** Slide to turn the ringer and notification sounds on or off. (Red means off.) The ringer switch does not affect music or video playback sounds.
- 3 **Lanyard loop**
- 4 **SIM card slot:** See [Insert the SIM card and set up your smartphone](#).

Set up your smartphone

Insert the SIM card and set up your smartphone

Your SIM (Subscriber Identity Module) card contains information on your wireless account. To make calls or use your smartphone's email or web features, you need to insert a SIM card.

If you don't have a SIM card, contact AT&T.

To take advantage of the high-speed data connection available on your smartphone, you may need to have a 4G or 3G SIM card. Check with AT&T for information.

- 1 Use your fingernail to open the **SIM card slot cover**.



- 2 Insert the **SIM card**. Note the position of the notch.



* Notch

- 3 Close the **SIM card slot cover**.
- 4 Press and hold the **power** button  on the upper-right corner of your smartphone until you see a logo on the screen (approximately five seconds). Your smartphone needs a few seconds to start up.

TIP If your smartphone does not turn on after you press and hold **power**, you need to connect your smartphone to the AC charger to charge it.

- 5 Follow the onscreen instructions to complete setup.
- 6 To create a Palm profile, enter a working email address, create a password for your profile, and select and answer a security question.

IMPORTANT Be sure to write down the email address and password that you use to create your profile; you will need them later.

NOTE If you already have a Palm profile, you can use the same email address and password to sign in to your new smartphone. This will sign you out of the Palm profile on the other device, restore your backed-up data to your new smartphone, and reinstall any apps you purchased from HP webOS App Catalog on your new smartphone. Alternately, if you want to keep using the Palm profile on a different device, you can create a new profile for your new smartphone and start fresh. You need to use another email address to do this. Only one smartphone can be associated with a Palm profile at a time.

Your smartphone is ready to use. To learn how to make your first call, see [Make calls](#).

Verify your profile

After you finish setup, look for an email on your computer at the address you used for your Palm profile. If you don't see the confirmation email in your Inbox, check your spam mail folder in your desktop email program. Click the link in the email to do the following:

- Verify your Palm profile.
- Follow a link to go to palm.com/gettingstarted, where you can watch short how-to videos, learn about transferring your information to your smartphone, and more.

What is a Palm profile?



Your Palm profile gives you the following benefits:

- Automatic system and software updates are sent to your smartphone.
 - A Palm profile account is automatically created for you on your smartphone. In this account you can store Contacts and Calendar info that you don't store in online accounts like Google or Exchange.
-

NOTE You cannot access Palm profile data on the profile website. You can access the data on your smartphone only.

- Info stored in your Palm profile account, as well as info you have in applications on your smartphone (like Memos and Tasks), is automatically backed up to the webOS servers.
 - If your smartphone is lost or stolen, open the web browser on your computer, sign in to your Palm profile on palm.com/palmprofile, and do a remote erase of the info on the smartphone.
-

NOTE If you want to erase data on your smartphone while you are still in possession of the smartphone—for example, before you give it to someone else—don't do a remote erase. Instead, do a partial or full erase of the smartphone itself (see [Erase data and reset your smartphone](#)).

For detailed information about your Palm profile, see [Backup](#).

Although you create a Palm profile by entering a valid email address, setting up a Palm profile is different from setting up email on your smartphone. To set up email, see [Set up email](#). To change your Palm profile information after you have set it up, see [Update your Palm profile settings](#).

Charge the battery

When the battery is very low, the battery  icon in the upper-right corner of the screen changes to red. When the battery is fully charged, the icon appears full and changes to green .

WARNING Use only chargers that are approved by HP with your smartphone. Failure to use a charger approved by HP may increase the risk that your smartphone will overheat, catch fire, or explode, resulting in property damage, serious bodily injury, or death. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your smartphone until the battery  icon in the upper-right corner of the screen is full to ensure that the battery is fully charged.

WARNING Never remove the back cover of your Veer. The battery is built in to your smartphone and is not removable.

See [Maximizing battery life](#) for tips on making your battery's power last longer.

- 1 Attach the magnetic end of the **USB cable** to the **charger/connector**. The silver circle on the cable faces the front of the smartphone.



- 2 Connect the other end of the **USB cable** to the **AC charger**.
- 3 Plug the **AC charger** into a working outlet.

TIP You can also charge your smartphone battery by connecting your smartphone to your computer using the USB cable. Charging this way takes much longer than using the AC charger. Do not, however, connect a Touchstone charging dock (sold separately) to your computer.

Maximizing battery life

The battery of your smartphone cannot be removed.

Battery life depends on how you use your smartphone. You can maximize the life of your battery by following a few easy guidelines:

- Charge your smartphone whenever you can. Charge it overnight.
- Set your screen to turn off automatically after a shorter period of inactivity (see [Set the interval for turning the screen off automatically](#)).
- Keep your battery away from direct sunlight and other sources of heat. Temperatures over 113 degrees Fahrenheit (45 degrees Celsius) can permanently reduce the capacity and life span of any lithium-ion battery.
- As with any mobile phone, if you are in an area with no wireless coverage, your smartphone continues to search for a signal, which consumes power. Turn off the phone if you are outside a coverage area (see [Turn wireless services off \(airplane mode\)](#)). If you live or work in an area of poor coverage, you might consider purchasing a signal booster (sold separately) from AT&T. These typically connect to your broadband Internet connection, if available.
- If you set up an email account in the Email application, set the interval to automatically download email to every two hours or less frequently (see [Enter advanced account settings](#)).
- Lower the screen brightness (see [Change screen brightness](#)).
- Use a Wi-Fi connection to download system updates and applications from App Catalog (see [Update the HP webOS operating system](#) and [HP webOS App Catalog and Software Manager](#)). Downloads occur faster over Wi-Fi than over an AT&T data connection, and thus use less battery power.
- Keep in mind that frequent use of instant messaging (IM) can reduce battery life. Sign out of your IM account when you are not using it (see [Sign out of an IM account](#)).

- Shut down the smartphone completely when you won't be using it for an extended period of time (see [Shut down your smartphone](#)).

TIP If you think that the battery needs to be replaced, see [I need to replace the battery](#) for instructions.

Turn your smartphone on/off

The screen on your Veer can be turned on and off separately from its wireless services (which are the Phone  app, Wi-Fi  app, Bluetooth®  app, and VPN  app). This means you can wake up the screen to use just the organizer features of your device (Calendar, Contacts, Tasks, Memos, and so on) without turning on the phone and other wireless features. Also, when the screen is turned off, the phone can be on and ready for you to receive phone calls or messages.

Why the screen goes dark

If you hold the smartphone up to your ear while on a call, the screen goes dark. This is normal behavior. It prevents your accidentally tapping an item on the screen and saves battery power. When you take the smartphone away from your ear, the screen automatically turns back on, ready for use. If the screen doesn't turn on fast enough for you, tap the screen to wake it up.

The same behavior occurs anytime you're on a call and the smartphone screen is placed near another surface. The screen turns on automatically (if the smartphone is still on) when you move the smartphone away from the other surface.

When the smartphone is on and idle, the screen first dims and then turns off. This also is normal behavior, caused by the auto shut-off interval. You can adjust this auto shut-off interval to be as long as three minutes (see [Set the interval for turning the screen off automatically](#)). At first, the screen dims as a power-saving measure. Just tap the screen to brighten it. Then, if your smartphone remains inactive for the full interval you set, the screen turns itself off. Press **power**  to turn the screen back on.

Turn the screen on/off

Turn the screen on and leave the wireless services turned off when you want to use only the organizer features, for example, when you're on a plane and you must turn off all wireless services, but you want to look at your calendar.

To turn the screen on, do one of the following:

- Press **power** . Drag  up to unlock the screen.



* Power

- Slide out the keyboard.

TIP You can also unlock the screen by dragging up from the gesture area across the onscreen lock icon.

To turn the screen off, press **power** .

NOTE Pressing power to turn the screen off also works when your smartphone is placed on a Touchstone charging dock (sold separately).

Turn wireless services off (airplane mode)

Airplane mode turns off your smartphone's wireless services (which are the Phone  app, Wi-Fi  app, Bluetooth®  app, and VPN  app). Use airplane mode when you are on a plane or anywhere else you need to turn

off all wireless services. You can't browse the web, but you can still use apps like Calendar, Contacts, Photos, Music, Quickoffice® mobile office software, and PDF View.

Do one of the following:

- Tap the upper-right corner of any screen to open the connection menu. Tap **Turn on Airplane Mode**.
- Press and hold **power**  and tap **Airplane Mode**.

When your smartphone is in airplane mode, the airplane mode  icon appears at the top of every screen, and Airplane Mode appears in the upper-left corner of the screen in the Launcher, Card view, and Phone. The phone is not connected to any mobile network.



* These indicate that wireless services are off (airplane mode).

TIP When your smartphone is in airplane mode, you can turn the Wi-Fi, Bluetooth, and VPN features on individually (see [Turn Wi-Fi on/off](#), [Turn the Bluetooth feature on/off](#), and [VPN](#)). To turn the phone back on so you can make and receive calls, you must turn airplane mode off. Note that to make a VPN connection while your smartphone is in airplane mode, you must first connect to a Wi-Fi network.

Turn wireless services on

When you turn on your smartphone, it automatically connects to your mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network).

If airplane mode is turned on, you need to turn it off before you can connect to your mobile network. Tap the upper-right corner of any screen to open the connection menu. Tap **Turn off Airplane Mode**.

When your smartphone locates a signal, AT&T appears in the upper-left of the screen in the Launcher, Card view, and Phone, and the signal-strength  icon appears at the top of the screen.



* These indicate that wireless services are on.

When you are inside a coverage area, the bars of the signal-strength icon are filled in according to the strength of the signal. If you're outside a coverage area, the bars in the signal-strength icon appear dimmed with an X.

Shut down your smartphone

Usually, turning your smartphone off and/or putting it in airplane mode is sufficient for normal periods when you have the smartphone with you but you're not using it. On rare occasions, however, you may want to put your smartphone into deep sleep because you are not going to use it for an extended period. At those times, shut down the screen and wireless services completely by doing one of the following:

- **Open Device Info**  and tap **Reset Options**. Tap **Shut Down**, and tap **Shut Down** again.
- Press and hold **power** , and tap **Power**. Tap **Shut Down**.



NOTE When you turn everything off, the smartphone's alarms, ringer, and notifications are also turned off.

To turn both the screen and wireless services back on, press and hold **power**  until a logo appears onscreen.

Use gestures: tap, swipe, drag, flick, pinch

Gestures are an important, basic part of your smartphone. They're easy to learn, and they make working with the smartphone fast. You make most gestures with one finger. For a few, you need two. Make gestures with the tip of your finger. Do not use your fingernail. Don't bear down.

You make gestures in two areas on your smartphone: the touchscreen and the gesture area. The gesture area is the black area extending along the bottom of the screen.



* Gesture area

When you're working in an application, the center of the gesture area displays a lighted bar.

- Tap the bar to minimize the app and display Card view (see [Manage applications in Card view](#)).
- The lighted bar also appears when you tap the center of the gesture area to maximize a card in Card view.
- When the screen is off, the lighted bar pulses when a notification arrives and continues to pulse until you tap the notification or turn on the screen (see [Get notifications when the screen is locked or off](#)).

Tap

Tap with the tip of the finger, not the fingernail. Tap fast and firmly, and then immediately lift your fingertip off the screen. Don't bear down on what you're tapping. Don't wait for a response; the response comes after you lift your finger. Don't linger on the gesture; a tap takes a split second to do.

Tap the center of the gesture area to do the following:



- When you're working in an application, tap the center of the gesture area to see Card view. Card view shows you all the applications that are currently open, displayed as a series of cards (small windows).
- When you're in Card view, tap the center of the gesture area to maximize the app in the center of the view.

Swipe

A swipe is most often a horizontal gesture, from right to left or left to right. Do it fast, do it lightly. In a swipe, your fingertip just skims the surface of the touchscreen or gesture area.

One kind of swipe you'll use a lot: **back**. Make the back gesture from right to left anywhere in the gesture area. Back takes you up one level from a detailed view to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.



In Web, the back gesture performs the same function as the back button on the browser, allowing you to move back through previously viewed pages.

The **forward** gesture, available in Web only, is a swipe from left to right anywhere in the gesture area. The forward gesture allows you to move forward through previously viewed web pages.



Drag

Drag is the gesture you make for a slow scroll up and down, such as in a list, in a document, or on a web page. Slide your fingertip slowly along the surface—no need to bear down.

Drag an item: Tap and hold the item, drag it. Wait till you get a visual cue that the item is ready to be dragged, and then drag it. Lift your finger to drop it. For example, an icon in the Launcher or a card in Card view is ready to be dragged when it becomes enlarged and transparent.



Display Quick Launch: One kind of drag that you'll use a lot brings up **Quick Launch** when you're in an application. This drag gesture begins in the gesture area and ends on the touchscreen. As your fingertip slowly crosses the border between the gesture area and the touchscreen, it seems to drag Quick Launch into view. To open one of the apps in Quick Launch, move your finger to its icon. When you see the app name appear, lift your finger. The application opens.



Flick

As its name tells you, this is a quick gesture, great for scrolling long lists, documents, or pages. Do it fast, do it lightly; as with a swipe, your fingertip just skims the surface. The faster you flick, the faster and farther you scroll up or down a list.

Close an application: To close an application in Card view, flick the card up toward the top of the touchscreen. This is called **throwing** the card off the top of the screen.



Delete a list item: In some applications, such as Email, Messaging, Tasks, Music, and Bluetooth, you can throw a list item off the side of the screen to delete the item.

Throw the item off the side of the screen. If prompted, tap **Delete** to confirm the deletion.



If you can't delete a list item by throwing it, open the item and look in the [application menu](#) for a Delete menu item.

TIP To delete multiple list items, throw each one off the screen. If you get the **Delete** confirmation prompt after throwing the first item, you don't need to tap it—just throw the second item, and the first deletion is confirmed automatically.

TIP In some apps, such as Email, you can set a preference whether to show a confirmation screen when you delete a list item.

Display Card view or the Launcher: If an application is maximized, you can flick up from the gesture area to the screen to minimize the app and display Card view. This is the **up** gesture. If you make the up gesture when Card view is displayed, you open the Launcher.

Pinch (zoom gestures)

Zoom in/pinch out to increase the size of items on the screen (Email, Web, Photos, PDF View, and Google Maps): Place two fingers on the screen and spread them slowly apart.



Zoom out/pinch in to decrease the size of items on the screen (Email, Web, Photos, PDF View, and Google Maps): Place two fingers on the screen and bring them together.



Zoom in or out a fixed amount (Web, Photos, Quickoffice® mobile office software, PDF View): Double-tap the screen.



Scroll gestures

Scroll slow: Drag the screen in the desired direction.



Scroll fast: Flick the screen in the desired direction.



Stop scrolling: Tap or drag the screen while scrolling.



Text selection gestures

For information on working with text after you select it, see [Cut, copy, and paste information](#) and [Use the Copy All or Select All feature](#).

Insert the cursor in a text field: Tap the location.



Move the cursor: Tap the location to insert the cursor. Press and hold **Option** . Place your finger anywhere onscreen and drag your finger in the direction you want to move the cursor.



Select text when you can see a cursor: Tap the location to insert the cursor. Press and hold **Shift** . Place your finger anywhere onscreen and drag your finger in the direction you want to select text. Tap the highlighted text to deselect it.



Select a paragraph of text: When you cannot insert a cursor in the text—for example, on a web page or in an email you received—the smallest amount of text you can select is a whole paragraph. Press and hold **Shift** , and then tap a paragraph. Tap an adjacent paragraph to add it to your selection (you can't skip around). If you need to scroll down to select the next paragraph, release **Shift** , scroll, press **Shift** , and tap the paragraph. Tapping any part of the highlighted selection deselects it.



Update the HP webOS operating system

HP provides updates to your smartphone's operating system. Update notifications are sent to your smartphone automatically when a system update is available (see [Respond to a system software notification](#)). When you update your smartphone's operating system, your personal information and files are not affected. In addition to receiving update notifications, you can manually check for operating system updates at any time (see [Manually check for system updates](#)).

What's more, both HP and many application developers make updates available for applications you installed on your smartphone. You can check in Software Manager at any time for application updates (see [Update a downloaded application from a notification](#) and [Manually check for application updates](#)).

Respond to a system software notification

When you get a notification that a system update is available, do one of the following:

- Tap **Install Now** twice. When installation is complete and the smartphone resets, tap **Done**. Installation times vary, depending on the size of the update. You cannot use your smartphone while an update is being installed, not even for emergency calls.
- Tap **Install Later**. The next time you charge your smartphone, you receive another update notification. You can again choose whether to install the update now or later. If you do not tap Install Later within 10 minutes of receiving the notification, installation begins automatically.

Here is some additional information about system updates:

- Whenever possible, use a Wi-Fi connection to download system updates. Downloads occur faster over Wi-Fi than over an AT&T data connection, and use less battery power. If you see that a system update is available, make sure you have your smartphone's Wi-Fi feature turned on.
- If you have Wi-Fi turned on and the battery has enough charge, your smartphone automatically downloads a system update if one is available—you don't have to do anything. If Wi-Fi is not turned on when the update becomes available, the HP servers continue to check your device for Wi-Fi availability.
- If you do not have Wi-Fi turned on anytime within a few days of the system update notification, your smartphone automatically downloads the update over the AT&T network the next time the battery has enough charge and you have a data connection, as indicated by the **H+**, **3G**, **E**, or **G** icon at the top of the screen.
- If the battery does not have enough charge, you must charge the battery before you can download or install an update.
- To avoid roaming charges, updates are not downloaded if your smartphone is in roaming coverage.
- If you do not install an update immediately after downloading it, you are prompted to install the update the next time you charge your smartphone. You can choose whether to install the update now or later. You have ten minutes to decide; otherwise, the update installs automatically.

Manually check for system updates

- 1 **Open System Updates** .



- 2 If a message appears stating that a system update is available, do the following:



- Tap **Download now**.
- When prompted, tap **Install Now**.
- After installation has finished and the smartphone resets, tap **Done**.



Just Type

Just Type changes the way you create, look for, and use information on your smartphone. Instead of starting a task by opening an app, start in Card view simply by typing your idea, message, or task. Then you choose what you want to do with the text you typed: use it to search the web, post it to your Facebook page, send it as a message, save it as a memo. Just Type opens the app you need to complete your task.

In this chapter

- 32 Just Type overview
- 32 Get in touch with a contact
- 33 Search the web
- 33 Find information in an application on your smartphone
- 34 Create a new item such as a message or memo
- 35 Open an application
- 36 Repeat a recent search
- 36 Customize Just Type

Just Type overview

The Just Type feature lets you do almost anything you want on your smartphone, without having to go to a specific app. When it crosses your mind to look up, do, or make note of something, just type to put your thought into action.



Just Type works from the two screens on your smartphone that you access most often: Card view and the Launcher. By just typing on either of those screens, you can begin doing any of the following:

- Call or send a message to a contact (see [Get in touch with a contact](#))
- Search the web (see [Search the web](#))
- Search for email messages, web bookmarks, videos, and more (see [Find information in an application on your smartphone](#))
- Map a location (see [Find information in an application on your smartphone](#))
- Create a new message, memo, or other item (see [Create a new item such as a message or memo](#))
- Update your Facebook or Twitter status (see [Create a new item such as a message or memo](#))
- Open an app (see [Open an application](#))

You can also start a search by copying text in another application, opening the Launcher or Card view, and pasting the text. The text appears at the top of the screen as the search term. To paste using the application menu (**Edit** > **Paste**) in Card view, you first need to tap the **Just type** box. If you paste by pressing and holding the gesture area and then pressing the **V** key, you do not need to tap in the box.

Get in touch with a contact

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Begin typing the contact's first and last initials (no space), first or last name, or email address.



- 3 When the contact name appears, do one of the following. If only the contact name is displayed, tap the name to display ways to get in touch.
 - Tap the name to open the person's contact information.
 - Tap a phone number to dial it, an email address to send a message, and so on. Tap  to the right of a phone number to send a text message.

- Tap **Add Reminder** to add a reminder message to the contact (see [Add a reminder message to a contact](#)).

NOTE If you are using Exchange with a corporate server, you can search your company's Global Address List (GAL) for a contact: Enter the contact name, and then tap **Global Address Lookup**.

Search the web

You have several options for using Just Type to search the web.

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Begin typing the search term.



- 3 Do one of the following. You may need to scroll down to see web search engines.
 - To search the web using your default search engine: Tap the search engine name. The search engine appears directly beneath any matching contact entries.

- To view suggested search terms from your default search engine based on the characters you entered: Tap **Suggest** to the right of your default search engine name. Tap a suggestion to search on that term. If the characters you entered return no contacts, applications, or other items on your smartphone, suggestions are displayed automatically. Tap one to search on it.
- To search the web using a different search engine: Under **Launch & Search**, tap a search engine name. If the search engine is for a specific website, such as Wikipedia, your smartphone searches that site only.

TIP You can also use Just Type to go directly to a website. In Card view or the Launcher, type the website address, such as hp.com. When the address appears at the top of the search results, tap **Go to website**.

Find information in an application on your smartphone

You can search for email messages, web bookmarks, and websites you've visited (browsing history) on your smartphone. You can also search for items in Google Maps or HP webOS App Catalog right from Just Type.

If your search term does not show results for a certain app, you may need to turn on a preference to include that app in a Just Type search (see [Customize Just Type](#)). You can use this preference to include more apps in Just Type searches.

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Begin typing the information you want to find. Depending on which app you want to search, this could be the subject of an email address, a

physical address you want to locate on a map, a bookmark name, the name of an app you want to download, or some other term.



- 3 Depending on the app you want to search in, tap one of the following. You may need to scroll down to see app search results.

Bookmarks & History: Your smartphone displays the number of websites in your bookmarks list and browsing history list whose name contains your search term. Tap **Bookmarks & History** to view a list of the websites. Tap an entry to go to the website.

Email: Your smartphone displays the number of email messages whose sender name or subject contains your search term. Tap **Email** to display the list of matching messages. Tap a message to view it.

Google Maps: To view your search term on a map, under **Launch & Search**, tap **Google Maps**.

App Catalog: To search App Catalog for apps that match your search term, under **Launch & Search**, tap **HP webOS App Catalog**.

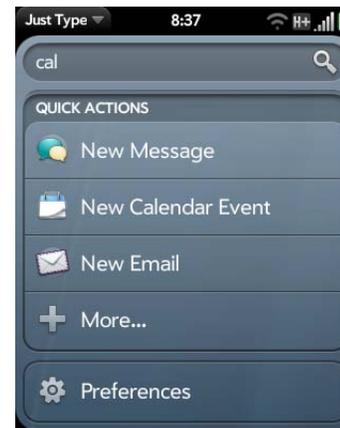
NOTE In addition to Just Type, applications such as Contacts, Email, Memos, and PDF View also offer the ability to search within the app for entries or files. When you're in one of those apps, from the list view, type the file name; a few words from a memo; or a contact name, initials, address, or number. See the individual application sections for details. You can also enter a search term in the Help application to search for help content related to the term.

Create a new item such as a message or memo

You can use Just Type to create a new item such as an email message or memo by entering all or part of the item's text. These items are grouped in the Quick Actions section of the search results.

For some Quick Actions, you need to turn on a preference to create that type of item from your search results (see [Customize Just Type](#)).

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Type all or part of the item text, such as email message text or memo text.



- 3 If needed, scroll down to see the **Quick Actions** field. Tap **New [item type]**. The relevant application opens, displaying your text as part of a new item. Here are some examples:
 - To create a new email message: Tap **New Email**. A new message opens with the text you entered as the message text.
 - To create a new memo: Tap **New Memo**. A new memo opens containing the text you entered.
- 4 To see more available quick actions, tap **More**.

Open an application

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Begin typing the app name or a related keyword. See [Use application keywords](#) for a list.
- 3 When the app appears, tap it.



Use application keywords

If you don't know the name of the app you are searching for, you can enter a keyword associated with the app. This table shows the keywords you can use to find an app on your smartphone.

Table 1. Application keywords

Application Name	Keywords
App Catalog	Store
Backup	Settings, Preferences
Bluetooth	Settings, Preferences, Wireless

Table 1. Application keywords

Application Name	Keywords
Calendar	Datebook, Meetings, Events
Clock	Alarm, Time, Watch
Contacts	Addresses, People
Date & Time	Clock, Settings, Preferences
Device Info	Settings, Preferences, Reset
Email	Mail
Google Maps	Maps
Location Services	Settings, Preferences
Memos	Notes, Stickies, Notepad
Messaging	Text, SMS, MMS, IM, Instant Chat
Music	Songs, Tunes, Audio
PDF View	Acrobat
Phone	Dial
Photos	Pictures
Quickoffice	Word, Excel, PowerPoint
Regional Settings	Settings, Preferences
Screen & Lock	Wallpaper, Security, Desktop, Brightness, Unlock, Gestures, Settings, Preferences
Software Manager	Store
Sounds & Ringtones	Audio, Music, Volume, Vibrate, Silent, Settings, Preferences
System Updates	Settings, Preferences
Tasks	To Do, Todos, Checklist
Videos	Movies
Web	Browser, Blazer, Internet
YouTube	Videos, Movies

Repeat a recent search

To search on a term you recently entered, you don't need to enter the term again.

- 1 In Card view, tap **Just type**.
- 2 Your recent searches are displayed. Tap a search term to repeat the search.

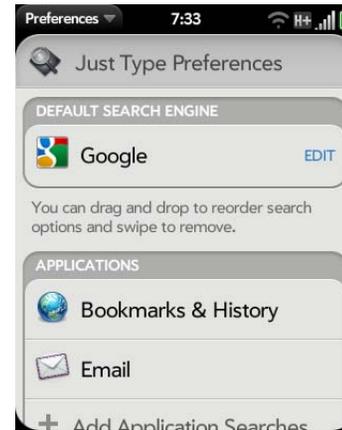
TIP To clear your recent search history, tap **Clear**.

Customize Just Type

You can select the types of information that are included in a search. For contacts, you can also turn Global Address Lookup on or off. You can choose which web search options to display in the search results, and add new search engines to the list. You can select the applications that you can launch directly from search results.

- 1 In Card view or the Launcher, type a few letters to bring up the search results screen.
- 2 Scroll to the bottom of the search results screen and tap **Preferences**.

TIP You can also access Just Type preferences by typing some text in Card view or the Launcher, opening the [application menu](#), and tapping **Preferences**.



- 3 Select any of the following options:

Default Search Engine: This is the search engine your smartphone uses to search the web when you enter a search term. To change the search engine, tap the currently displayed engine, and then tap the one you want. The list contains two types of search engines: Engines that search the entire web, such as Google, and engines that search within a specific website only, such as Wikipedia.

Applications: If you include applications in your searches, any matching items in those applications are included in your search results. To add an application to your search results, tap **Add Application Searches**, and then tap the application name.

Launch & Search: This list displays other web search engines and applications available for Just Type searches. Search engines are designated by Web—you can make any listed search engine the default search engine. Applications included in your searches are designated by App. To include other search engines or applications in your searches, tap **Add More Searches** and tap the item you want.

Quick Actions: This displays the types of items you can create from your search results, such as an email message or a memo. To add a new item type, tap **Add Quick Actions** and tap the item.

Find More: This option lets you search App Catalog for third-party applications and services that you can use to perform any of the following Just Type functions: web search, app search, or creation of a new item (Quick Action). For example, you can use Find More to download a new web search engine. To use this feature, tap **Find More**, and then download an app from the list displayed in App Catalog (see [HP webOS App Catalog and Software Manager](#)).

TIP There's another way to add a search engine to Just Type. If you open a web page and an additional search engine is available, a notification appears alerting you that you can add the search engine. If you add the search engine, it appears as an option in Just Type.

- 4 (Optional) Within any of the sections in Just Type preferences (Launch & Search, Quick Actions, and so on), you can change the order of the items by tapping and dragging. This changes the order in which the items appear in the Just Type search results.



Work with applications

Whatever you need to do in an app, your HP Veer 4G makes it easy. There are multiple ways to open apps, so you can access the one you want quickly. You can have more than one app open at a time and easily switch among them in Card view.

Once you become familiar with using menus, Text Assist, favorites, online accounts, and notifications, you can manage your apps with ease.

In this chapter

- 40 Open applications
- 41 Go up one level in an app (back gesture)
- 42 Use the menus
- 43 Enter and save information
- 48 Close applications
- 48 Delete applications
- 48 Manage applications in Card view
- 50 Manage applications in the Launcher
- 52 Manage online accounts
- 54 View and work with notifications
- 55 Create and work with favorites

Open applications

You can have as many applications open at one time as you like, limited only by the amount of memory available on your smartphone at the time.

Open an application using Just Type

For detailed information on the Just Type feature, see [Just Type](#).

- 1 Open Card view (see [Manage applications in Card view](#)) or the Launcher (see [Open an application in the Launcher](#)).
- 2 Begin typing the name of the application or one of its keywords (see [Use application keywords](#)).
- 3 When the application icon appears in the search results, tap it.

Open an application in the Launcher

The Launcher displays all your applications. The Launcher includes multiple pages, which you can organize to group apps the way you want (see [Reorder Launcher icons](#) and [Reorder Launcher pages](#)).

- 1 If you're in an app, tap the center of the gesture area to display Card view.
- 2 In Card view, tap .



TIP You can also open the Launcher by flicking up twice from the gesture area to the screen. If you are in Card view, just flick up once to open the Launcher

- 3 To find the app you want, flick up or down to see all the icons on a page. To see other pages, swipe right or left on the screen, or tap the arrows in the upper-left and upper-right corner of the screen.



- 1 Page indicator shows that there are pages to the right of the current page. Tap the arrow to move to the next page.
- 2 Page name. Tap and hold to change the name.

- 4 Tap the application icon.

To close the Launcher, do one of the following:

- Tap the center of the gesture area.
- Make the up gesture: Flick up from the gesture area to the screen.

Open an application in Quick Launch

Quick Launch is the bar of five icons that always appears at the bottom of Card view. You can also make a simple gesture to access Quick Launch from inside an app.

You can customize Quick Launch to contain the icons for apps you use most often. To open an application from Quick Launch, just tap the icon.



* Quick Launch

Quick Launch can display no more than five icons. By default it displays, from left to right, Phone, Contacts, Email, Calendar, and the Launcher. You can change the order of icons (except the Launcher icon) in Quick Launch (see [Reorder Quick Launch icons](#)), or swap in whatever applications you like (see [Line up your favorite applications in Quick Launch](#)).

NOTE If you have a notification or the dashboard is open (see [View and work with notifications](#)), you need to dismiss the open item to access Quick Launch.

When you're in an app, make the following gesture to display Quick Launch and open one of its applications.

- 1 Drag up slowly from the gesture area to the screen.

NOTE Don't confuse this "drag up" with the up gesture, which is a quick flick up from the gesture area to the screen.

- 2 Move your finger to the application icon. When you see the app name appear, lift your finger. The application opens.



Go up one level in an app (back gesture)

The back gesture takes you up one level from a detailed level to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.

To make the back gesture, swipe right to left anywhere in the gesture area.



Use the menu

Most applications have an application menu hidden in the upper-left corner, which provides access to additional features. There is also a connection menu hidden in the upper-right corner, which provides access to wireless services.

Some applications have additional menus. For example, in Photos, tap an open picture and tap  to display a menu of tasks you can do with the picture (see [Photos](#)).

To get the most out of your smartphone, it's a good idea to familiarize yourself with the additional features available through the menus in various applications.

Open the application menu

The application menu contains items for the application you are working in, such as Cut and Copy, Preferences, Help, and other application-specific menu items. Help is available on the application menu of every application.

1 In an app, do one of the following:

- Drag down from the upper-left corner of the smartphone (above the screen) onto the screen.



- Tap the application name in the upper-left corner of the screen.



- 2 Tap a menu item to open it. If a menu item displays a right-pointing arrow , tap the item to display the submenu for that item—for example, tap the **Edit** menu item to open a submenu containing Cut, Copy, and Paste items. If you see a downward-pointing arrow  at the bottom of the menu, scroll down to see additional menu items.



- 1 Application menu
- 2 Tap to open the submenu
- 3 Scroll to see more items

- 3 To close the menu without selecting an item, repeat one of the options in step 1.

If an application menu item is followed by this symbol  plus a letter, it means a keyboard shortcut is available for that menu item. To use a keyboard shortcut, press and hold the gesture area and press the letter key of the shortcut. For examples of using keyboard shortcuts, see [Cut, copy, and paste information](#).

DID YOU KNOW? Pressing and holding the gesture area is sometimes called a “meta-tap.”

Open the connection menu

The connection menu lets you manage wireless services—the phone, Bluetooth® wireless technology, Wi-Fi, and VPN.

DID YOU KNOW? The connection menu also displays the current day and date and the battery charge level.

- 1 Do one of the following:
 - Drag down from the upper-right corner of the smartphone (above the screen) onto the screen.



- Tap the upper-right corner of the screen.



- 2 Tap a menu item to turn that wireless feature on or to display a list of menu items for that feature (see [Turn wireless services off \(airplane mode\)](#)). If you see a downward-pointing arrow  at the bottom of the menu, scroll down to see additional menu items.
- 3 To close the menu without selecting an item, repeat one of the options in step 1.

Enter and save information

Use the keyboard



- 1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see [Enter alternate keyboard characters](#)), or to move the cursor (see [Text selection gestures](#)).
- 2 **Shift:** See [Enter uppercase letters](#) and [Text selection gestures](#).
- 3 **Space**
- 4 **Backspace**
- 5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field (see [Enter information in a field](#)).
- 6 **Sym:** See [Enter characters from the symbols table](#).

Enter uppercase letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:

- Press **Shift**  and press the letter key. The Shift symbol  appears. You don't need to hold down Shift while you press the letter key.

- Turn on Caps Lock: Press **Shift**  twice. The Caps Lock symbol  appears.
- Turn off Caps Lock: Press **Shift** .

Enter alternate keyboard characters

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press **Option**  and press the key for the character. The alternate character symbol  appears. You don't need to hold down Option while pressing the second key.
- Enter a series of alternate characters: Press **Option**  twice to turn on Option Lock. The Option Lock symbol  appears.
- Turn off Option Lock: Press **Option** .

Enter passwords

You can see each character of a password only as you enter it, so be careful. Be sure Caps Lock and Option Lock are off unless you need them. For information on how to enter characters, see [Enter uppercase letters](#) and [Enter alternate keyboard characters](#).

Enter characters from the symbols table

You can enter symbols and accented characters that don't appear on the keys by using the symbols table. See [Symbols and accented characters](#) for a list of the available symbols and accented characters.

- 1 Press **Sym**  to display the symbols table.
- 2 Narrow the list by pressing the key that corresponds to the character you want. For example, to enter an **é**, press **e**.

TIP The symbols and accented characters are grouped according to their similarity to the corresponding key. In some cases, the symbol is related to the alternate character on the key, not the letter. For example, to type a € or other currency symbol, press **Sym** + **h**. Why? Because the alternate character on the H key is \$.

- 3 Scroll to find the character you want.
- 4 Tap the character to insert it.

Symbols and accented characters

Table 1. Symbols and accented characters

Press Sym  and press...	to select...
a or A	á à ä â ã ä å æ Á À Ã Ä Å Æ ð ñ ~ \ ` · ÷ ^ [] { } < > << >> Ø μ
b or B	~ \ ` · ÷ ^ [] { } < > << >> Ø μ
c or C	© ç Ç ¢
d or D	† ‡
e or E	é è ê ë é Ê Ë Ì É € ¹ ¼ ½
h or H	¢ € £ ¥ ¢
i or I	í î ï ð ñ ò ÷ %
j or J	¡
k or K	:-) :-(:-)
l or L	‘ ’ , “ ”
m or M	μ :-) :-(:-)
n or N	ñ Ñ ¿
o or O	ó ô õ ö ø ò Ó Ô Õ Ö Ç Ò Ø ð “ ” „ < > << >>
p or P	¶ ~ \ ` · ÷ ^ [] { } < > << >> Ø μ
q or Q	\ ~

Table 1. Symbols and accented characters

Press Sym  and press...	to select...
r or R	® ²
s or S	ß š Š ~ \ ` • ÷ ^ [] { } < > « » Ø
t or T	™ ³ ¾
u or U	ú û ü û Û Ü Ö Ü [] { } < > « »
v or V	^
w or W	÷ ^ ±
x or X	x □
y or Y	ÿ ý Ÿ Ÿ ¥ [] { } < > « »
z	ž Ž •
, or _	~ \ ` • ÷ ^ [] { } < > « » Ø μ
.	... ~ \ ` • ÷ ^ [] { } < > « » Ø μ
@	° • Ø

Enter information in a field

You can enter information in a field by typing or by pasting previously copied information (see [Cut, copy, and paste information](#)). The Text Assist feature works with all text fields (see [Work with the Text Assist feature](#)).

To accept the information you entered, do one of the following:

- Tap outside the field.
- Press **Enter** . If a screen contains multiple fields, pressing Enter accepts the information you just entered and moves the cursor to the next field.
- When you are done entering information on the screen containing the field, make the back gesture to accept the information and back out of the screen (see [Go up one level in an app \(back gesture\)](#)).

Work with the Text Assist feature

Text Assist, the assisted text entry feature, works on any screen in which you can enter text, including email, text/multimedia, and instant messages; memos; contact and calendar entry screens; and more. Text Assist includes auto-correction, auto-capitalization, and shortcuts.

NOTE If a Text Assist feature does not seem to be working, make sure that feature is turned on (see [Customize Text Assist settings](#)).

- If Text Assist recognizes a common misspelling, it auto-corrects the word. A sound is played and the word appears with a gray underline to indicate it has been corrected. If the ringer switch is turned off, the smartphone vibrates instead of playing a sound.
- If auto-correction doesn't recognize a spelling, it highlights the word with an orange underline. Tap the word to display a list of close matches, and then tap the correct word. If the word is spelled correctly as you typed it, tap the word, and then tap **+** to add the word to the auto-correction dictionary. A notification appears to indicate that the word has been added to the dictionary.
- Auto-correction inserts punctuation such as apostrophes in contractions. So you can quickly type **dont**, and it appears correctly as **don't**.
- The auto-capitalization feature automatically capitalizes the first word of a sentence and other letters that would commonly be capitalized, such as the letter **i** by itself.
- The shortcut feature recognizes and expands common shorthand expressions, such as replacing **u** with **you** or **r** with **are**.
- To cancel an auto-correction, auto-capitalization, or shortcut expansion, press **Backspace** . To cancel auto-correction of a misspelled word, you can also tap the word and tap the original spelling.

TIP Suppose the language on your smartphone is English and you need to write an email in French. To prevent Text Assist from trying to correct everything you enter, temporarily turn off auto-correction (see [Customize Text Assist settings](#)).

Customize Text Assist settings

You can customize individual Text Assist features: auto-correction, auto-capitalization, and shortcuts. To customize the user dictionary, see [Add your own words and shortcuts](#).

- 1 Open **Text Assist** .
- 2 Do any of the following:



- To turn auto-capitalization, shortcuts, or auto-correction on or off: Tap **Off** or **On** for that entry.
- To change whether a tone plays, the smartphone vibrates, or neither happens when an auto-correction takes place: Tap **Alert**, and then tap **System Sound**, **Vibrate**, or **Mute**. The Alert option is available only if auto-correction is turned on.

Add your own words and shortcuts

- 1 Open **Text Assist** .

- 2 Tap **Edit User Dictionary**.



- 3 To edit the auto-correction dictionary, tap **Learned Words** and do any of the following:
 - To add a word: Tap , enter the new word, and then tap **Add**.
 - To change the spelling of a word: Tap the word, and then type the correction to the word. Tap **Done**.
 - To delete a word: Throw the word off the side of the screen. Tap **Delete** to confirm.
- 4 To edit the shortcuts list, tap **Shortcuts** and do any of the following:
 - To add a shortcut: Tap , enter the new shortcut and replacement text, and then tap **Add**.
 - To change a shortcut and/or its replacement text: Tap the shortcut you want to change. Tap the **Shortcut** field or the **Replace With** field, and then enter the new shortcut or replacement text. Tap **Done**.
 - To delete a shortcut: Throw the shortcut off the side of the screen. Tap **Delete** to confirm.

Cut, copy, and paste information

You can copy any selectable text, and you can cut any selectable text that you entered, for example, in a memo or an email. This includes text you can select by dragging the cursor and paragraphs you can select by tapping them (see [Text selection gestures](#)).

- 1 Select the text you want to cut or copy (see [Text selection gestures](#)).
- 2 Open the [application menu](#) and tap **Edit > Cut** or **Copy**.
- 3 Open the app and insert the cursor where you want to paste the text (see [Text selection gestures](#)).
- 4 Open the [application menu](#) and tap **Edit > Paste**.

You can also use keyboard shortcuts to cut, copy, and paste. After selecting the text or inserting the cursor, press and hold the gesture area; the lighted bar begins to pulse and glow more brightly. Then press **X** (cut), **C** (copy), **V** (paste), or **A** (select all, in the apps that support this feature). A notification appears indicating that the text has been successfully cut, copied, or selected.

Use the Copy All or Select All feature

Some applications offer a Copy All menu option. For example, in Messaging, you can start or open a conversation, open the [application menu](#), and tap **Edit > Copy All**. This saves the entire conversation as plain text, which you can paste in a memo, email message, and so on.

Other apps offer a Select All menu option. For example, in Memos, you can open a memo, open the [application menu](#), and tap **Edit > Select All**. This highlights the full memo text, which you can cut or copy.

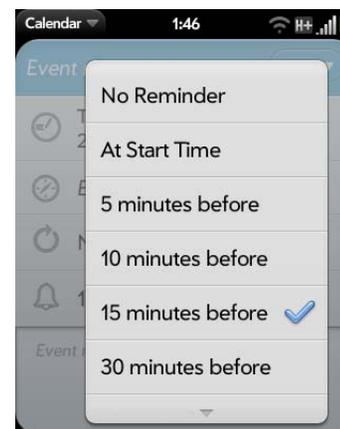
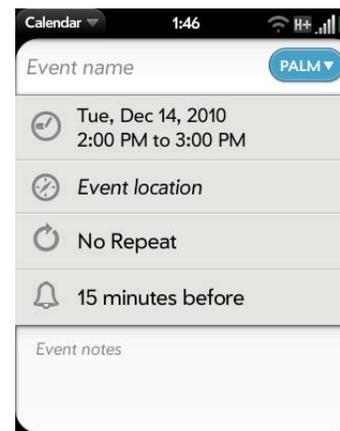
Some apps, such as Contacts and Email, offer both the Copy All and Select All features to perform different text selection tasks. See the app section in this guide for details.

Select items in a list

Lists enable you to select from a range of options. Lists are different from menus (see [Use the menus](#)), which give you access to additional features.

Lists are hidden until you tap the currently displayed option for that list.

- 1 Tap the currently displayed option to open the list. For example, when creating a new event in Calendar, tap **15 minutes before** to display the list of reminder options.



- 2 Tap the list item you want.

Save information

- On most screens, your information is saved automatically. Just make the back gesture to close the screen (see [Go up one level in an app \(back gesture\)](#)), and your info is saved at the same time.
- Your info is also saved if you minimize an app to a card in Card view and throw the card off the top of the screen to close the app.
- On screens with a Done button, either tap **Done** or make the back gesture to save your information.

Close applications

- In Card view (see [Manage applications in Card view](#)), throw the card off the top of the screen. To close a card stack, you must close each card individually.



Delete applications

You can delete applications that you installed on your smartphone.

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Scroll to the page containing the app you want to delete.

- 3 While pressing and holding **Option** , tap the app icon.
- 4 Tap **Delete**.

TIP You can also delete an application you installed by opening the Launcher, opening the [application menu](#), and tapping **List Apps**. On the list of applications, tap and hold an app name or throw the app off the side of the screen, and then tap **Delete**.

Manage applications in Card view

Card view displays open applications as small cards so that you can easily scroll through them and drag them to change their order.

When you have no open applications, your smartphone displays Card view automatically. You don't have to do anything to open Card view. When no cards are open, Card view shows only the Just Type field (see [Just Type](#)), your wallpaper (see [Change your wallpaper](#)), and Quick Launch (see [Open an application in Quick Launch](#)).



- 1 Just Type field
- 2 Wallpaper
- 3 Quick Launch

When an application fills the screen and you want to go to Card view, do one of the following:

- Tap the center of the gesture area.



- Make the up gesture: Flick up from the gesture area to the screen.

Work with stacked cards

If you are working in an application and perform an action that opens a new screen or launches a second application—for example, composing a new email from your Inbox or dialing a phone number from Contacts (which opens the Phone app)—your smartphone treats the app screens as a group. If you minimize one of the screens, that screen and all screens associated with it appear as a set of stacked cards in Card view.

You can also manually stack and unstack cards.

Move among cards and stacks

- 1 In Card view (see [Manage applications in Card view](#)), swipe left or right on the screen to see other open apps.



- 2 Tap a card to maximize the application.

TIP You can also maximize the center card in Card view by tapping the center of the gesture area, or by flicking down from the screen to the gesture area.

TIP You can set a preference to move among open apps without first going to Card view (see [Turn advanced gestures on/off](#)).

Reorder/stack single cards

- 1 In Card view (see [Manage applications in Card view](#)), tap and hold a card.
- 2 After the card becomes transparent, do one of the following:
 - To stack the card: Drag the card on top of another card. Release when the cards are positioned to be stacked.
 - To change the card order: Drag the card to another position.



TIP To unstack cards, tap and hold a card in a stack, and drag it to a position outside the stack.

Reorder a card within a stack

- 1 In Card view (see [Manage applications in Card view](#)), tap and hold the card you want to move.
- 2 After the card becomes transparent, drag it across the other cards in the stack to another position.

Line up your favorite applications in Quick Launch

Quick Launch is a convenient lineup of your favorite apps. When you swap an app icon into Quick Launch, you don't remove it from the Launcher; you have access to the icon in two places.

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Scroll to the page containing the app icon you want to move into Quick Launch.
- 3 Tap and hold the icon, and wait for the visual cue that the icon is ready to be dragged. The Launcher pages become a series of cards. Quick Launch appears at the bottom of the screen.
- 4 Drag the icon on top of the Quick Launch icon you want to replace. The current Quick Launch icon disappears, and the new one takes its place. The icon that disappeared from Quick Launch is still available in the Launcher.

NOTE If Quick Launch contains fewer than five icons, you can drag the app icon from the Launcher between two Quick Launch icons to drop it into the blank space. If you simply want to remove an icon from Quick Launch without replacing it, go to Card view, tap and hold a Quick Launch icon, and drag it off the bar. The only one you can't remove is the Launcher icon.

Reorder Quick Launch icons

You can change the position of any Quick Launch icon except the Launcher icon.

- 1 In Card view (see [Manage applications in Card view](#)), tap and hold a Quick Launch icon.
- 2 Wait for a visual cue, and then drag the icon to another location on the Quick Launch bar.



Manage applications in the Launcher

Reorder Launcher icons

- 1 In the Launcher (see [Open an application in the Launcher](#)), tap and hold an icon, and wait for the visual cue that the icon is ready to be dragged. The Launcher pages become a series of cards.

- 2 Drag the icon to a new location on any page.



TIP You can also add your closest contacts and favorite websites to the Launcher (see [Add a contact entry to the Launcher](#) and [Add a web page to the Launcher](#)), and then organize your Launcher icons and pages to create a page of contacts and a page of websites.

Add a Launcher page

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Open the [application menu](#) and tap **Add Launcher Page**. The page appears to the right of the page that was displayed when you opened the menu.
- 3 Enter a new name for the page.
- 4 Tap outside the field or press **Enter**  to accept the new name.

Reorder Launcher pages

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Open the [application menu](#) and tap **Reorder Launcher Page**. This reduces the Launcher pages to a series of cards.

- 3 Scroll to the page you want to move.
- 4 Tap and hold the page.
- 5 Drag the page to its new location, and release.
- 6 (Optional) Repeat steps 3–5 to move other Launcher pages.

Rename a Launcher page

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Scroll to the page you want to rename.
- 3 Tap and hold the current name.
- 4 When the current name is highlighted, enter a new name.
- 5 Tap outside the field or press **Enter**  to accept the new name.

Delete a Launcher page

Before you delete a Launcher page, you must move all the icons to another page, as described here. You can't delete a page displaying any icons.

- 1 Open the Launcher (see [Open an application in the Launcher](#)).
- 2 Scroll to the page you want to delete.
- 3 Move the icons that appear to another Launcher page (see [Reorder Launcher icons](#)), or delete the icons for applications you installed (see [Delete applications](#)).
- 4 Tap  in the center of the empty page.

Manage online accounts

You can set up online accounts in the Accounts application, or in individual applications on your smartphone. The online account must already be set up on the web or server before you can add it to your smartphone.

KEY TERM Online account An online account is a web-based or server-based location, such as Google, Yahoo!, or Exchange, where you keep contacts and/or calendar information. These accounts often have an email component as well. Such web-based or server-based accounts are sometimes talked about as being “in the cloud.”

The HP Synergy feature works in the background to get data from an online account onto your smartphone. After you set up one of these accounts on your smartphone, you can access the data from that online account. For some kinds of accounts, you can also add and change data on your smartphone, which is then synchronized to the online account in the cloud.

Whether you decide to set up your online accounts in the Accounts app or from within an individual app, the process is the same. You can specify which apps should get data from the online account. For example, you can choose to set up your Google account so that your smartphone displays your Google contacts, Google Talk instant messages, and Gmail messages, but not your Google calendar events.

- To set up an online account in the Accounts app: See [Use the Accounts application to set up an online account](#) for details.
- To set up within an individual app: The first time you open Email, Contacts, Calendar, or Messaging, you are given the option to enter settings for one or more online accounts. See [Set up email](#), [Use Contacts for the first time](#), [Use Calendar for the first time](#), or [Set up an instant messaging \(IM\) account](#).

You can add more accounts at any time using the Accounts app or the preferences in any of the applications mentioned above. See [Set email preferences](#), [Customize Contacts](#), [Customize Calendar](#), or [Set up an instant messaging \(IM\) account](#).

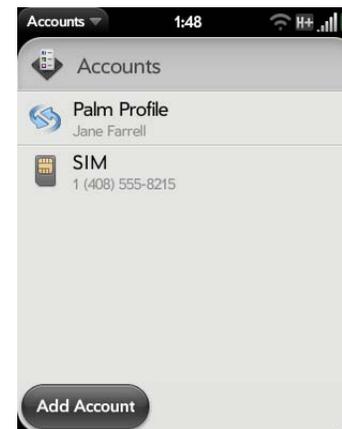
You can also set up your smartphone to post photos to online accounts such as Facebook or Photobucket. See [Set up an online pictures account on your smartphone](#).

See [Online accounts available for HP webOS smartphones](#) for the current list of default online accounts that synchronize your info and those that do a one-way transfer of info either from the web to your smartphone, or from your smartphone to the web.

NOTE If you are setting up your smartphone for the first time and downloading a large number of contacts or calendar events from an online account to your smartphone, you may not see all your data on your smartphone right away. Some online account providers such as Google set limits on the amount of data that a user can import in a given time frame. Also, if you have many years’ worth of data or thousands of entries in an online account, you may want to review the data and reduce the number of entries before setting up the account on your smartphone. Filling your smartphone memory with a large number of account entries can affect performance.

Use the Accounts application to set up an online account

- 1 **Open Accounts** .



- 2 Tap **Add Account**.

3 Do one of the following:



- To add one of the listed accounts: Tap the account name.
- To search for other accounts: Tap **Find More**. This displays a list of available online accounts. Tap the account you want to download and install it.

4 Enter your username and password, and tap **Sign In**.

5 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.



Use the Accounts application to edit or delete an online account

If you change the username, email address, or password you use with an online account, you need to enter the new information in the account settings on your smartphone. You can do that from within one of the applications associated with that account, or from the Accounts app.

1 Open **Accounts** .

2 Tap the account name.



3 Do one of the following:

- To change the account display name: Under **Account Name**, tap the current name to highlight it, and enter the new name.
- To change which applications are associated with the account: For each app listed, tap **On** or **Off**.
- To edit the account information: Tap **Change login settings**, enter the new username and password, and tap **Sign In**.
- To delete the account: Tap **Remove account**. Tap **Remove Account** again to confirm.

IMPORTANT If you delete an account from your smartphone using the Accounts app, all data is removed from all apps on your smartphone associated with the account. The account itself still exists online. For example, if you delete an Exchange account using the Accounts app, all your Exchange data is removed from Email, Contacts, Calendar, and Tasks. If you want to delete data only from one app served by the account—for example, you want to delete the calendar events but keep the contacts—simply turn that app off for that account.

View and work with notifications

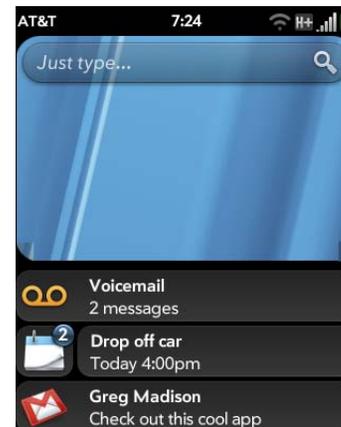
Notifications show up at the bottom of the screen to notify you of new voicemail and messages, upcoming appointments, missed calls, application updates, and more. Some notifications also display app controls, such as music playback controls, when you are not in the app itself.

There are several kinds of notifications:

Banner alert: This is a notification that appears in a small strip at the bottom of the screen. Some banner alerts appear as confirmation of an action—for example, to confirm that text was selected or copied. Others notify you of an item you can act on—for example, a missed call or an incoming text message. For these alerts, if you do not tap the alert after a few seconds, it becomes an icon in the lower-right portion of the screen. Tap the bottom of the screen to display the alerts as dashboard items.



Dashboard item: The dashboard provides an expanded view of all notifications you can act on. For example, you can tap a voicemail dashboard item to check your voicemail, or a calendar dashboard item to open your calendar.



If the dashboard item has a number next to it, the number indicates how many items are included in the notification—how many voicemail or email messages you have, and so on.

Some dashboard items enable you to perform multiple actions. For example:

- On a calendar dashboard item, tap the calendar icon to open Calendar in Day view with the event displayed, or tap the event name to open the event details screen.
- For a missed call, tap the icon to open your call history, or tap the missed call item to call back the number.
- If an item's icon displays a number, tap the icon to open the associated app to the list view (such as an Email inbox), or tap the item itself to open that individual item (such as an email message).

To delete a dashboard item, throw it off the side of the screen.

Pop-up notification: This is a larger notification that you can act on right away. Examples of pop-up notifications are incoming call notifications, calendar appointment notifications, and alarms.



NOTE By default, if a banner alert or pop-up notification arrives when the screen is off, the gesture area light pulses. You can turn this feature off (see [Get notifications when the screen is locked or off](#)).

App controls: If you are listening to songs in Music and leave the app, the music playback controls remain displayed at the bottom of the screen. This lets you continue to manage music playback without having to go back into the app.

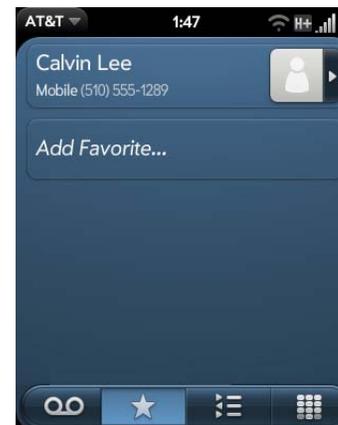
Create and work with favorites

You can quickly reach your closest contacts by phone, email, or text/multimedia message by designating them as favorites. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps.

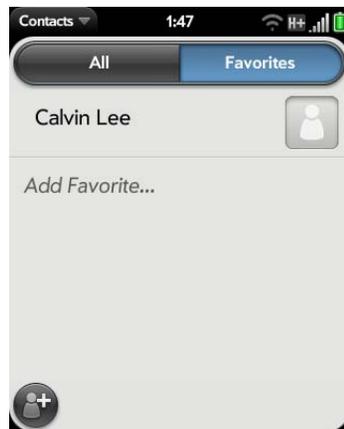
You can create and manage favorites in Contacts (see [Create a favorite](#)) and in Phone (see [Create a favorite](#)).

You can view favorites in the following apps:

Phone: See all your favorites by tapping  on the dial pad. In your call history list, calls to and from favorites are noted by a star. If you enter a contact name to call a contact, matching favorites appear at the top of the search results list and are noted by a star.



Contacts: See all your favorites by tapping **Favorites** on the contacts list screen. On your complete contacts list, favorites are noted by a star.



Just Type: When you enter a search term, matching favorites appear at the top of the contacts search results and are noted by a star.

Email and Messaging: When you begin typing a contact name to address a message, matching favorites appear grouped at the top of the search results list and are noted by a star.



Copy files and sync your personal data

You didn't buy your HP Veer 4G simply to make calls; you bought it because it's also a handheld computer with lots of the features and functions of your desktop computer. One important feature that your smartphone shares with your computer is that it has storage space for your files and for your personal data.

This chapter explains how to get these two kinds of data—files and personal data—onto your smartphone. Copying files to your smartphone is easy. Getting your personal data onto your smartphone is also easy; you just need to decide where you want that data to be stored and how you want to access it.

In this chapter

- 58 Copy files between your smartphone and your computer
- 59 Overview: Get your personal data onto your smartphone
- 61 Transfer data from an old phone
- 61 Export data from a desktop organizer on your computer
- 62 Get data from an online account in the cloud
- 63 Sync your desktop organizer and your smartphone

Copy files between your smartphone and your computer

Copy files and folders using USB Drive mode

You can copy any type of file from a computer to your smartphone, and from your smartphone to your computer, by putting your smartphone in USB Drive mode. In this mode, your smartphone appears as a removable hard drive to your desktop computer.

After you copy a file to your smartphone, you can open the file if your smartphone has an application that supports the file type. You can open many file formats for photos, videos, and music; Microsoft Office files; and PDF files. You can also copy ringtones that you download from your computer's web browser.

IMPORTANT All files that you store on the USB drive of your smartphone are not backed up to your Palm profile, and they cannot sync to any of your online accounts. So be sure to keep a copy of all such files somewhere besides your smartphone just in case you lose your smartphone or you must do a full erase of the info on your smartphone. For example, from time to time, you may want to back up photos and videos you recorded on your smartphone by copying them to a computer. Or, if Amazon MP3 is available, you may have purchased MP3 music on your smartphone and wish to enjoy it on another playback device. Your photos and videos taken using your smartphone are stored in the DCIM folder of your smartphone's USB drive. Downloaded music files are stored in the AmazonMP3 folder.

BEFORE YOU BEGIN Before you copy files from your computer, make sure you have enough storage space on your smartphone to fit the files. **Open Device Info**  and look at the **Available** field under **Phone**.

When your smartphone is in USB Drive mode, incoming calls go to voicemail; you can't make calls or use any other application until you complete step 5 below.

- 1 Connect your smartphone to your computer using the **USB cable**.
- 2 On your smartphone, tap **USB Drive**. On your computer, your smartphone appears as a removable drive.
- 3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.
- 4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), double-click the drive representing your smartphone, and drag and drop files to your smartphone. The drive displays folders that you can use to organize the files you copy. You can also create your own folders.

NOTE If you copy ringtones to your smartphone, be sure to place them in the **ringtones** folder on your smartphone's USB drive. Photos and videos taken on the smartphone are in **DCIM > 100Palm**.

- 5 End the connection safely. If you do not eject safely, your smartphone resets when you disconnect the USB cable:
 - On a Windows computer, right-click the drive representing your smartphone and click **Eject**.
 - On a Mac computer, from your desktop, drag the drive representing your smartphone to the **Trash**. Trash changes to **Eject**.
- 6 Disconnect the **USB cable** from the computer when the USB drive screen is no longer displayed on your smartphone.

Delete files and folders using USB Drive mode

When your smartphone is in USB Drive mode, you can't make or receive calls or use other wireless features such as email or the web.

- 1 Connect your smartphone to your computer using the **USB cable**.

- 2 On your smartphone, tap **USB Drive**. On your computer, your smartphone appears as a removable drive.
- 3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.
- 4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or **Finder** (Mac), double-click the drive representing your smartphone, and delete the files or folders.
- 5 End the connection safely. If you do not eject safely, your smartphone resets when you disconnect the USB cable:
 - On a Windows computer, right-click the drive representing your smartphone and click **Eject**.
 - On a Mac computer, from your desktop, drag the drive representing your smartphone to the **Trash**. Trash changes to **Eject**.
- 6 Disconnect the **USB cable** from the computer and the smartphone when the USB drive screen is no longer displayed on your smartphone.

Copy music, photos, and videos using third-party software

Besides using USB Drive mode to copy your photos, videos, and DRM-free music between your computer and your smartphone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your smartphone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

KEY TERM DRM-free: Describes a file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your Veer.

Overview: Get your personal data onto your smartphone

Your personal data consists of the following:

- Your contact list (names, phone numbers, street and email addresses)
- Your calendar events
- Your tasks (to-do list)
- Your memos/notes

On your computer, you typically store such personal data in organizer software like Microsoft Outlook, Palm Desktop by ACCESS, or the Mac's iCal and Address Book software.

It's also likely that you store some personal data in accounts that you created on the web. These are called online accounts. Sometimes you'll hear that data stored in online accounts is stored "in the cloud." That's just another way to say that your data is stored on a server that you access through the Internet. For example, if you have a Google/Gmail or a Yahoo! account, you have a contact list stored in the cloud. You may even use the calendars in these accounts to keep track of your schedule, so you may also have calendar events stored in the cloud.

Finally, you may have important phone numbers stored only on an old phone. You no longer use that phone now that you have a Veer, but you want those numbers on your new smartphone.

You want to be able to access all this data on your smartphone. This section explains how you can do that. The actual how-to part of getting your personal data on your smartphone is pretty simple. But before you take that step, we recommend that you spend some time thinking about where you want your personal data to be stored and how you want to access it.

On your smartphone and in the cloud: You can set up a sync relationship between your smartphone and an online account in the cloud. This enables you to create and change data in one place—on your smartphone or in the online account—and have it show up in both places.

On your smartphone and on your computer: You can set up a sync relationship between your smartphone and selected desktop organizers. Different kinds of sync relationships are possible using third-party solutions. This enables you to create and change data in one place—on your smartphone or in the desktop organizer—and have it show up in both places.

On your smartphone only: Store and create contact and calendar data in your Palm profile account. It's backed up to your Palm profile in the cloud. You cannot create, change, or look at your Palm profile account data except on your smartphone.

NOTE Data that you store in your Palm profile account cannot be accessed anywhere but on your smartphone. Palm profile account data is backed up daily. No one, not even you, can see that data.

For further information about getting personal data onto your smartphone, see palm.com/migrate-webOS.

What do we recommend? We recommend that you set up a Google account and move your contacts and calendar data to the cloud. That way, you can access, create, and change your data both on your smartphone and in your Google online account. The remaining personal data that you create on your smartphone—tasks and memos—are automatically backed up as part of your Palm profile.

Use the following table to review your options. Then click the link to learn how to complete the solution you choose for your personal data.

These solutions are not mutually exclusive. Do what works best for you. You could potentially use all these solutions. You could, for example, sync several online accounts, including an Exchange account; sync data with a desktop organizer using a third-party solution; and store and create new data in your Palm profile account.

Table 1. Data transfer and synchronization solutions for HP webOS smartphones

My personal data is here	I want to access data here	Do this	Learn how here
Online account (Google, Yahoo!, Facebook, and so on)	My smartphone and my online account	Set up the online account on your smartphone	See Manage online accounts
Corporate Exchange account	My smartphone and Outlook/other corporate email app on my computer	Set up an online account for Exchange on your smartphone	See Manage online accounts
Desktop organizer software—and I want to stop using it	My smartphone and maybe elsewhere	Export your personal data from the desktop organizer and add it to an account on your smartphone, either an online account (accessible in the cloud) or your Palm profile account (accessible only on your smartphone)	See Export data from a desktop organizer on your computer
Desktop organizer software—and I want to keep using it	My smartphone and my desktop organizer	Set up a sync relationship between the smartphone and your desktop organizer using a third-party solution	See Sync your desktop organizer and your smartphone
An old phone	My smartphone and maybe elsewhere	Work with your wireless service provider to transfer data from the old phone to an account on your new smartphone, either an online account (accessible in the cloud) or your Palm profile account (accessible only on your smartphone)	See Transfer data from an old phone
Nowhere—I just want personal data on my smartphone	My smartphone	Create new contacts and new calendar events in your Palm profile account	See Backup

Transfer data from an old phone



BEFORE YOU BEGIN If you want the data from your old phone to be transferred to an online account, be sure you set up that account on the web and on your smartphone first.

- On your computer, create an account on the Google website (go to gmail.com) or in Exchange (speak to an IT person at your company).
- Set up the same account on your smartphone (see [Manage online accounts](#)).

Otherwise, your data must be transferred to your Palm profile account (see [What is a Palm profile?](#)).

- Go to a AT&T store and ask a support agent for help in transferring data from your old smartphone. When you're ready to transfer data from your old smartphone, be sure to tell the agent which account to transfer the data to.

Export data from a desktop organizer on your computer



BEFORE YOU BEGIN If you want the data from your desktop organizer to be transferred to an online account, be sure you set up that account on the web and on your smartphone first.

- On your computer, create an account on the Google website (go to gmail.com) or in Exchange (speak to an IT person at your company).
- Set up the same account on your smartphone (see [Manage online accounts](#)).

Otherwise, your data must be transferred to your Palm profile account (see [What is a Palm profile?](#)).

- 1 On your computer, go to palm.com/migrate-webOS.
- 2 Click the link for transferring Contacts/Calendar data from a desktop organizer.
- 3 Read the instructions and follow the links to download the Data Transfer Assistant.

NOTE If you are setting up your smartphone for the first time and downloading a large number of contacts or calendar events from an online account to your smartphone, you may not see all your data on your smartphone right away. Some online account providers such as Google set limits on the amount of data that a user can import in a given time frame. Also, if you have many years' worth of data or thousands of entries in an online account, you may want to review the data and reduce the number of entries before setting up the account on your smartphone. Filling your smartphone memory with a large number of account entries can affect performance.

About the Data Transfer Assistant (DTA)

The DTA enables you to do a one-time, one-way export of data from selected desktop apps to your Veer through the USB cable included with your smartphone. After the data is on your smartphone, you can select the account you want to import the data to.

IMPORTANT The DTA is not synchronization software. It is meant to be used once per desktop app, to export your info from the desktop app to an account on your smartphone.

These are the desktop apps that the DTA works with, and the data that the DTA transfers to your smartphone:

Table 2. DTA: application data transferred

Operating System	Desktop application	Contacts	Calendar	Tasks/To dos	Memos/ Notes
Windows XP or Vista®, or Windows 7	Outlook 2003, 2007, or 2010	√	√	√	√
Mac OS 10.5	Address Book iCal	√	√	√	

Note the following:

- If you use a desktop organizer that is not listed in the table, go to palm.com/migrate-webOS and click the link for transferring Contacts/Calendar data from “somewhere else”.
- Depending on the amount of data you are transferring, it can take up to an hour to complete the transfer of your data.
- Do not use the DTA to transfer data from a copy of Outlook that is associated with Exchange ActiveSync, which wirelessly syncs data between your smartphone and an Exchange server (see [Manage online accounts](#)).
- The DTA is compatible with Palm Desktop versions 4.14e, 4.2, 6.2, and 6.22. If your version of Palm Desktop is not one of these, you can download version 6.2 for free from palm.com/desktop. Install it, sync with your old Palm device, and then use the DTA to transfer your data.
- If you use Palm Desktop on the Mac, you can export your contacts, calendar events, and To do items into Address Book and iCal. Then use the DTA to transfer your data. For more information, go to palm.com/migrate-webOS.

NOTE You cannot use the DTA to transfer Calendar and Contacts to a Yahoo! account. Instead, you must use the upload tool provided by Yahoo!. Data is transferred from your computer to Yahoo.com, and then from Yahoo.com to the smartphone. Data is not transferred from the smartphone to Yahoo!. For more information, go to palm.com/migrate-webOS.

Get data from an online account in the cloud



If you are already using Google, Facebook, Yahoo!, and/or Exchange to manage your calendar and contacts, then all you need to do to sync data to your smartphone is set up one or more of these accounts on your smartphone. The data syncs automatically. See [Manage online accounts](#) for information on how to create an online account on your smartphone.

Table 3. Online account sync table

Set up your Veer to sync with...	To sync this data...
Google	Contacts and calendar events
Exchange	Contacts, calendar events, and tasks
Yahoo!	Contacts and calendar events
Facebook	Contacts and calendar events

NOTE Changes you make in your Yahoo! or Facebook account on the web show up on your smartphone. There's nothing you have to do. You cannot, however, change Yahoo! or Facebook contacts and calendar events on your smartphone.

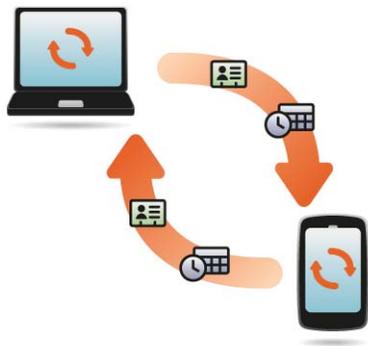
Sync your desktop organizer and your smartphone

If you want to continue using a desktop organizer to store your contacts, calendar events, and tasks—iCal and Address Book on the Mac, or desktop Outlook® or Palm Desktop by ACCESS on Windows—you have two choices:

- Sync directly with your desktop organizer, avoiding the web completely.
- Sync your desktop organizer with Google on the web, and then sync Google with your smartphone.

Both choices require you to use a third-party solution (sold separately). Go to palm.com/sync-solutions to learn more about these third-party solutions.

Sync directly with your desktop organizer

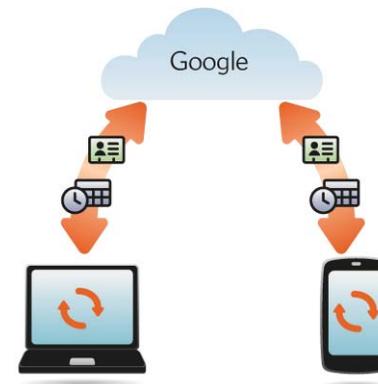


If you prefer to sync your Veer directly to your computer without going through the web, using Wi-Fi, Bluetooth technology, or your smartphone's USB cable, you can download a third-party application (sold separately) that enables synchronization of your smartphone directly to your desktop.

- 1 Go to palm.com/sync-solutions to learn about third-party applications that enable you to sync your smartphone with your computer.
- 2 Follow the instructions given by the third-party vendor to install the app on your computer.

NOTE You may also have to install another part of the application on your smartphone. Follow the instructions of the third-party vendor.

Sync your desktop organizer to Google, and Google to your smartphone



Download and install a third-party application (sold separately) that can sync your desktop app to Google. Your desktop app syncs with your Google account, and your smartphone also syncs with Google.

- 1 On your computer, set up an account on the Google website if you don't already have one (go to gmail.com).

- 2 Set up your Google account on your smartphone. See [Manage online accounts](#).
- 3 Install a third-party application on your computer that enables you to sync with Google. Go to palm.com/sync-solutions to learn about available third-party sync solutions.
- 4 Follow the instructions given by the third-party vendor to sync the data in your desktop app with Google. The next time Google syncs with your smartphone, your data appears on your smartphone.



Phone

Your HP Veer 4G enables you to effectively manage multiple calls. You can answer a second call, swap between calls, and set up a six-way conference call. Use Just Type to make a call by typing your contact's first and last initials.

You can also work with other applications while on a call. Your Veer helps you to do all these tasks with ease.

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Make calls

For information on how to turn the phone on your smartphone off and back on, see [Turn wireless services off \(airplane mode\)](#).



* These indicate that the phone is on. You can make and receive calls.



* These indicate that the phone is off (airplane mode). You cannot make calls. Incoming calls go to voicemail.

Dial by contact name using voice dialing

1 To open Voice Dial, do one of the following:

- **Open Voice Dial**  .
- Press and hold **volume**.
- **Open Phone** , and tap and hold .
- If you have a headset connected to your smartphone, press and hold the button on the headset.

NOTE The first time you open Voice Dial, a brief audio tutorial explains how to use voice dialing. You can choose to skip the tutorial.



- 2 Say the contact name, number, or name and number type (such as "John Smith mobile").
- 3 If prompted, provide additional information for the number you want to call. For example, if you say a contact name only, and you have multiple phone numbers for that contact, Voice Dial prompts you to say the type of number you want to call. Or, if you say a contact name that matches more than one contact in your contacts list, Voice Dial prompts you to specify which contact you want.

Additional Voice Dial commands: You can say any of the following voice commands when Voice Dial is open:

- To redial the last number called: Say, “Redial.”
- To check voicemail: Say, “Voicemail.”
- To repeat the last audio prompt: Say, “Repeat.”
- To go back one step and repeat the preceding audio prompt: Say, “Back” or “Try Again.”
- To start from the beginning: Say, “Restart,” “Reset,” or “Start Over.”
- To exit Voice Dial without making a call: Say, “Cancel,” “Stop,” or “Exit.” You can also exit Voice Dial by tapping **Cancel**, pressing and holding **volume**, closing the Voice Dial app, or pressing the button on an attached headset.

TIP You can turn on a preference that allows you to use voice dialing when the screen is locked (see [Use voice dialing when the screen is locked](#)). If this preference is on, you can access voice dialing by first turning the screen on if it is off (by pressing **power** or sliding out the keyboard), and then pressing and holding **volume**. You do not need to enter your PIN or password. If this preference is on and you have a headset attached to your smartphone, you can access voice dialing when the screen is locked by pressing and holding the button on the headset—you don’t need to turn the screen on first.

TIP You can use voice dialing to call any contact number type except the following: fax, pager, assistant, and radio. Some of these types appear for contacts in certain online accounts only (such as a Google or Exchange contact).

Dial by contact name using Just Type

- 1 Display Card view (see [Manage applications in Card view](#)) or open the Launcher (see [Open an application in the Launcher](#)).

- 2 Begin typing the contact first or last name, or initials.



- 3 Tap one of the contact’s phone numbers to dial it. If only the contact name appears, tap the name to display the phone numbers for that contact, and tap a number.

Dial using the onscreen dial pad

The onscreen dial pad is useful when you need to dial numbers that are expressed as letters and when you need large, brightly lit numbers that you can tap.

- 1 [Open Phone](#) .

- 2 Tap the dial pad numbers to enter the number.



- 3 Tap  to dial.

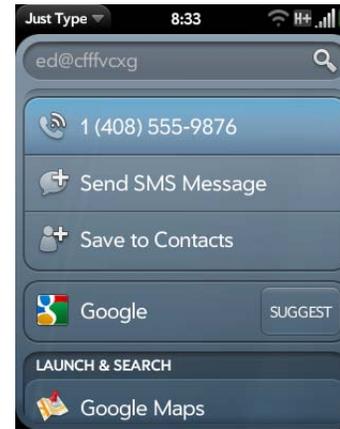
TIP Press **Backspace** or tap the onscreen backspace icon (at the top of the screen, to the right of the number you entered) to delete numbers one at a time. Tap and hold the icon to delete all the numbers.

TIP You can paste numbers copied from other applications—for example, from an email message or a memo—into the dial pad.

TIP To enter +, tap and hold **0** onscreen.

Dial using the keyboard

- 1 In the Launcher, Card view, or Phone, use the keyboard to enter the number. You do not need to press **Option**  to enter numbers, *, or #.



- 2 When you finish entering the number, press **Enter**  or tap the number to dial.

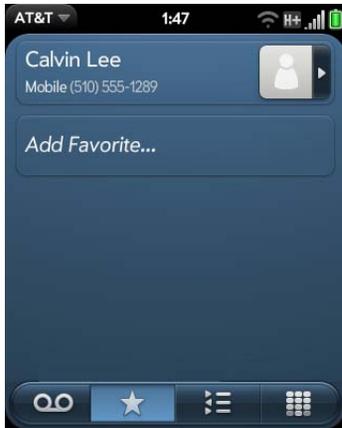
TIP If you turn off the preference to show contact matches in the dial pad (see [Turn contact match display on/off](#)), this changes how you dial using the keyboard in the Phone application. In Phone, after you enter the number with the keyboard, tap the onscreen dial icon to dial.

Dial a favorite

See [Create a favorite](#) for instructions on creating a favorite.

- 1 [Open Phone](#) .
- 2 Tap .

- 3 Tap the favorite. The call is made using the default number you selected for that favorite.



Dial using a speed dial

See [Assign a speed dial to a contact](#) for instructions on creating a speed dial.

- In the Launcher, Card view, or Phone, press and hold the speed-dial key you assigned to the number.

Dial by contact name in the Phone application

See [How do I add names and other info into Contacts?](#) for instructions on adding contacts to your smartphone. You can also look up and dial contacts using Just Type (see [Dial by contact name using Just Type](#)) or Voice Dial (see [Dial by contact name using voice dialing](#)).

- 1 **Open Phone** .
- 2 Using the keyboard, enter a name or initials until the contact you want appears. Note the following:
 - If you press **E**, **R**, or any other key that displays both a letter and a number, you see both matching names and numbers onscreen.

- If your company uses Microsoft Exchange Server with a Global Address List (GAL), entering the contact search information returns matching results from the GAL as well. GAL results appear with the  icon next to the name.



- 3 Tap the number.

TIP If you do not want contact matches to appear when you type a number on the keyboard, you can turn off the Show Contact Matches preference (see [Turn contact match display on/off](#)). When this preference is off, you can still dial by contact name in the Phone application. After opening **Phone**, tap the contact list icon to the right of “Enter name or number.” Type the contact name or initials, and tap the number when it appears.

Redial the last number dialed

- 1 **Open Phone** .
- 2 Tap . When the contact name or number appears at the top of the screen, tap  again to dial.

Dial your national emergency number

To dial 911, do the following:

- 1 Press **power**  to wake up the screen if needed.
- 2 Drag  up to unlock the screen if needed.
- 3 Do one of the following:
 - If Secure Unlock is not on (see [Set options for unlocking the screen](#)), tap the center of the gesture area to display Card view if Card view is not displayed. Enter the emergency number, and tap the number to dial. You don't have to press **Option**  to enter numbers.
 - If Secure Unlock is on, tap **Tap to dial emergency call**, and then tap **Emergency call**. Edit the displayed number if needed, and then tap  to dial.

NOTE If the phone is turned off (that is, if it's in airplane mode), you don't have to turn it on. It automatically tries to connect to a network to make the call.

Dial from another application

If a phone number appears in another application as an underlined link, you can begin dialing the number directly from that application. For example, you can dial phone numbers that appear in web pages; in messages (email, text, or multimedia); or in notes to calendar events.

- 1 If a phone number appears as an underlined link, tap the number. This displays the dial pad with the number already entered.
- 2 Tap  to dial.

In Messaging, you can dial a contact from a conversation by tapping **Text** or the IM account name in the upper-right corner of the screen to open a list of phone numbers you have for that contact, and then tapping  next to the number you want to call.

Receive calls

If you want to answer calls, the phone must be on. This is different from having only the screen turned on (see [Turn your smartphone on/off](#)). When the phone is off, your calls go to voicemail.

You can pick the ringtone for incoming calls (see [Select a file from the ringtones folder as a ringtone](#)). You can set a ringtone for individual contacts as well (see [Add a ringtone to a contact](#)).

Answer a call

Do one of the following:

- If the screen is on when the smartphone starts ringing, tap .



- If the screen is off, drag  up to unlock the screen and answer the call.
- If a headset is attached, press the button on the headset.
- If the smartphone is placed on an HP Touchstone charging dock (sold separately), simply lift the smartphone off the dock to automatically answer the call.

TIP You can see a photo of the person calling you by assigning a caller ID photo. See [Add a photo to a contact](#).

TIP If you miss a call, a notification appears at the bottom of the screen. Tap the notification to open the missed call dashboard item. On the dashboard item, tap the name or number to call the person back, or tap the icon on the left to open your call history (see [View your call history](#)).

Silence the ringer on an incoming call

When you silence the ringer on an incoming call, you can answer the call or let it ring through to voicemail.

Do one of the following:

- Press **power** .
- Press **volume**.
- Slide the **ringer** switch off (red means off). This silences the ringer and any notification sounds. These sounds remain off until you slide the **ringer** switch back on. Other sounds, such as music and video playback, are not affected by sliding the ringer switch off.

Ignore a call

To send a call immediately to voicemail, do one of the following:

- Tap .
- Press **power**  twice.

To reply to a caller who is in your Contacts list after you ignore a call, tap the ignored call notification. This opens the caller's contact entry, where you can select a reply method. To reply to a caller who is not in your Contacts list, go to your call history (see [View your call history](#)).

Use voicemail

Set up voicemail

- 1 Do one of the following:
 - In the Launcher, Card view, or Phone, press and hold **1** .
 - [Open Phone](#) . Then tap .
 - [Open Phone](#) . Then tap and hold **1** onscreen.
- 2 Follow the voice prompts to set up your voicemail.

Listen to voicemail messages

- 1 Do one of the following:
 - In the Launcher, Card view, or Phone, press and hold **1** .
 - Tap a voicemail notification at the bottom of the screen.
 - [Open Phone](#) . Then tap .
 - [Open Phone](#) . Then tap and hold **1** onscreen.
- 2 Follow the voice prompts to listen to your messages.

What can I do during a call?

Your smartphone offers many advanced telephone features, including call waiting, conference calling, and call forwarding. These features depend on your service plan. Contact AT&T for more information.

While you're on a call, info about the call appears on the call screen. When you're on a call, you can open other applications and work in them, and you won't lose your call. See [Open applications](#).

If you created a reminder in the contact info of a caller, the reminder appears as a notification when you make a call to or receive a call from the person. See [Assign a reminder message to a contact](#).

NOTE If you hold the smartphone up to your ear while you're on a call, the screen goes dark to prevent your accidentally tapping an item on the screen. This is normal behavior. See [Why the screen goes dark](#) for more information.

Manage a call

Do any of the following:



- Put the call on speakerphone: Tap .
- Mute the microphone so you can't be heard: Tap .

TIP You don't need an on-hold button to put a call on hold. Just tap the mute icon to mute your end of the line.

- Open the dial pad to enter numbers for navigating phone trees, responding to prompts, and so on: Tap .
- Add a call: See [Make a second call](#).
- Adjust call volume: Press **volume**.



* Volume

DID YOU KNOW? You can send and receive text messages during a call. This is a great way to stay connected with friends and colleagues during a long call (see [Create and send a text or multimedia message](#)).

End a call

Do one of the following:

- Tap .
- Minimize the call screen to a card, and throw the card off the top of the screen.
- If a headset is attached, press the button on the headset.

Use another application while on a call

The applications that you can use when you're on a call depend on the kind of network your smartphone is connected to. How can you tell which kind of network you're connected to? See [Icons in the title bar](#).

GPRS network: You can use the personal information applications (Contacts, Calendar, and so on) and send and receive text messages. But some kinds of data connections are not possible: You cannot browse the web, or send or receive email, multimedia, or instant (IM) messages. To browse the web or send or receive email or IM messages while on a call, you must connect to a Wi-Fi network. See [Wi-Fi](#).

4G or 3G network: You can make simultaneous voice and data connections. So when you're on a call, you can also send and receive email; browse the web; and send and receive text, multimedia, and IM messages.

NOTE You can't send or receive multimedia messages using a Wi-Fi network.

- 1 While on a call, do one of the following:
 - Display Card view (see [Manage applications in Card view](#)) and begin typing the name of the app.
 - Open the Launcher (see [Open an application in the Launcher](#)).
 - Open Quick Launch (see [Open an application in Quick Launch](#)).
- 2 Tap the application to open and work in it.
- 3 Tap the call notification at the bottom of the screen to return to the call screen.

Make a second call

- 1 While on a call, tap . This does not mute the microphone or put the first call on hold.
- 2 Dial the second call.

Answer a second call (call waiting)

When a second call notification appears, tap . The first call is put on hold.

Switch between two calls

- Tap  to put the active call on hold and switch to the other call. For example, in the screen shown here, the call on the top of the screen, 555-0267 is currently on hold. The call on the bottom of the screen, 555-7592, is the active call—the caller you're talking to. To switch between the two, so that you switch to talking to 555-0267, tap . Just remember to tap  to switch between the two calls.



Tap  to end either call. If you end the currently active call, the call on hold becomes active.

Make a conference call

You can join up to five calls into a six-way conference call. The number of calls you can join in conference depends on your service plan. Additional charges may apply, and minutes in your mobile account may be deducted for each call you make. Contact AT&T for more information.

- 1 Make or answer a first call, and then make or answer a second call.

- 2 Tap  to create the conference call.



- 3 Do any of the following:



- To add callers: Tap .
 - To extract a call from the conference and talk privately: Tap the caller name or number, and then tap .
 - To return an extracted call to the conference: Tap .
- 4 When you're done, tap  to end either an extracted call or the conference call.

Look up or send a message to a contact

When you're on a call with a contact, tap the contact name to see the person's information in Contacts. With the contact entry open, you can do the following:

- Tap  to send the contact a text message. For example, if the contact is on hold while you're having a long conversation with a second caller, you can send the contact a text stating that you'll call him or her back.
- Tap **Edit** to edit the contact entry. For example, if a contact gives you his or her new email address while you're talking, you can enter the address during the call.

What's my number?

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**. Your phone number appears at the top of the Phone Preferences screen.



TIP You can also see your phone number by opening **Device Info**. The number appears as the first entry under **Phone**.

View your call history

Your call history is more than just a log. It's also a place where you can dial a number, send a text message, and save or view contacts.

- 1 [Open Phone](#) .
- 2 Tap .
- 3 Do any of the following:



- To switch the types of calls displayed: Tap **All Calls** or **Missed Calls**.
- To call a number: Tap the number.
- To display other options for the contact or number: Tap the contact  icon or the contact picture to the right of the number.

DID YOU KNOW? If a call history entry displays a number next to the contact picture or icon, this indicates that you made and/or received multiple calls to or from that phone number or contact in the same day. If you had calls to or from a contact using more than one of that contact's phone numbers, all calls are collapsed into a single entry, and the most recently used phone number is displayed.

- To delete a call history entry: Throw the entry off the side of the screen. Tap **Delete** to confirm.
- To clear the call history: Open the [application menu](#), tap **Clear Call History**, and tap **Clear Call History** to confirm.

- 4 If you displayed additional options for the contact or number, do any of the following:

- To call an alternate number for a contact: Tap the number.
- To send a text message: Tap .
- To save the number to Contacts: Tap **Add to Contacts** (see [Save a phone number to Contacts](#)).
- To view a contact entry: Tap **View Contact**.

DID YOU KNOW? The additional options display includes the time and type (incoming, outgoing, missed) of the call. If a call history entry collapses multiple calls, the additional options show information for each call.

Work with favorites

You can quickly reach your closest contacts by phone, email, or text/multimedia message by designating them as favorites. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps.

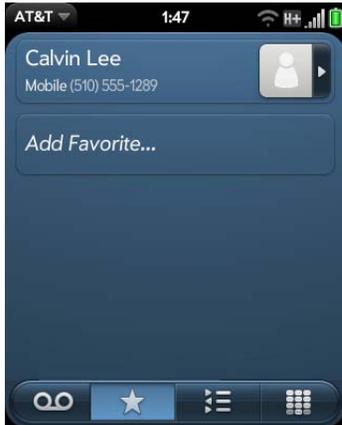
For instructions on calling a contact you designate as a favorite, see [Dial a favorite](#).

Create a favorite

You can also create favorites in Contacts (see [Create a favorite](#)).

- 1 [Open Phone](#) .

- 2 Tap .
- 3 Tap **Add Favorite**, search for the contact, and tap the contact when the name appears.



- 4 If the contact has more than one phone number, tap the number you want to set as the favorite. When you call the favorite, the call is made using this number.

View favorite details

From the favorites list, you can dial a different phone number for that contact, send a message, or view the favorite's contact entry.

TIP In the favorites list, you can change the order of any favorite with an assigned default number (see [Create a favorite](#) and [Set or change the default number for a favorite](#)) by tapping and dragging. So you can put the people you call most at the top of the list.

- 1 [Open Phone](#) .
- 2 Tap .

- 3 Tap the contact photo or contact  icon to the right of the favorite name.
- 4 Do one of the following:
 - To call the favorite using a different number: Tap the number.
 - To send the favorite a text/multimedia message: Tap .
 - To view the favorite's contact entry: Tap **View Contact**.

Add a phone number to a favorite

If you create a favorite in Contacts, but the contact does not have a phone number associated with it, you can add a phone number to the favorite in Phone.

- 1 [Open Phone](#) .
- 2 Tap  and tap the favorite.
- 3 Enter the number, and tap to select the phone number type (see [Create a contact](#) for information).
- 4 Tap **Done**.

NOTE You can enter more than one phone number for the favorite here. If you do, you need to set one of the numbers as the default (see [Set or change the default number for a favorite](#)).

Set or change the default number for a favorite

If you create a favorite in Contacts, but the contact has more than one phone number associated with it, you need to set the default number for the favorite in the Phone app.

Also follow these steps if you want to use a different number as the default number for a favorite.

- 1 Open Phone .
- 2 Tap .
- 3 Do one of the following:
 - To set a default number: Tap the favorite.
 - To change the default number: Tap the contact photo or contact  icon to the right of the favorite name, and tap **Change Default Number**.
- 4 Tap the number you want to use.

Remove a contact from the favorites list

When you remove a contact as a favorite, you do not delete the contact itself. The contact no longer shows up as a favorite in Phone, Contacts, Email, Messaging, or Just Type search results.

- 1 Open Phone .
- 2 Tap .
- 3 Throw the favorite off the side of the screen. Tap **Remove** to confirm.

TIP You can also remove a contact as a favorite from within the Contacts app (see [Remove a contact from favorites](#)).

Save a phone number to Contacts

You can save the number from an incoming or outgoing call to an existing contact, or create a new contact for the number. If an incoming call uses caller ID blocking, you cannot save the number.

- 1 Do one of the following:
 - If you enter a phone number in Just Type that is not associated with a contact, tap **Add to Contacts**.
 - Before dialing a number you entered in the dial pad, tap **Add to Contacts**.
 - During a call, tap  at the top of the screen.
 - After a call, from the dial pad, tap . Tap the contact  icon to the right of the number, and tap **Add To Contacts**.
- 2 Tap one of the following:

Add New Contact: Create a new contact for the phone number.

Add To Existing: Tap the contact you want to add the phone number to.

Use a phone headset

You can connect a 3.5mm headset to your smartphone for hands-free operation. You can also connect to a wireless headset using Bluetooth® wireless technology. Both 3.5mm and wireless headsets are sold separately.

WARNING If driving while using a phone is permitted in your area, we recommend using a headset or hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely.

Use a wired headset

Your smartphone works with headsets that have a 3.5mm connector (look for three colored bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your smartphone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your smartphone.

- 1 Connect the magnetic end of the 3.5mm headset adapter to the charger/connector on the right side of your smartphone.



- 2 Insert a 3.5mm headset into the jack on the adapter. When you are on a call, the  icon changes to .

TIP After use, keep the headset adapter connected to the headset, so you can easily attach them to your smartphone again.

- 3 The button on the headset performs different actions depending on the headset model and what's happening on the smartphone. Press the button once to perform any of the following tasks supported by your particular headset:
 - Answer an incoming call.
 - Respond to call waiting.

- Hang up a single active call or all calls on a conference call.
- Switch between calls if there is one active call and one call on hold.

- 4 If you want to stop using the headset, do any of the following:
 - To switch from the headset to your smartphone's speakerphone: Tap  and tap **Speaker**.
 - To switch from the wired headset to a previously paired Bluetooth® hands-free device: Tap  and tap the device name.
 - To use your smartphone without the headset: Disconnect the headset.

Set up and use a Bluetooth® hands-free device

Your smartphone is compatible with many headsets and car kits (sold separately) enabled with Bluetooth® wireless technology version 2.1, with EDR and Stereo (with AVRCP media controls).

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate using that device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range can vary greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

NOTE You can use an A2DP-enabled Bluetooth headset or speakers to listen to music files on your smartphone.

- 1 **Open Bluetooth** .
- 2 If the Bluetooth setting at the top of the screen is off, tap **Off** to switch the Bluetooth feature from Off to On.
- 3 Tap **Add device**.
- 4 In **Type**, make sure **Audio** is selected.
- 5 Tap the device name.

- To use a Bluetooth device with your smartphone, follow the instructions that came with the Bluetooth device.
- To switch to another Bluetooth device while on a call: Tap  and tap the new device name. You can also tap **Handset** or **Speaker** to use your smartphone without the headset.

TIP If you make a Bluetooth connection with a car kit, you might get a notification on your smartphone asking if you want to upload contacts to the car kit. Tap **Allow** to upload contacts. If you later want to delete the contacts from the car kit, check the car kit documentation for instructions.

For more information on using the Bluetooth feature on your smartphone, see [Bluetooth® wireless technology](#).

Customize smartphone settings

Use Phone Preferences to customize smartphone settings.



Turn contact match display on/off

By default, when you have the dial pad displayed but you're using the keyboard to enter a phone number, both numbers and letters appear and your smartphone performs a search of matching names in Contacts. If you turn off this preference, typing on the keyboard with the dial pad displayed enters numbers only, and no search is done in Contacts.

- Open **Phone** .
- Open the [application menu](#) and tap **Preferences & Accounts**.
- In **Show Contact Matches**, tap **On** or **Off**.

TIP If you turn off the Show Contact Matches preference, you can still perform a contact search in the Phone application. After opening **Phone**, tap the contact list icon to the right of "Enter name or number." Type the contact name or initials, and tap the number when it appears.

Turn call forwarding on/off

You can forward calls to another phone number. Check with AT&T about availability and pricing of forwarded calls; additional charges may apply.

- Open **Phone** .
- Open the [application menu](#) and tap **Preferences & Accounts**.
- In **Call Forwarding**, tap **On** or **Off**.
- If you turn call forwarding on, tap **Enter Number** and enter the call forward number. Tap to change an existing number.

Turn my caller ID on/off

The caller ID feature controls whether your phone number appears on another person's phone when you call them. Check with AT&T about availability and pricing of the caller ID feature.

DID YOU KNOW? The caller ID feature does not affect whether your smartphone displays the caller ID for an incoming call. Your smartphone always shows the incoming caller ID unless the number is hidden or private.

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 In **Show My Caller ID**, tap **On** or **Off**.

Turn call waiting on/off

You can choose to be notified when you receive a call while you are on a call. You can choose to accept the call or not. See [Answer a second call \(call waiting\)](#). Check with AT&T about availability and pricing of the call waiting feature.

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 In **Call Waiting**, tap **On** or **Off**.

Turn the international dialing auto-prefix feature on/off

When the international dialing preference is on, your smartphone automatically adds the correct international dialing prefix and country code to any 10-digit U.S. or Canadian number when you are traveling outside the

U.S. or Canada. So you can simply enter the 10-digit number or dial a contact with a 10-digit number, and the call goes through correctly. The preference does not work with 7-digit numbers.

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 In **International Dialing**, tap **Off** to switch international dialing from Off to On.
- 4 Begin typing the name of the country you are currently located in, or scroll the list to find it.
- 5 Tap the country when it appears.

Change your voicemail number

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 By default, under **Voicemail Number**, your current voicemail number is highlighted. To change it, simply type the new number. If the current number is not highlighted, tap the number to highlight it, and then type the new number.

Use dialing shortcuts

Dialing shortcuts add a prefix at the beginning of a number, so you can dial an extension instead of the whole number.

- 1 **Open Phone** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 Under **Dialing Shortcuts**, tap **Add new number**.

4 Set the following:

When I Dial: Tap this field and select the number of digits you need to enter to have your smartphone add a dialing prefix.

Use This Dialing Prefix: Enter the prefix to be added at the beginning of the dialed number. The combination of prefix and digits you enter must add up to a complete phone number.

5 Tap **Done**.

Example: A complete phone number in your company's phone system has 11 numbers, for example, 1-408-555-1122. When dialing from a phone that's part of the system, you need to dial only the last five digits (51122). When you create a dialing shortcut on your smartphone, you select "5 digit numbers" for **When I Dial** and enter "140855" in **Use This Dialing Prefix**. So when you dial your co-worker's five-digit extension (51122), your smartphone automatically dials the whole number: 1-408-555-1122.

Lock or unlock the SIM card

You can lock your SIM card to prevent unauthorized use of your mobile account. When your SIM card is locked, you must enter your PIN to turn on your smartphone to make or receive calls, except for emergency numbers. The SIM card remains locked even if you move the card to another phone.

To unlock your SIM card, turn on the smartphone and enter your PIN.

BEFORE YOU BEGIN

- Get your default PIN from AT&T.
- Make sure the phone is on and that you're inside a coverage area (see [Turn wireless services on](#)).

1 **Open Phone** .

2 Open the [application menu](#) and tap **Preferences & Accounts**.

3 Do one of the following:

- To lock the SIM card: Tap **Lock SIM Card**. Enter the PIN provided by AT&T to lock the SIM and tap **Done**. The SIM card locks anytime you turn off your smartphone. To turn the smartphone back on, you must enter the PIN.
- To change the PIN: Tap **Change SIM Card PIN** and enter the old PIN. Enter the new PIN twice and tap **Done**.
- To turn off SIM lock: Tap **Unlock SIM Card**. Enter the PIN and tap **Done**.

Use restricted dialing

When restricted dialing is turned on, you can make calls to or answer calls from only those numbers that are on your list of restricted numbers.

To add to or change the list, you need to enter a PIN2. If you enter an incorrect PIN2 more times than allowed by AT&T, the SIM card locks. After the SIM card locks, you need to enter a PUK2 to unlock the SIM card. Contact AT&T to learn more about restricted dialing.

BEFORE YOU BEGIN Get your PIN2 from AT&T. If you have entered your PIN2 incorrectly and your SIM card is locked, obtain your PUK2 from AT&T.

1 **Open Phone** .

2 Open the [application menu](#) and tap **Preferences & Accounts**.

3 In **Restricted Dialing**, tap **On** or **Off**.

4 If you turn restricted dialing on, enter the PIN2 and tap **Next**.

5 To edit the restricted number dialing list: In **Restricted Dialing**, tap **View Restricted Dialing List** and do one of the following:

- To add an entry: Tap **Add an entry** and enter the PIN2. Enter the name and phone number and tap **Done**.
- To edit an entry: Tap the entry and enter the PIN2. Edit the information and tap **Done**.

- To delete an entry: Swipe the entry off the side of the screen and enter the PIN2. Tap **Delete** to confirm.

Set roaming and data usage preferences

Use roaming and data usage preferences to set options for using your smartphone in your home network and while roaming. For example, you can set options to prevent placing a call or making a data connection while roaming, so that you avoid extra charges.

- 1 [Open Phone](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Under **Network**, set any of the following:

Network Auto-Select: Set whether your smartphone automatically selects a network. If you turn auto-select off, tap the network to use.

Network Type: Set whether your smartphone automatically connects to any available network type, or whether to connect to 4G/3G networks only or 2G networks only.

Data Roaming: Set whether to allow web browsing, email, multimedia messaging, and instant messaging when you are roaming.

Data Usage: Set whether to turn data services—web browsing, email, multimedia messaging, and instant messaging—on or off.

Manually select network settings

If your smartphone cannot read the network settings from your SIM card during setup, you can manually enter the settings.

BEFORE YOU BEGIN Obtain the following from AT&T:

- The Internet access point name (APN)
- Your username and password for accessing the Internet APN

- The multimedia messaging APN name (MMS APN)
- Your username and password for accessing the multimedia messaging APN
- The multimedia messaging service center name (MMSC)
- The multimedia messaging proxy server name (MMS proxy)
- The maximum multimedia messaging size

- 1 [Open Phone](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Under **Network**, in **Manual**, tap **Off** to switch manual network settings from Off to On.
- 4 Tap **Edit Network Settings**.
- 5 Tap **Internet APN** and enter the settings you obtained from AT&T.
- 6 Tap **MMS APN** and enter the settings you obtained from AT&T.
- 7 Tap **Change Settings**.

Turn TTY/TDD on/off

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. Your smartphone is compatible with select TTY devices.

You can connect a TTY/TDD machine to your smartphone using the 3.5mm headset adapter. Check with the manufacturer of your TTY device for connectivity information. Be sure that the TTY device supports digital wireless transmission.

When TTY/TDD is turned on, the  icon appears in the title bar.

- 1 Attach the magnetic end of the 3.5mm headset adapter to the charger/connector on the side of your smartphone.
- 2 Connect a TTY/TDD device to the jack on the 3.5mm headset adapter.
- 3 [Open Phone](#) .
- 4 Open the [application menu](#) and tap **Preferences & Accounts**.
- 5 In **TTY/TDD**, tap **On** or **Off**.

Use SIM Toolkit

The SIM Toolkit app gives you access to services from AT&T such as account information, payment, and news.

- 1 [Open SIM Toolkit](#) .
- 2 View and work with the features displayed.



Email, text, multimedia, and instant messaging

Enjoy the ease and speed of keeping in touch with friends, family, and colleagues anywhere you can access the AT&T data network or a Wi-Fi network. You can send and receive attachments as well.

And keep the Messaging app in mind for times when you need to send a short text, multimedia, or instant message to a mobile phone number—especially handy when you're in a meeting that's running late.

In this chapter

- 86 Email
- 98 Messaging: All messages in one application
- 101 Messaging: Text and multimedia messaging
- 104 Messaging: Instant messaging

Email

How do I send and receive email on my smartphone?

Use the Email application on your smartphone to access the many email accounts you have: company (like Exchange), ISP (like Earthlink or Comcast), and web-based (like Gmail). You must create the account online before you can set it up on your smartphone.

You can set up your email accounts in either of these locations. The procedure is the same in both locations.

- The Accounts app (see [Use the Accounts application to set up an online account](#))
- The Email app

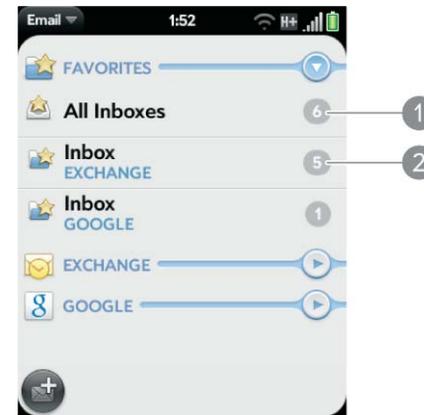
The HP Synergy feature (see [Your HP Veer 4G](#)) provides another advantage: During the same process you go through to set up an email account, you also set up the same account for all other applications that can display data from that account. For details on how Synergy works for the current list of online accounts, see [Online accounts available for HP webOS smartphones](#).

For example, suppose you want to set up your Gmail account on your smartphone. The last step in setup is to select all the other apps that you want to receive data from your Google account (besides Email, you can include Contacts, Messaging, and Calendar). After setup is complete, your smartphone begins to download your email and all data for all other apps you selected for synchronization.

If you want, you can also use your smartphone's web browser to view your web-based email—just go to the email provider's website.

Merged inboxes in Email

You can set up multiple email accounts on your smartphone. When you open Email, you see all your accounts in a single view: Account List view. From there, you can open the inbox of an individual account, or you can open the All Inboxes smart folder and see all messages from all your inboxes displayed in a merged view.



- 1 Number to the right of All Inboxes indicates the total number of unread email messages in all your email accounts.
- 2 Number to the right of an individual folder name indicates the number of unread messages in that folder.

If you reply to a message when you're working in All inboxes, the message is sent from the same account in which it was received. To reply from a different account, tap the **From** field and tap a different account to send the email from.

If you create a new message when you're working in All Inboxes, the message goes out using the account you set as the default account (see [Set email preferences](#)).

Set up email

Follow this procedure if you have a common email provider, for example, AOL, EarthLink, or Yahoo!. If you are setting up the Email application to work with your corporate email account that uses Microsoft Exchange ActiveSync or Lotus Notes, see [Set up email: Microsoft Exchange and Lotus Notes](#).

- 1 **Open Email** .
- 2 Do one of the following:
 - The first time you open Email, tap an account type or tap **Email Account**.
 - If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and then tap an account type or tap **Email Account**.
 - Any other time you open Email, open the [application menu](#), tap **Preferences & Accounts**, tap **Add Account**, and tap an account type or tap **Email Account**.



- 3 Enter your email address and password, and tap **Sign In**.
- 4 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

- 5 Tap **Done**.

NOTE If automatic setup fails for your email account, an error message appears. Tap **Manual Setup** or **Find a Synergy Service**, gather the settings info you need, and enter the account settings (see [Set up email when automatic setup fails](#)).

Set up email: Microsoft Exchange and Lotus Notes

Follow this procedure to get email for Microsoft Exchange and Lotus Notes accounts.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Mail server name or IP address for receiving mail
- Server domain name
- Your username and password

NOTE If your corporate Exchange system utilizes policies such as remote wipe and password enforcement (including minimum password length, allowed number of failed password attempts, and other parameters), those policies are supported in your Exchange account on your smartphone. Check with your system administrator for details.

- 1 **Open Email** .
- 2 Do one of the following:
 - The first time you open Email, tap **Microsoft Exchange**.
 - If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and tap **Microsoft Exchange**.

- Any other time you open Email, open the [application menu](#), tap **Preferences & Accounts**, tap **Add Account**, and then tap **Microsoft Exchange**.



- 3 Enter your email address and password, and tap **Manual Setup**.
- 4 Enter info for the incoming mail server as needed, based on the server information you got from your email provider or system administrator. You can enter either the server name or IP address in the **Incoming Mail Server** field.
- 5 Tap **Sign In**.
To keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the smartphone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**.
- 6 You may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.
- 7 Tap **Done**.

Set up email when automatic setup fails

Follow these steps if automatic setup (see [Set up email](#)) does not work for your email account.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Account type (POP or IMAP)
- Incoming and outgoing mail server names
- Incoming mail server username and password
- Incoming and outgoing server port numbers
- Any SSL requirements for incoming and/or outgoing mail
- Any authentication (ESMTP) requirements for outgoing mail
- Root folder (IMAP accounts only)

- 1 If you have already started account setup and an “Unable To Sign In” message appears, tap **Manual Setup**, and skip to step 6. Otherwise, start at step 2.
- 2 [Open Email](#) .
- 3 Do one of the following:
 - The first time you open Email, tap **Email Account**.
 - If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and then tap **Email Account**.

- Any other time you open Email, open the [application menu](#), tap **Preferences & Accounts**, tap **Add Account**, and then tap **Email Account**.



- 4 Enter your email address and password, and tap **Manual Setup**.
- 5 Tap the **Mail Type** field and tap your account type.
- 6 Enter info for the incoming and outgoing mail server as needed, based on the server information you got from your system administrator.
- 7 Tap **Sign In**.
- 8 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.
- 9 Tap **Done**.

Enter advanced account settings

These settings apply only to the account you select in step 3.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.

- 3 Tap the account name.
- 4 Set any of the following:



Account Name: Enter the name that appears in the account list.

Full Name: Enter the name you want to appear in the From field for messages you send.

Show Icon: Set whether a notification icon appears onscreen when a new message arrives.

Alert: When Show Icon is on, set whether a sound plays when a new message arrives (see [Turn new email notifications on/off](#)).

Signature: Tap to create a signature that's added to outgoing messages (see [Add a signature to outgoing messages](#)).

Reply-to Address: Enter the address you want recipients to see and reply to on your outgoing messages, if this is different from the email address you send the message from.

Show Email: Set how many days' worth of messages to retrieve from the server.

Get Email: Set how frequently to synchronize email for this account.

Sync deleted emails (POP accounts only): Set whether messages should be deleted on the server when you delete them on your smartphone.

Sync server to device (POP accounts only): Set whether messages should be deleted on your smartphone when they are deleted on the server.

Default Folders (IMAP accounts only): Specify the folder where messages you send, save as drafts, or delete are stored.

Change Login Settings: See [Change account login settings](#).

Remove Account: See [Delete an email account](#).

Turn new email notifications on/off

The settings you select here apply to individual email accounts. You can apply different settings to each email account.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap an account in **Accounts**.
- 4 In **Show Icon**, tap **On** or **Off**.
- 5 Tap **Alert**, and tap any of the following:

Vibrate: The smartphone vibrates with no other sound.

System Sound: The system sound plays. If the ringer is off, the smartphone vibrates.

Ringtone: Tap **Ringtone**, and tap a ringtone name. To hear the ringtone: Tap  to the right of its name.

Mute: No sound plays and the smartphone does not vibrate.

Change account login settings

When you change your password for an online email account, remember to make the change in the account settings on your smartphone.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Change Login Settings** and tap the relevant fields to change the account information.

Rename an account

You can change the name that appears in the account list.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Account Name** and enter a new name.

Delete an email account

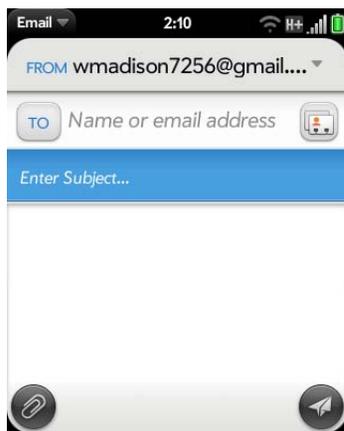
When you delete an email account from your smartphone, it removes the account information from your smartphone only. It does not affect your account with the email provider.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Remove Account**, and then tap **Remove Email Account**.

Create and send an email message

- 1 **Open Email** .
- 2 Tap .

TIP If you have set up an email account, you can also start writing an email from Card view or the Launcher. Start typing a message, scroll down the list of search options, and tap **New Email**. The Email application opens at a new email message, with the text you entered in the body of the message.



- 3 (Optional) Tap **From** to change the email account you are using to send the message. This option appears only if you have more than one email account set up on your smartphone.
- 4 In the To field, do one of the following to address the message:
 - Enter a contact name, initials, or email address. Tap the email address when it appears. When you enter a contact name, favorites appear at the top of the search results (see [Create a favorite](#)).
 - Tap  to open the full contact list. Tap the contact you want, or enter a name or address to narrow the list.
 - Enter the full email address for a recipient who is not a contact.

TIP To address an email directly from the Launcher or Card view, type the email address. If the email address is already associated with a contact, the contact is displayed. Tap the email address. A new email is opened, with the address in the To field.

- 5 (Optional) Tap **To** to open the Cc and Bcc fields, and enter an address.
- 6 (Optional) Repeat steps 4 and 5 to enter additional addresses.
- 7 Enter the subject, press **Enter** , and enter the body text.
- 8 (Optional) To set the priority for the message: Open the [application menu](#) and tap **Set As Normal Priority** or **Set As High Priority**.
- 9 (Optional) To discard a message: Open the [application menu](#) and tap **Discard Message**.
- 10 Tap .

Format email text

To format the text of a message you are creating, do one of the following:

- To enter bold, italic, or underlined text: Open the [application menu](#) and tap **Edit** > **[the option you want]**. Enter the text. To turn off the formatting, open the [application menu](#) and tap **Edit** > **[the option you want to turn off]**.
- To enter colored text: Open the [application menu](#) and tap **Edit** > scroll down > **Text Color**. Tap the color and enter the text.
- To format text you already entered: Select the text (see [Text selection gestures](#)), open the [application menu](#), and tap **Edit** > **[the option you want]**. To turn off a formatting option, open the [application menu](#) and tap **Edit** > **[the option you want to turn off]**. For text color, tap the black square.

Add attachments to a message

- 1 While composing a message, tap .
- 2 To get the file you want to attach, do the following:
 - Tap an icon at the bottom of the screen to search for pictures, videos, music files, or documents.
 - Begin typing the file name.
 - To take a new picture to send as an attachment: Tap the photo icon at the bottom of the screen, tap **New Photo**, take the photo, and then tap **Attach Photo**.
 - To record a new video to send as an attachment: Tap the video icon at the bottom of the screen, tap **New Video**, record the video.
- 3 Tap the file name.
- 4 Repeat steps 1–3 to attach other files.

TIP To remove an attachment you added to an email: Throw the attachment off the side of the screen and tap **Delete** to confirm.

Save a message as a draft

- While composing a message, open the [application menu](#) and tap **Save As Draft**.

Receive and read email messages

The Email application synchronizes messages anytime you open a mail folder. It also synchronizes messages on an automatic schedule—the default interval depends on the type of account you have (see [Enter advanced account settings](#) for information on changing the interval).

Follow these steps to manually retrieve messages.

- 1 **Open Email** .
- 2 If the folders for the account you want are hidden, tap  to display the folders.
- 3 Tap the folder you want to check messages for. If synchronization doesn't start, tap .

How can you tell if sync is happening? Look for the animated circular movement around the number of messages in the upper-right corner of the screen.

- 4 Tap a message to open it.



- 5 (Optional) Do any of the following:
 - To call a number: Tap the number, and tap  to call it.
 - To send a text message: Tap and hold the number, and tap **Text**.
 - To add a number to Contacts: Tap and hold the number, and tap **Add to Contacts**. Tap **Save As New** to create a new contact, or tap **Add To Existing** to add this number to an existing contact.
 - To send an email: Tap the email address, enter your message, and tap .
 - To go to a web address: Tap it.
 - To share a link to a web site: Press and hold **Option**  and tap the link. Then tap **Share Link**.

- To copy a link to a web site: Press and hold **Option**  and tap the link. Then tap **Copy URL**.
- To copy an email so you can paste it into a memo or other document: Open the [application menu](#) and tap **Edit > Copy All**.

- 6 Tap  or  in the subject line to view the previous or next message.
- 7 To view messages for another account, make the back gesture twice (see [Go up one level in an app \(back gesture\)](#)) to return to the account list, and tap the account name.

Open email attachments

You can receive any kind of file sent to you in email, but you can open an attachment only if your smartphone has an application that can open the file type.

- To open a single attachment: Tap the attachment name to download the attachment. If the attachment is a supported file type (MP3, PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, TXT, GIF, or JPG), it opens automatically.
- To open multiple attachments: Tap the list of attachment names to view the attachments, and tap an attachment name to open the file.



- To play an MP3 file attachment: Tap . Tap  to pause. MP3 files you download from Email are not saved to USB storage, and they are not listed in Music.

Save attachments

When you open attachments of certain file types, you can save them to your smartphone so you can view them later in one of your smartphone's applications.

- 1 Open the attachment (see [Open email attachments](#)).
- 2 Do one of the following:
 - For pictures in JPG, GIF, BMP, or PNG format, tap **Copy To Photos**.
 - For other file types, open the [application menu](#) and tap **Save As**. If the Save As menu item is not available, you cannot save the attachment. To save Microsoft Word, Excel®, or PowerPoint® files, you must have set up a Quickoffice account (see [Quickoffice® mobile office software](#)).
- 3 To open a saved attachment on your smartphone, open the application that can display the attachment. The attachment appears in the list of available files. Tap the file to open it.

Save or share an inline image

If a message contains an inline image—an image inserted right into the body text—you can share the image with someone else via email. If you choose this option, a new blank email message opens with the image file as an attachment.

If the image is in JPG, GIF, BMP, or PNG format, you can also save it to and view it in the Photos app.

Do one of the following:

- To share an image: With the message open, press and hold **Option**  and tap the image. Then tap **Share Image**.
- To copy an image to Photos: Tap the image file name and then tap **Copy to Photos** (if available).

Add a contact from an email message

You can add a contact name or email address to your Contacts list directly from the header or from the To or Cc field of an incoming email message. You can either create a new contact or add the information to an existing contact.

- 1 Do one of the following in a message you've received:
 - To add a contact from the message header: Tap the name or email address in the header.
 - To add a contact from the To or Cc field: Tap **To** and tap an email address in the list of recipients.

- 2 Tap **Add To Contacts**.

- 3 Tap one of the following:

Add New Contact: Create a new contact for the name or address.

Add To Existing: Tap the contact you want to add the name or address to.

DID YOU KNOW? You can add an email address to Contacts directly from the Launcher or Card view. Type the email address. If the email address is not already in Contacts, tap **Save to contacts**. Tap **Add To Contacts**, and tap **Add New Contact** or **Add To Existing**. If you are adding to an existing contact, tap the contact you want to add the name or address to. Enter the contact details and tap **Done**.

View a contact from an email message

- In a message you've received from someone listed in the Contacts app, tap the name to open the contact entry.

Search for an email message

You can search for messages in any email folder. Incoming messages must be fully downloaded to your smartphone to show up in search results.

- In Launcher or Card view, type a few characters of a name, email address, or subject of an email. Tap **Email**, scroll to find the email you want, and tap to open it.
- **Open Email** , and open the folder containing the message. Start typing a name, email address, or subject line of a message you're looking for. Matching results appear as you type. Keep entering characters to narrow the list.

Reply to a message

- 1 Open a message.
- 2 Tap one of the following:
 - : Reply to just the sender.
 - : Reply to the sender and all other addressees.
- 3 Enter the reply message text and tap .

Forward a message

- 1 Open a message and tap .

- 2 Address the forwarded message (see [Create and send an email message](#)).
- 3 Enter the forwarded message text and tap .

Show or hide message recipients

You can show all recipients in the To or Cc fields of an email you received.

- 1 Open a message.
- 2 Open the [application menu](#), tap **Show Recipients** or **Hide Recipients**.

Copy messages

You can copy the body text of a message.

- 1 Open a message.
- 2 Open the [application menu](#), tap **Edit**, and tap **Copy All**.

Move a message to another folder

- 1 Open a message.
- 2 Open the [application menu](#) and tap **Move To Folder**.
- 3 Tap the folder you want.

Mark a message as read or unread

- 1 Open a message.
- 2 Open the [application menu](#) and tap **Mark as Read/Unread**.

Mark all messages in a folder as read

- 1 Open a folder.
- 2 Open the [application menu](#), tap **Mark All Read**, and then tap **Mark All Read** again.

Flag or unflag a message

When you flag a message, a  is placed beside the message in your Inbox. You might flag a message to highlight it as something that you need to return to.

- 1 Open a message.
- 2 Open the [application menu](#) and tap **Set flag** or **Remove flag**.

Show or hide message header details

- 1 Open a message.
- 2 Tap a recipient name to show details. Tap again to hide details.

Delete a message

Deleting a message moves it to your deleted items folder, so it's still on your smartphone. Depending on your email account, this folder is called Deleted Items, Deleted, Trash, or something else.

Do one of the following:

- In the message list: Throw the message off the side of the screen.
- In an open message: Tap .

To avoid deleting a message accidentally, you can turn the Delete Confirmation preference on (see [Set email preferences](#)). If you do accidentally delete a message, you can move it back to the original folder (see [Move a message to another folder](#)). To remove a message from your smartphone permanently, delete it from the deleted items folder. To delete all messages from the deleted items folder, open the [application menu](#) while in the folder, tap **Empty Trash**, and then tap **Empty Trash** again.

TIP If you change the folder where you store deleted messages for an IMAP account (see [Enter advanced account settings](#)), deleting messages from the folder removes them from your smartphone.

Add a signature to outgoing messages

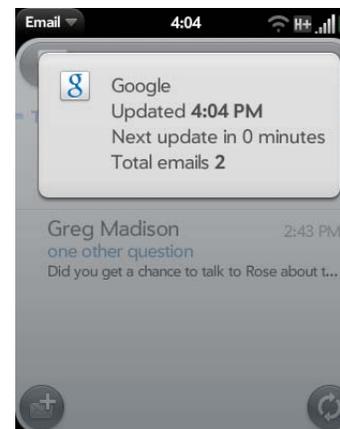
A signature includes information you want to add to the closing of all your outgoing messages—for example, your name, address, and phone numbers; your website; or a personal motto. You can use a different signature for each email account.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account you want.
- 4 Tap the **Signature** field and enter the signature text. To format the text with bold, italics, or color, select the text (see [Text selection gestures](#)), open the [application menu](#), and tap **Edit** > **[the option you want]**.



View mail folders

- 1 [Open Email](#) .
- 2 Tap  to the right of an account name.
- 3 Tap the folder name you want to open.
- 4 (Optional) Tap the folder header to view information such as last sync and number of messages.



Sort email in a folder

- 1 [Open Email](#) .
- 2 If the folder you want is not displayed, tap  to display the folders for one of your accounts.
- 3 Tap a folder, open the [application menu](#), and tap **Sort**.
- 4 Tap any of the following:

By Date: Sort the folder contents by date, from most recent to oldest. Tap **By Date** again to sort in reverse order.

By Sender: Sort by sender first name, from A to Z. Tap **By Sender** again to sort in reverse order. In outgoing message folders, such as Sent and Outbox, By Sender sorts emails by recipient first names.

By Subject: Sort by subject, from A to Z. Tap **By Subject** again to sort in reverse order.

Add an email folder as a favorite

Favorites appear at the top of Account List view.

- 1 [Open Email](#) .
- 2 If the folder you want is not displayed, tap  to the right of the email account name to display the folder.
- 3 Tap  to the right of the folder name.

To remove a folder as a favorite, repeat steps 1 and 2 and tap  to the right of the folder name.

Set email preferences

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Set any of the following:



Smart Folders: Set whether to include **All Inboxes** and/or **All Flagged** messages as favorites at the top of Account List view.

Delete Confirmation: Tap to turn this setting **On/Off**. When Delete Confirmation is on, you are asked to confirm deletion of email messages.

Accounts: Tap an account name to enter advanced settings or to change synchronization settings for email, contacts, calendar events, or tasks (see [Enter advanced account settings](#) and [Rename an account](#)).

Add Account: See [Set up email](#).

Default Account: Tap the account shown and then tap the account you want to set as the new default. The default account is used to send a message when you create a new message in Account List view or in a merged folder view such as All Inboxes or All Flagged.

Reorder accounts

You can change the order of the accounts in Account List view.

- 1 [Open Email](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap and hold the account name, wait for the visual cue, and then drag the account up or down.

Reply to meeting invitations

You receive meeting invitations on your smartphone in the same way that you receive email messages. You cannot create meeting invitations on your smartphone.

Tap to accept, tentatively accept, or decline an invitation.

Here are the key features of meeting invitations:

- Meeting invitations appear on your smartphone in the Email application, not in the Calendar application.
- From within the Email application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept or tentatively accept an invitation, it appears as an event in Calendar.
- You can reply to and forward meeting invitations in the same way as email messages.

TIP If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, open the message and tap **Remove From Calendar** to delete the meeting from your calendar.

Send email messages from within another application

Use the share menu item in any application that supports this feature to send an item as an attachment to an email message. This feature is available in the Contacts, Photos, PDF View, and Memos applications, among others. Depending on the app, the menu item might be named **Share**, **Send**, or **Email**. For details, see the section in this guide on the specific application.

Messaging: All messages in one application

What kinds of messages can I send and receive?

You can use the Messaging application to send and receive the following types of messages:

- Text and multimedia messages (see [Create and send a text or multimedia message](#))
- Instant messages for an IM account you already have set up online (see [Set up an instant messaging \(IM\) account](#))

The Synergy feature enables the Messaging app to gather all your text, multimedia, and instant messages to and from the same contact into a single conversation (sometimes called a “thread”). So you can see your entire message history with someone regardless of the different methods you happened to use to communicate with that person (see [Work with conversations](#)). You can even switch from account to account without losing the thread of your conversation (see [Switch between messaging accounts in a conversation](#))—just pick the messaging account that’s most likely to keep you in unbroken contact with the person you’re talking to.

Work with conversations

When you exchange more than one message with a person, the messages are grouped into a conversation. A single conversation can contain text, multimedia, and IM messages. When you start or continue a conversation,

the upper part of Conversations view displays all messages you've exchanged with this person, and the bottom part provides the area where you type your next message.

You can carry on multiple conversations at the same time.

- 1 **Open Messaging** .
- 2 Do one of the following:
 - Start a new conversation: Create a message (see [Create and send a text or multimedia message](#) or [Send and receive IM messages](#)), or tap a message and reply to it.
 - Continue an existing conversation: Tap the conversation.
- 3 Enter your message.
- 4 Tap .

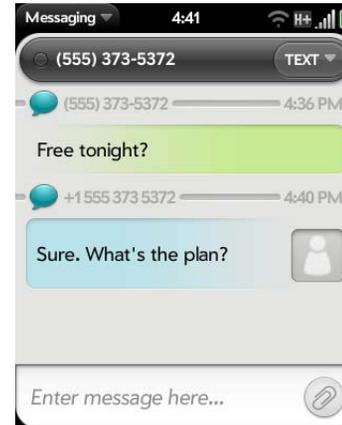
TIP You can copy the contents of a conversation as plain text, which you can paste in a memo, email message, and so on (see [Copy messages](#)).

Switch between messaging accounts in a conversation

In a single conversation, you can switch between text/multimedia messaging and an IM account. So if you are having an IM chat with someone and he or she goes offline, you can send the person a text message to wrap up the conversation. You can also switch between different phone numbers for sending a text message to a person.

TIP To be able to switch between text messaging and IM messaging with someone, that person's mobile phone number and IM address must be in the same single contact or a linked contact. If the address and number are in different unlinked contacts, link them (see [Link a contact](#)).

- 1 In Messaging, start a new conversation or open one that's listed in Conversations view.
- 2 Tap **Text** or an IM account name in the upper-right corner of the screen. If available, the other ways to communicate with this contact appear in a list. Tap the account or phone number you want to use.



Dial a number from a conversation

- 1 **Open Messaging** .
- 2 Tap a conversation.
- 3 Do one of the following:
 - Tap the contact name or phone number at the top of the screen, and tap the number you want to call.
 - Tap **Text** or the IM account name in the upper-right corner, and tap  beside the number you want to call.

Switch between Conversations view and Buddies view

Conversations view lists all of your Messaging conversations. Buddies view lists all of your IM buddies.

- 1 **Open Messaging** .
- 2 For Conversations view, tap **Conversations**. For Buddies view, tap **Buddies**.



- 3 In Buddies view, tap  to expand a buddy list. Tap a buddy name to contact that person.

TIP You can set a preference to show all your buddies, whether they are online or offline, or to hide offline buddies. In Buddies view, open the [application menu](#) and tap **Show/Hide Offline Buddies**.

Use emoticons in a message

To include an emoticon in a text, multimedia, or IM message, type a keyboard character combination for that emoticon. Most emoticons can be created by more than one combination. After you send the message, the emoticon image appears in the conversation on your smartphone and on

the recipient's smartphone, as long as the receiving IM application supports the image.

This table shows the emoticons that are supported on your smartphone.

NOTE Emoticon combinations that use words, such as :cool or :cry, are not supported in most messaging applications. Emoticons created using these combinations may not appear correctly on the recipient's phone.

Table 1. Supported emoticons

To display this emoticon... Enter any of these keyboard character combinations...

	>:o >:-o >:O >:-O >:(>:-(:angry :mad
	o_O :confused
	8) 8-) B) B-) :cool
	:'(='(:cry
	:[:-[=[=-[:redface
	:S :-S :s :-s %-(%(X-(X(:eww :gross
	!! :-! :eek
	:(:-(- =(=(- :sad
	:O :-O :o :-o =O =-O =o =-o :surprised :shock :omg
	^^ ^_^ ^-^ :grin :biggrin
	<3 :heart
	O:) O:-) o:) o:-) :innocent :angel
	:-* :* =* =-* :kiss

Table 1. Supported emoticons

To display this emoticon... Enter any of these keyboard character combinations...

	:D :D =D ==D :laugh :lol
	>:-) >:) >:-> >:> :evil :twisted
	: :- :neutral :meh
	:-& :& =& ==& :-@ :@ =@ ==@ :sick
	:) :-) =) ==) :smile
	:/ :-/ :\ :-\ =/ ==/ =\ ==\ :doh
	;) ;-) :wink
	:P :-P :p :-p :b :-b =p =P =b ==b ==p ==P :yuck :razz

Customize messaging notifications

You can set your smartphone to show a notification and/or play a sound when a new message arrives. These settings apply to all your Messaging accounts.

- 1 Open **Messaging** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 In **Show Notifications**, tap **On** or **Off**.



- 4 When **Show Notifications** is on, tap **Alert**, and tap any of the following:

Vibrate: The smartphone vibrates with no other sound.

System Sound: The system sound plays. If the ringer is off, the smartphone vibrates.

Ringtone: Tap a ringtone. To change a ringtone for messages, below **Alert**, tap **Ringtone**. Tap a ringtone name. To hear the ringtone: Tap  to the right of its name.

Mute: No sound plays and the smartphone does not vibrate.

Messaging: Text and multimedia messaging

Create and send a text or multimedia message

Each text message can have up to 160 characters. You can send a message of more than 160 characters, but the message may be split into several messages. If you send a text message to an email address, the email address is deducted from the 160-character count.

Multimedia messages consist of text and pictures or videos. You can include pictures in JPG format and videos that you record on your smartphone.

DID YOU KNOW? You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free headset or the speaker.

BEFORE YOU BEGIN

- Before you use your smartphone to send or receive multimedia messages, refer to your service plan for pricing and availability of multimedia messaging services.
- Make sure that the phone is on and that you're inside a coverage area (see [Turn wireless services on](#)).

TIP You can also use Just Type to write a text message from Card view or the Launcher. Start typing a message and scroll down the list of search options. Under Quick Actions, tap **More**, and then tap **New Message**. The Messaging application opens at a new message, with the text you entered in the body of the message.

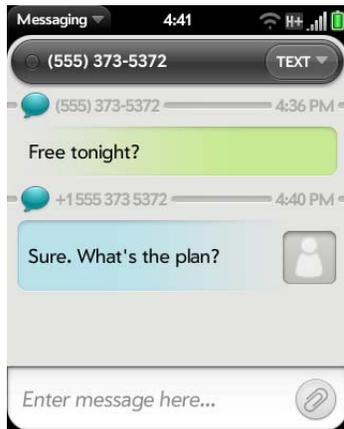
- 1 **Open Messaging** .
- 2 The first time you open Messaging, tap **Done** to send a text or multimedia message. Thereafter, skip to step 3.
- 3 Tap . The cursor is in the To field. Do one of the following to address the message:
 - Enter a contact's first or last name or initials, screen name, phone number, or email address. When you enter a contact name, favorites appear at the top of the search results (see [Create a favorite](#)). Tap the phone number, IM account name, or email address you want to use to send the message when it appears.
 - Tap  to open your full contact list. Tap the contact you want or enter a name or address to narrow the list.

- Enter a phone number for a recipient who is not a contact.
- Do you need to enter a short code that contains letters—for example, to text a vote to a TV poll or to make a donation to a charity? Use the keyboard to enter it; just press the letter keys and tap the code that appears under **Short Code**. This is not the same as dialing a number that is expressed as letters—for example, (555) 256 TALK. To dial a number like this, you must use the onscreen dial pad and tap the numbers that correspond to the letters T,A,L,K— which would be 8255.

- 4 (Optional) Tap the **To** field and repeat step 3 to enter additional recipients.
- 5 To attach a picture in JPG format to a multimedia message, do one of the following:
 - Before entering the message text: Tap . Tap the album containing the picture you want and tap the picture, or tap **New Photo** and take a picture. Tap **Attach Photo**.
 - After entering the message text: Open the [application menu](#) and tap **Add File**. Follow the instructions given above.
- 6 To attach a video you recorded to a multimedia message, do one of the following:
 - Before entering the message text: Tap , and tap . Tap the album containing the video and tap the video, or tap **New Video**. If you tap **New Video**, tap  to start recording, tap  to stop, and then tap the new video's date. If a video is above the maximum size allowed for sending by multimedia message, you can trim the video to an appropriate size (see [Edit videos you recorded](#)).
 - After entering the message text: Open the [application menu](#), tap **Attach File**, and tap . Tap the album containing the video and tap the video, or tap **New Video**. Follow the instructions given above.
- 7 Enter the message text and tap .

TIP You can include emoticons in your message (see [Use emoticons in a message](#)).

TIP You can also send a contact entry as part of a multimedia message. Do this in the Contacts app (see [Send contacts](#)).



Receive and view text and multimedia messages

You can view pictures, videos, and animated GIFs, and listen to music files included in a multimedia message. You can save pictures in JPG format to your smartphone for viewing in the Photos application. Animated GIF files appear as JPG files in the Messaging app.

- 1 **Open Messaging** .
- 2 Tap a conversation to view messages.
- 3 To view an attached file in a multimedia message: Tap a music, video, or vCard file name.
- 4 Attached pictures are displayed within the message. To view an attached picture: Tap the picture and tap **View**. Tap **Copy To Photos** to save an attached JPG picture.

- 5 (Optional) Do any of the following from the body of the message:
 - To call a number: Tap the number, and tap .
 - To add a number to Contacts: Tap and hold the number, and tap **Add to Contacts**. Tap **Save As New** to create a new contact, or tap **Add To Existing** to add this number to an existing contact.
 - To send an email: Tap the email address.
 - To go to a web address: Tap it.

Add a contact from a text or multimedia message

To add a message sender as a contact:

- 1 In Conversations view, tap a conversation with someone who is not a contact.
- 2 Tap the header at the top of the screen.
- 3 Tap **Add To Contacts**.
- 4 Tap one of the following:
 - Add New Contact:** Create a new contact for the number.
 - Add To Existing:** Tap the contact you want to add the number to.

Forward a message

- 1 In a conversation, tap a message.
- 2 Do one of the following:
 - To forward the message through Messaging: Tap **Forward**, and enter the recipient's number or address in the **To** field.
 - To forward the message in an email: Tap **Forward Via Email**, and enter the recipient's name or email address in the **To** field.

- 3 (Optional) Tap the message text, and edit the text.
- 4 Tap .

Copy messages

You can copy an individual message as plain text. You can also copy the contents of an entire conversation.

- 1 [Open Messaging](#) .
- 2 Tap a conversation.
- 3 Do one of the following:
 - To copy the entire conversation: Open the [application menu](#), tap **Edit**, and tap **Copy All**.
 - To copy a single message: Tap the message and tap **Copy Text**.

View a contact's information from a message

- In a conversation, tap the header of a message received from a contact to open the contact entry.

Dial a number from a message

- Tap a phone number and tap .

Delete a message

- 1 In a conversation, throw the message off the side of the screen.
- 2 Tap **Delete** to confirm.

Delete a conversation

- 1 In Conversations view, throw the conversation off the side of the screen.
- 2 Tap **Delete** to confirm.

Messaging: Instant messaging

Set up an instant messaging (IM) account

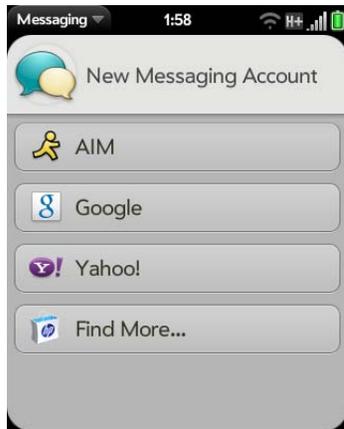
Your smartphone supports instant messaging through popular online IM services, such as GoogleTalk and AIM. If you already have an IM account, you can sign in through the Messaging app or through the Accounts app (see [Use the Accounts application to set up an online account](#)).

The HP Synergy feature (see [Your HP Veer 4G](#)) provides another advantage: During the same process you go through to set up a messaging account, you also set up the same account for all other applications that can display data from that account. For details on how Synergy works for the current list of online accounts, see [Online accounts available for HP webOS smartphones](#).

For example, suppose you want to set up your Google Talk account on your smartphone. The last step in setup is to select all the other apps that you want to receive data from your Google account (besides Messaging, you can include Contacts, Calendar, and Email). After setup is complete, your smartphone begins to download your messages and all data for all other apps you selected for synchronization.

- 1 [Open Messaging](#) .
- 2 Do one of the following:
 - The first time you open Messaging: Tap **Add An Account**.
 - Any other time: Open the [application menu](#) and tap **Preferences & Accounts**. Tap **Add IM Account**.

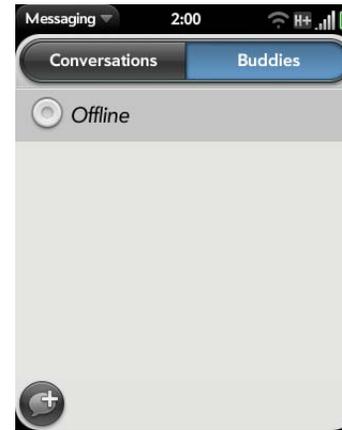
- 3 Do either of the following:
 - To set up messaging with one of the accounts listed: Tap the account type.
 - To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.



- 4 Enter your username and password.
- 5 Tap **Sign In**.
- 6 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.
- 7 Tap **Done**.

Sign in to an IM account

- 1 [Open Messaging](#) .
- 2 Tap **Buddies**.



- 3 Tap  to the left of the text **Offline** and tap **Available**.

Sign out of an IM account

- 1 [Open Messaging](#) .
- 2 Tap **Buddies**.
- 3 Tap the status icon to the left of your online status (**Available** or **Busy**) and tap **Sign off**.

Send and receive IM messages

BEFORE YOU BEGIN Make sure that the phone is on and that you're inside a coverage area (see [Turn wireless services on](#)).

- 1 [Open Messaging](#) .
- 2 Do one of the following to start or continue a conversation:
 - In Buddies view, tap a buddy name. If there's more than one account for that buddy, the most recently used IM account is opened. To switch to another IM account, tap the IM account name in the upper-right, and tap an IM address.

- In Conversations view, tap an existing conversation.
- In Conversations or Buddies view, tap  to start a new message. Enter an IM address, or tap  to search for a contact.

3 Enter the message text and tap .

TIP You can include emoticons in your message (see [Use emoticons in a message](#)).

4 When the message recipient replies, the reply appears below your message in the conversation. Repeat step 3 to reply to that person.

5 (Optional) Do any of the following from a message you receive:

- To call a number: Tap the number, and tap .
- To add a number to Contacts: Tap and hold the number, and tap **Add to Contacts**. Tap **Save As New** to create a new contact, or tap **Add To Existing** to add this number to an existing contact.
- To send an email: Tap the email address.
- To go to a web address: Tap it.

Add a buddy

To add a buddy to an IM account, you must send a buddy request and be accepted as a buddy by the invitee.

To send a buddy request:

- 1 [Open Messaging](#) .
- 2 Open the [application menu](#) and tap **Add Buddy**.
- 3 Tap the **IM Service** field and tap the account in which you want to add the buddy.
- 4 In the **Buddy Name** field, enter the buddy's IM address.

5 (Optional, if available) Tap the **Message** field and enter a message for your buddy invitee.

6 Tap **Add Buddy**.

Receive a buddy request

- 1 [Open Messaging](#) .
- 2 Tap the conversation containing the invitation.
- 3 Do one of the following:
 - To accept a buddy request: Tap .
 - To decline a buddy request: Tap  and tap **Delete**.

Block a message sender

You can block a person from contacting you by IM if you don't want to receive any further messages from them.

You cannot, however, block a person if they are on your IM buddy list. To block an IM buddy you first need to delete them from your buddy list (see [Delete a buddy](#)).

- 1 [Open Messaging](#) .
- 2 Tap a conversation with the person you want to block.
- 3 Open the [application menu](#) and tap **Delete This Person**.
- 4 Tap **Delete**.

Delete a buddy

- 1 [Open Messaging](#) .

- 2 Do one of the following:
 - In Conversations view, tap a conversation with the buddy you want to delete.
 - In Buddies view, tap a buddy.
- 3 Open the [application menu](#) and tap **Delete This Person**.
- 4 Tap **Delete**.

Change your online status

- 1 [Open Messaging](#) .
- 2 Tap **Buddies**.
- 3 Tap the status icon to the left of the status description, and tap your new status.

Change your custom message

Your custom message is seen by your IM buddies. It appears next to your IM screen name and status. It can contain any text you want.

- 1 [Open Messaging](#) .
- 2 Tap **Buddies**.
- 3 Do one of the following:
 - If you already have a custom message, tap the current message and enter the new message text.
 - If you're creating a custom message for the first time, tap the status text (**Available** or **Busy**) and enter the custom message text.

Change your IM account username and password

If you change the username or password for your IM account online, you need to enter the updated information for the account on your smartphone.

- 1 [Open Messaging](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Enter the new information and tap **Sign In**.

Delete an IM account

- 1 [Open Messaging](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Remove Account** and tap **Remove Messaging Account**.



Contacts, Calendar, and other personal information

Your HP Veer 4G is all you need to organize your personal information and keep it with you wherever you go.

All your personal information is backed up and kept private either in your Palm profile or in one of your online accounts.

In this chapter

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128	Tasks
132	Memos
133	Clock
135	Calculator
135	Facebook

Contacts

How do I add names and other info into Contacts?

You have a few options for getting info into Contacts.

Connect to an online address book: If you have an address book in an online account that works with the HP Synergy feature (see [Your HP Veer 4G](#)), for example, Google or Microsoft Exchange, you can set up Contacts on your smartphone to synchronize and display contacts that you store in the online address book. After you set up the connection to the online address book, contacts you enter online show up automatically in Contacts, and contacts you enter on your smartphone sync to the online account, provided the account allows writing from the smartphone to the online account.

You can set up your contacts accounts in either of these locations.

- The Accounts app (see [Use the Accounts application to set up an online account](#))
- The Contacts app (see [Use Contacts for the first time](#) and [Customize Contacts](#))

The Synergy feature provides another advantage: During the same process you go through to set up a contacts account, you also set up the same account for all other applications that can display data from that account. For details on how Synergy works for the current list of online accounts, see [Online accounts available for HP webOS smartphones](#).

For example, suppose you want to set up your Google contacts account on your smartphone. The last step in setup is to select all the other apps that you want to receive data from your Google account (besides Contacts, you can include Messaging, Calendar, and Email). After setup is complete, your smartphone begins to download your contacts and all data for all other apps you selected for synchronization.

NOTE In the Launcher, tap **Accounts** and then tap **Add Account** to see the current list of online accounts you can set up on your smartphone and from which you can access contact info. See [Online accounts available for HP webOS smartphones](#) to see how major online accounts synchronize data between the web-based account and your smartphone.

Enter a contact directly in Contacts: See [Create a contact](#) for instructions. You can assign the contact to one of your online address books—if you do, it synchronizes with the online address book. Or you can create the contact in your Palm profile account, which means it shows up on your smartphone only. Palm profile contacts are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Use a third-party sync solution: If you want to use a desktop app to store your contacts, you can use a third-party solution (sold separately) to sync your contacts directly with your computer (see [Sync your desktop organizer and your smartphone](#) or to go palm.com/sync-solutions).

Export contacts from desktop software or an old phone: When you export contacts from desktop software or an old phone, you select which account to assign those contacts to. Look for those contacts in the account you select (see [Transfer data from an old phone](#) and [Export data from a desktop organizer on your computer](#)).

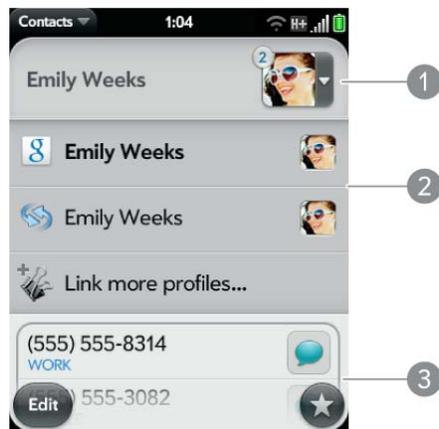
Download vCard info to Contacts: A vCard is a file type made especially for contact info. A vCard may contain one or many contact entries. A vCard can be attached to an email or a multimedia message, and you can download the info in a vCard to your Contacts app. See [Receive vCards](#).

Linked contacts

The Synergy feature automatically links contacts from different accounts if it finds data in common between them. For example, if you have a contact in Exchange and in Google for Emily Weeks, your smartphone links the contacts so that all of Emily's info shows up on a single contact screen. You

need to open just one view to see all of Emily's info. The actual data remains separate in the various accounts where you originally created the data; it's just assembled in one view on your smartphone for your convenience.

How can you tell if a contact is linked? Look in the upper-right corner of the contact screen. If you see a number beside the photo icon, that means that you're looking at a linked contact, with combined info from contacts you're storing in separate accounts.

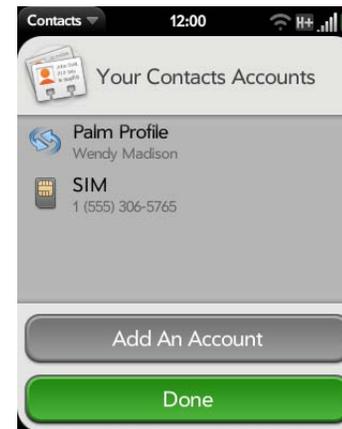


- 1 Tap the photo icon to see the contacts that are linked.
- 2 Emily is a contact in your Google online account and in your Palm profile account.
- 3 Scroll down to see Emily's combined contact info.

You can unlink linked contacts, and you can manually link contacts (see [Unlink a contact](#) or [Link a contact](#)).

Use Contacts for the first time

- 1 [Open Contacts](#) .



- 2 Do one of the following:
 - To set up an online account to sync: Tap **Add An Account** and go to step 3.
 - To open Contacts without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating contacts in this account.
- 3 To set up an account that is listed, tap the account type, enter the account information, and then tap **Sign in**.

NOTE When setting up an AT&T Address Book account, you are asked to accept AT&T's terms and conditions. Tap **Terms & Conditions** and then tap the **plus icon** in the upper right to see the full terms and conditions. Tap **Create Account** to continue and follow the onscreen instructions.

If you are setting up an Exchange account, to keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the smartphone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**. If you encounter problems while setting up an Exchange account, see [Set up email: Microsoft Exchange and Lotus Notes](#) to learn about setting up an account manually.

Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

- 4 To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.

NOTE If you add your Facebook or LinkedIn account to Contacts, your friends' Facebook and LinkedIn email addresses show up in Contacts. You cannot change Facebook or LinkedIn info from Contacts on your smartphone. You also cannot add friends to your Facebook or LinkedIn account from Contacts. To work directly with Facebook or LinkedIn, download the free Facebook or LinkedIn application from HP webOS App Catalog (see [Download a free application](#) and [Facebook](#)), or go to [facebook.com](#) or [linkedin.com](#) in the Web application (see [Web](#)).

Create a contact

You can add a contact to an account. If you don't specify the account, the new contact is added to your default account.

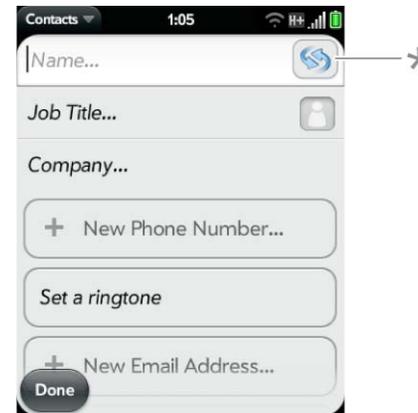
If you are using Contacts for the first time, you go through a few different steps to add or access the contacts on your smartphone (see [Use Contacts for the first time](#)). Follow this procedure to add contacts directly on your smartphone after the first time you use Contacts.

- 1 [Open Contacts](#) .
- 2 Tap .
- 3 (Optional) Tap the account icon to the right of **Name** to change the account to which the new contact will be added.

NOTE If an account doesn't appear in the list, you can't add data to that account from your smartphone.

- 4 Tap **Name** to enter the contact name.

- 5 To add detailed name information, such as prefix, suffix, or middle name, to a name, open the [application menu](#) and tap **Name Details**.



* Account icon, showing Palm profile account

- 6 Tap fields to enter contact details, select a ringtone for this contact, and so on. Scroll to see all fields. You can add a reminder that appears whenever you and this person get in touch. See [Assign a reminder message to a contact](#).
- 7 In some fields, such as **New Phone Number**, when you enter the information, a label button appears on the right. Tap the button to change the label for your entry—for example, to identify a number as a mobile or work phone.

TIP When you enter a phone number that requires pauses—for example, a number for which you need to enter a password or respond to prompts—you can insert a pause or a stop in the number. To insert a two-second pause, enter a **P** where you want the pause to appear. To insert a stop, enter a **W** where you want the stop to appear. To dial the next set of numbers after the stop, tap the numbers you entered as they appear onscreen.

- 8 Tap **Done**.
- 9 (Optional) To assign the contact as a favorite, tap  (see [Create a favorite](#)).

Find a contact

To find a contact within the Contacts app, use these steps.

- 1 **Open Contacts** .
- 2 Begin typing any of the following:
 - First, middle, or last name
 - First and last initial (no space between)
 - Company
 - Nickname



- 3 For more search options, tap **Global Address Search**. (This option is available if you are using Microsoft Exchange with a Global Address List.)
- 4 Tap the contact.

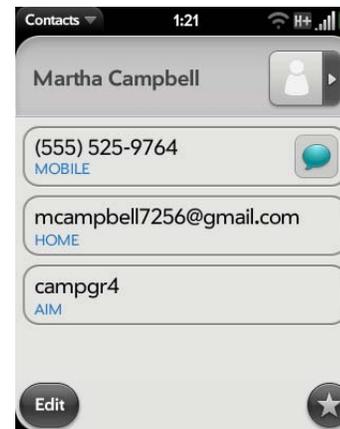
TIP You can also use Just Type to find a contact from Card view or the Launcher. Start typing a name or initials and scroll down the list of search results.

If you have contacts that you call frequently, you can do any of the following to help access their numbers quickly:

- Create a favorite in Phone (see [Create a favorite](#)) or in Contacts (see [Create a favorite](#)).
- Create a speed dial (see [Assign a speed dial to a contact](#)).
- Add a contact to the Launcher (see [Add a contact entry to the Launcher](#)).

View, edit, or delete contact information

- 1 **Open Contacts** .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.



- 3 (Optional) To copy a contact, open the [application menu](#), tap **Edit**, and tap **Copy All**.

The contents of the contact entry are copied as plain text, with carriage returns between each element.

- 4 To edit a contact, tap **Edit**.

Info that's dimmed means it originates from an account that you can't edit on your smartphone (like Facebook).

- 5 In a linked contact, tap the account icon in the upper-right corner to edit fields specific to that account.

NOTE The fields that make up the contact header (name, photo, job title, company) are unique to each account. You must open a specific account to edit these fields.

- 6 Do one or both of the following:
 - To add or change information: Tap a field (see [Enter information in a field](#)).

NOTE In a linked contact, when you enter info in a field for the first time, you can assign that info to any account by tapping the account button in the field.

- To delete a piece of contact information: Throw the item off the side of the screen and tap **Delete**.
- 7 Tap **Done**.

Copy a contact to the SIM card

After you add a phone number for a contact, you can copy that contact's name and phone number to the SIM card. If a contact has more than one phone number, you can copy each number as a separate entry on the SIM card.

- 1 **Open Contacts** .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 Open the [application menu](#) and tap **Copy To SIM Card**.

- 4 If the contact has more than one phone number, tap the number you want to copy to the SIM card. To copy other numbers, repeat steps 3 and 4, selecting a different number each time.

The contact info is copied to the SIM card, and a linked contact is created between the source contact and the contact(s) on the SIM card.



Add a photo to a contact

The photo you add appears onscreen when this contact calls you or when you call the contact.

- 1 While creating (see [Create a contact](#)) or editing (see [View, edit, or delete contact information](#)) a contact, do one of the following:
 - To add or change the photo in the default account: Tap .

- In a linked contact, to add or change the photo of another account: Tap the account button in the upper-right corner and tap the other account (see [Linked contacts](#)).



- 2 Do one of the following:
 - To take a new photo: Tap **New Photo**, and take the picture.
 - To use an existing photo: Tap the album containing the picture and tap the picture.

DID YOU KNOW? If you see a number attached to a contact's photo, that's because it's a linked contact (see [Linked contacts](#)).

- 3 (Optional) Do either or both of the following:
 - To zoom out or in on a part of the picture: Pinch in or out on the picture.
 - To capture the portion of the picture you want: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.
- 4 Tap **Assign To Contact**.

Add a ringtone to a contact

Select the ringtone you want to hear when this contact calls you.

- 1 While creating (see [Create a contact](#)) or editing (see [View, edit, or delete contact information](#)) a contact, tap **Set a ringtone**.
- 2 Do one of the following:
 - Tap the ringtone name.
 - To use a music file as a ringtone: Tap  and tap the file name. Then tap the file name in the list of ringtones.
- 3 (Optional) Tap  to preview the ringtone.
- 4 Tap **Done**.

TIP To change the ringtone for a contact, tap the ringtone and tap **Change Ringtone**. Delete Ringtone deletes the ringtone from the contact, not from the list of available ringtones.

Create a favorite

You can make a contact a favorite, so that it appears at the top of the search results list when you search using Just Type.

- 1 [Open Contacts](#) .
- 2 Tap **Favorites**.
- 3 Tap **Add Favorite**, and tap a contact.

In the **All** contacts list, favorites are identified with a .

Remove a contact from favorites

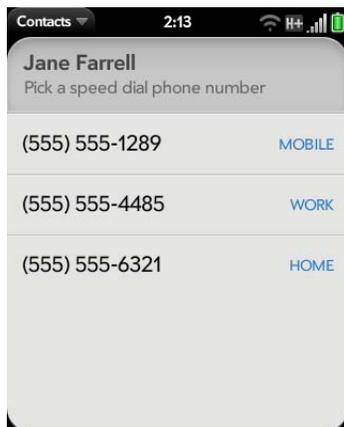
- 1 [Open Contacts](#) .
- 2 Tap **Favorites**.
- 3 Tap a contact and tap .

Assign a speed dial to a contact

You can assign a speed dial to any contact phone number. You can assign up to 23 speed dials.

NOTE You cannot assign 1 (the E key) as a speed dial. The number 1 is reserved for dialing your voicemail system. The # (B) and * (Z) keys are also unavailable.

- 1 [Open Contacts](#) .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 Open the [application menu](#) and tap **Set Speed Dial**.



- 4 Tap the phone number you want to assign a speed dial to, and then do one of the following:
 - To assign a speed dial: Tap the key to use as a speed dial.
 - To reassign a speed dial to the selected number: Tap the assigned speed dial and then tap **Reassign To [Name]**.

TIP To remove a speed dial from a number, open the contact, open the [application menu](#), and tap **Set Speed Dial**. Tap the number and tap **Remove Speed Dial [key letter]**.

Assign a reminder message to a contact

If you have an important message or a question for a contact, you can enter a reminder right on your smartphone. The next time you and the contact are in touch—whether by phone call, email, or text message/IM—a notification appears showing the contact name and a message bubble. Tap the bubble to view the reminder.

- 1 [Open Contacts](#) .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 Open the [application menu](#) and tap **Add Contact Reminder**.
- 4 Enter the reminder, and make the back gesture to save it.

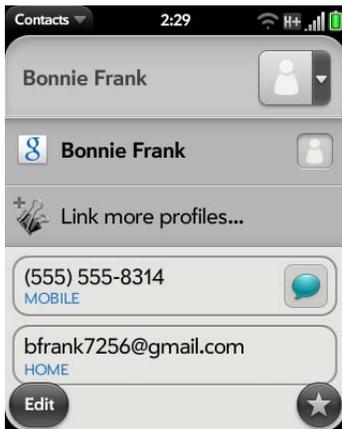
TIP When you create a reminder message for a contact, unless you remove it, it pops up every time you make contact with that person. To remove a reminder message, open the [application menu](#), and tap **Add Contact Reminder**. Tap the **trash icon**.

Link a contact

When your smartphone recognizes matching information in two or more contacts—for example, the same name and phone number—it automatically gathers the info from the two records into a single view that displays all the contact information. You can also manually link contacts. The info for your linked contacts appears combined only on your smartphone; the actual info is kept separate and distinct in the accounts it came from.

IMPORTANT To maintain the integrity of your contact data, it's important that you link only one person's contact info in different accounts. For example, if you have contact info for Emily Weeks in Google, Facebook, Microsoft Exchange, and your Palm profile account, go ahead and link all four contacts into a linked contact. But don't link Emily's contact info with her sister Allison's.

- 1 **Open Contacts** .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 In the open entry, tap the contact name in the header, and tap **Link more profiles**.



- 4 Search for the contact (see [Find a contact](#)) and tap it to link the two contacts.

- 5 (Optional) After you create the link, you can ensure that the linked contact appears in your Contacts list under the name you're most likely to recognize (and not, say, under a person's IM screen name, which can be unrelated to their real name). To do this, tap the contact name you want to appear, and tap **Set As Primary Profile**.

Unlink a contact

- 1 **Open Contacts** .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 Tap the contact name in the header, and tap the contact you want to unlink.
- 4 Tap **Unlink This Profile**.

Add a contact entry to the Launcher

Add your favorite contacts to the Launcher, so you can open them directly from that location.

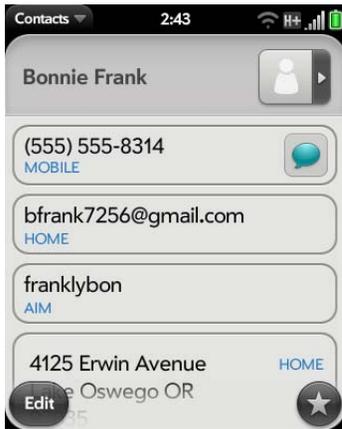
- 1 **Open Contacts** .
- 2 Search for a contact (see [Find a contact](#)), and tap the contact name.
- 3 Open the [application menu](#) and tap **Add To Launcher**.
- 4 (Optional) Edit the first and last name as you want them to appear in the Launcher.
- 5 Tap **Add To Launcher**. To see the contact in the Launcher, scroll down on page 1 of the Launcher.

If the contact has a picture (see [Add a photo to a contact](#)), the picture appears as a Launcher icon. If the contact doesn't have a picture, the contact name appears in the Launcher with a placeholder icon. Tap the real or placeholder icon to open the contact.

TIP To remove a contact from the Launcher, open the contact, open the [application menu](#), and tap **Remove From Launcher**.

Get in touch with a contact

- 1 [Open Contacts](#) .
- 2 Tap the contact name.



- 3 Do any of the following:
 - To call or send an email or instant message to that contact: Tap the appropriate field. For example, tap a phone number to call the contact.
 - To send a text message: Tap .
 - To locate an address on a map: Tap an address field.

Delete a contact

- 1 [Open Contacts](#) .
- 2 Tap the contact name.

NOTE Entries that you cannot change on your smartphone, like those from Facebook and LinkedIn, you also cannot delete from the smartphone. You must delete them from your account on the web to remove them from your smartphone.

- 3 Do one of the following:
 - To delete only one entry in a linked contact: Tap the displayed contact name to open the list of all entries in the linked contact. Tap the entry you want and tap **Delete This Profile**.
 - To delete an unlinked contact or an entire linked contact: Open the [application menu](#) and tap **Delete Contact**. Tap **Delete All Profiles** to confirm.

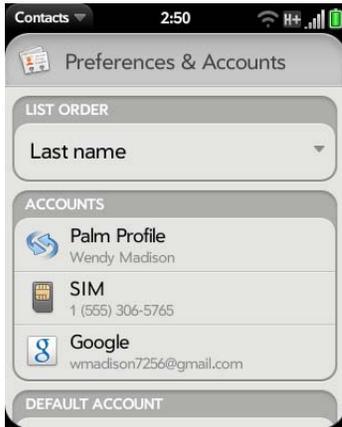
NOTE If you see Delete Other Profiles rather than Delete All Profiles, you have linked contacts that come from accounts whose info you can't change on your smartphone (like Facebook and LinkedIn). Tap it. To delete any remaining contacts, go to the account online using your computer and delete them there.



If you delete a contact that is assigned to an online account, the contact is deleted in the online account also.

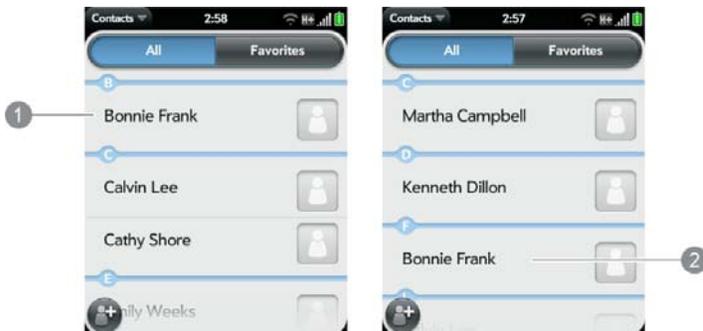
Customize Contacts

- 1 [Open Contacts](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.



- 3 Set the following options:

List Order: Tap to select the criterion by which the contact list is sorted. If you select **Last name** to sort on, the names are alphabetized by last name, but they still appear in the Contacts list as first name followed by last name. If you select **First name** to sort on, names are alphabetized by first name.



- 1 Contact list sorted by first name
- 2 Contact list sorted by last name

You can also choose to sort by Company & first name or Company & last name. In these cases, the company name is alphabetized, and within the company, whichever you choose, the names are still listed as first name followed by last name.

Accounts: Tap an account to change login settings and sign in using the new settings.

Default account: Tap the current default account to change the default to another account. New contacts you create are assigned to this account unless you specify otherwise.

Sync Now: Tap to manually synchronize your online accounts (see [Manually synchronize Contacts with your online accounts](#)).

Add An Account: Tap, and then tap an account type. Enter the account information. Before you can set up an account on your smartphone, you must already have an account online with the provider.

Manually synchronize Contacts with your online accounts

If you want to get contacts from an online account on your smartphone immediately, or upload contacts from your smartphone to the online account, you can do a manual sync. This synchronizes Contacts with all the accounts you have set up on your smartphone, and it syncs all other apps associated with all online accounts that you selected for synchronization.

- 1 [Open Contacts](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap **Sync Now**.

Delete an online account from Contacts

If you synchronize contacts with an online account, deleting the account from Contacts stops synchronization of contacts only—if you also sync email or calendar events with that online account, those continue to synchronize.

Deleting the account from Contacts also deletes the associated contact entries from your smartphone only. The entries are not deleted from the online account.

- 1 **Open Contacts** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Remove Account** and tap **Remove Contact Account**.

To restart synchronization with an account you have deleted from Contacts: **Open Accounts** , tap the account name, and tap **Off** beside **Contacts** to turn synchronization on.

Send contacts

You can send all contacts to a hands-free car kit (with Bluetooth), or send a contact using multimedia messaging (MMS) or email.

To send all contacts to a car kit, first ensure that your car kit can be detected by your smartphone (see [Connect with a paired device](#)). Basic contact information, such as first name, last name, and phone number are always sent to all car kits. If a car kit requests it, other contact information may be sent, such as address, company name, email address, URL, notes, and images.

Linked contacts are sent to a car kit as a single contact. For example, if you have one phone number in your Google contacts for Emily Weeks, and another in your Exchange contacts, and you have linked them on your smartphone, a single Emily Weeks contact with two phone numbers is sent to the car kit.

- 1 **Open Contacts** .

- 2 Open the **application menu** and tap **Send All To Car Kit**.

If a Bluetooth device is detected, all contacts are sent.

To send one contact:

- 1 **Open Contacts** , and tap a contact.
- 2 Open the **application menu** and tap **Send Contact**.
- 3 Tap one of the following:

Send To Car Kit: Your Bluetooth device needs to be on and detected.

Send Via MMS: Messaging opens.

Send Via Email: Email opens.

Receive vCards

To get an emailed vCard into Contacts:

- 1 From the open Email message, tap the attachment.
The vCard opens automatically within Contacts.
- 2 Tap **Add To Contacts**.
- 3 Tap one of the following:

Add New Contact: Save the vCard as a new contact.

Add To Existing: Add the vCard information to an existing contact.

Calendar

How do I get events into Calendar?

You have a few options for getting events to show up in Calendar:

Connect to an online calendar: If you have a calendar in an online account that works with the HP Synergy feature (see [Your HP Veer 4G](#)), for example, Google or Microsoft Exchange, you can set up Calendar on your smartphone to synchronize and display events in the online calendar. After you set up the connection to the online calendar, events you enter online show up automatically in Calendar, and events you enter on your smartphone sync to the online account, provided the account allows writing from the smartphone to the online account.

You can set up your calendar accounts in either of these locations.

- The Accounts app (see [Use the Accounts application to set up an online account](#))
- The Calendar app (see [Use Calendar for the first time](#) and [Customize Calendar](#))

DID YOU KNOW? If you synchronize with your Google calendar, you can add Google Weather to the calendar on your desktop and have it appear in Calendar on your smartphone. On your desktop, log in to your Google Calendar account and open **Calendar Settings**. Click the **General** tab, enter your location, and click the temperature unit you want in **Show weather based on my location**. The next time your smartphone synchronizes with your Google account, Google Weather appears in Calendar on your smartphone.

The Synergy feature provides another advantage: During the same process you go through to set up a calendar account, you also set up the same account for all other applications that can display data from that account. For details on how Synergy works for the current list of online accounts, see [Online accounts available for HP webOS smartphones](#).

For example, suppose you want to set up your Google calendar account on your smartphone. The last step in setup is to select all the other apps that

you want to receive data from your Google account (besides Calendar, you can include Contacts, Messaging, and Email). After setup is complete, your smartphone begins to download your calendar events and all data for all other apps you selected for synchronization.

NOTE In the Launcher, tap **Accounts** and then tap **Add Account** to see the current list of online accounts you can set up on your smartphone and from which you can access Calendar events. See [Online accounts available for HP webOS smartphones](#) to see how major online accounts synchronize data between the web-based account and your smartphone.

Enter an event directly in Calendar: See [Create an event](#) for instructions. You can assign the event to one of your online calendars—if you do, it synchronizes with the online calendar. Or you can create the event in your Palm profile account, which means it shows up on your smartphone only. Palm profile events are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Use a third-party sync solution: If you want to use a desktop app to store your calendar events, you can use a third-party solution (sold separately) to sync your calendar events directly with your computer (see [palm.com/sync-solutions](#)).

Export calendar events from desktop software: When you export calendar events from desktop software, you select which account to assign those events to. Look for those events in the account you select (see [Export data from a desktop organizer on your computer](#)).

Layered calendars

Suppose you use the calendar in both Microsoft Exchange and in Google. If you set up both of those accounts to sync with your smartphone, your smartphone's Calendar app shows the events from both in a single view—a layered calendar with events that are color-coded to identify which provider they come from. Individual events are stored separately with your different providers; the events are just assembled in one view on your smartphone for your convenience.

If you change an event, the change is made in the appropriate calendar.

You can also look at the events of just one calendar at a time.

Use Calendar for the first time

- 1 **Open Calendar** .



- 2 Do one of the following:
 - To set up an online account to sync: Tap **Add An Account** and go to step 3.
 - To open Calendar without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating events in this account.
- 3 To set up an account that is listed, tap the account type, enter the account information, and then tap **Sign in**.

If you are setting up an Exchange account, to keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the smartphone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**. If you encounter problems while setting up an Exchange account, see [Set up email: Microsoft Exchange and Lotus Notes](#) to learn about setting up an account manually.

Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

- 4 To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.

NOTE If you choose to sync Calendar with an online Facebook account, your Facebook events show up in Calendar, but you cannot add calendar events to Facebook from the Calendar app. To work directly with Facebook, use the Facebook application developed for your smartphone (see [Facebook](#)). To work directly with LinkedIn, go to linkedin.com in the Web application (see [Web](#)) or download the free LinkedIn application from App Catalog.

Create an event

If you are using Calendar for the first time, you go through a few different steps to add or access the calendar events on your smartphone (see [Use Calendar for the first time](#)). Follow this procedure to add events directly on your smartphone after the first time you use Calendar. For information on managing your smartphone's time settings, see [Date & Time](#).

1 Open Calendar .



- 2 Tap **All** or an online account name in the upper-right corner, and tap the calendar you want to use for this event.

NOTE If an account doesn't appear in the list, you can't add data to that account from your smartphone.

If you create an event in All Calendars view, the event is created in the calendar that is set as the default (see [Customize Calendar](#)).

- 3 Go to the day you want (see [Move around in Calendar](#)) and tap a blank time slot.

In Day view, available time slots between events are compressed and labeled X Hrs Free. To expand free time so you can enter an event, tap **X Hrs Free**.

- 4 Enter the event name, and then do one of the following:

- Press **Enter**  to add the event to the calendar.

- Tap  to the right of the name to enter more details about the event. Make the back gesture to return to Day view.

Don't look for a save button—your info is automatically saved when you make the back gesture to close the event.

TIP You can also use Just Type to create a Calendar event directly from the Launcher or Card view. Start typing the event text and, under Quick Actions, tap **New Calendar Event**. The Calendar application opens at a new event, with the text you entered in the subject line.

Enter the event location

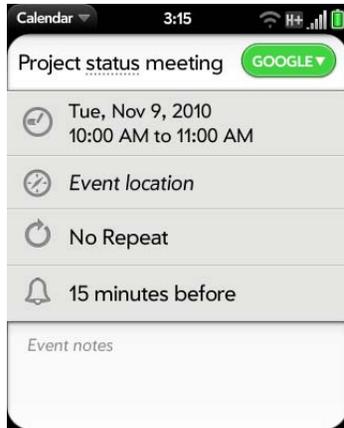
- 1 While creating an event (see [Create an event](#)), tap  to the right of the event name. To enter the event location after creating an event, tap the event name in Day view.
- 2 Tap **Event location** and enter the location.

TIP Need to find the event location on a map? Open an event that has a location specified in the Event Location field, open the [application menu](#), and tap **Event Location**. Tap either **Show on Map**, which shows the location on Google Maps, or **Get Directions**, which gives directions from your current location.

Schedule a repeating event

- 1 While creating an event (see [Create an event](#)), tap  to the right of the event name. To set an event as repeating after creating the event, tap the event name in Day view.

- 2 Tap **No Repeat**, and then tap a repeat interval or **Custom** to define a repeat interval and set the end date.



DID YOU KNOW? To enter a birthday, anniversary, or holiday, create an untimed event. Then select **Yearly on [date]** as the repeat interval. See [Create an all-day \(untimed\) event](#).

Add an alarm to an event

- 1 While creating an event (see [Create an event](#)), tap **i** to the right of the event name. To add an alarm after creating an event, tap the event name in Day view.
- 2 The default alarm setting is 15 minutes before the start of the event. To change the setting, tap **15 minutes before** and tap the new setting for the alarm.

Customize event notification sounds

The settings you apply here apply to all of your Calendar accounts.

- 1 [Open Calendar](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the **Event Reminders** field and tap any of the following:

Vibrate: The smartphone vibrates and makes a vibrating sound but makes no other sound.

System Sound: The system sound plays. If the ringer is off, the smartphone vibrates (see [Set ringer switch settings](#)).

Ringtone: A ringtone that you choose plays.

Mute: No sound plays and the smartphone does not vibrate.

Add a note to an event

- 1 While creating an event (see [Create an event](#)), tap **i** to the right of the event name. To add a note after creating an event, tap the event name in Day view.
- 2 Tap **Event notes** and enter the note.

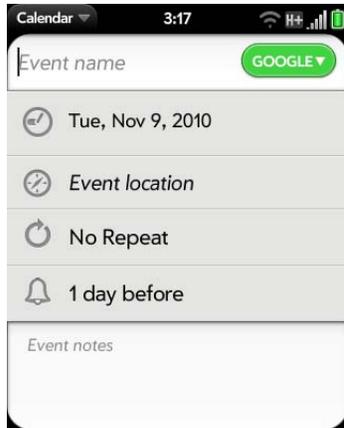
NOTE If a phone number is displayed in an event note as an underlined link, you can tap the number to make a call. This displays the phone dial pad with the number already entered.

Create an all-day (untimed) event

An all-day event such as a birthday appears in your calendar without a specific time slot.

- 1 [Open Calendar](#) .

- Go to the day you want, open the [application menu](#), tap **New**, and then tap **All Day Event**.



- Enter the event details.

Change the Calendar display

You can change the display of Calendar to show the events from all of your calendars or just the events recorded in one of your calendars. You can also change the color that identifies a calendar account, and you can display events in Day, Week, or Month view.

- Open **Calendar** .
- Tap an icon on the bottom of the screen to see different calendar views:

Table 1. Calendar Views

Icon	Description
	Day view
	Week view
	Month view

- Tap the account icon in the upper-right corner to do any of the following:

- To switch the Calendar account you're viewing: Tap **All Calendars** or one of your Calendar accounts.
- To remove a Calendar account from the layered calendar view (All): Scroll down and tap **Calendar View Options**. For the account you want to remove, tap **On** to switch the view option to **Off**.
- To change the color that identifies a Calendar account: Scroll down and tap **Calendar View Options**. Tap the current color, and then tap a new color in the list.

Move around in Calendar

- To go to the next or previous day: In Day view, swipe left or right on the screen.
- To go to the next or previous week: In Week view, swipe left or right on the screen.
- To go to the next or previous month: In Month view, swipe up or down on the screen.
- To go to a specific day from Week or Month view: Tap the day.
- To go to a specific month, date, or year: Open the [application menu](#) and tap **Jump To**. Tap the month, day, and year and tap **Go To Date**.
- To go to today: In Day view, tap the **Day View** icon.

TIP Other ways to go to today: Open the [application menu](#) and tap **Show Today**, or tap **Jump To > Go To Today**.

Quickly glimpse your schedule

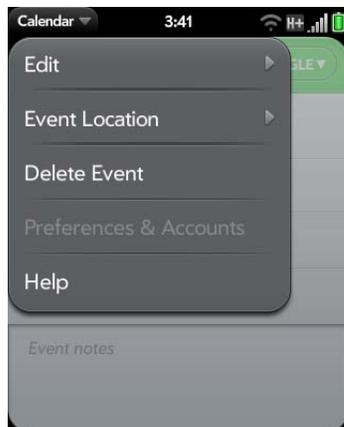
- In Day or Week view, slightly drag left or right to peek at the next/previous day or week without changing the current view.
- In Month view, slightly drag up or down to peek at the next/previous month.

Delete an event

If you delete an event that is assigned to an online account, the event is deleted in the online account also.

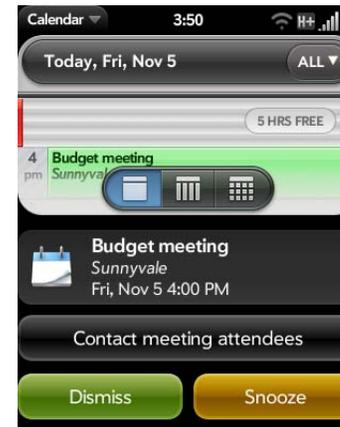
IMPORTANT When you delete an Exchange event on your smartphone, notification is not sent to attendees.

- 1 Open **Calendar** .
- 2 Do one of the following:
 - In Day view, press and hold **Option** , and tap the event. You have the option to delete just this event or the entire series, or to cancel the delete.
 - Tap the event name. Open the **application menu** and tap **Delete Event**, and then tap **Delete** to confirm. If this event is one of a series of repeating events, tap the option to delete just this event or the entire series.



Respond to an event reminder

When an event reminder appears in the notification bar at the bottom of the screen, tap the event description to open the event, or tap one of the following:



- **Contact meeting attendees:** This opens an email message with the participants' addresses added to the To field. The default message text is "Running late, on my way...". You can edit the text before sending the message.
- **Dismiss:** Close the notification.
- **Snooze:** The reminder reappears in five minutes.

View meeting participants

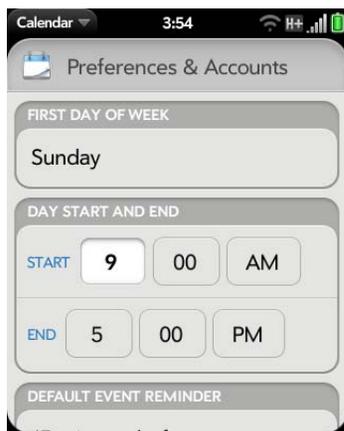
If you receive a meeting request, you can view the participants.

- 1 On your calendar, tap the meeting. The Participants field shows the organizer name plus the number of participants.
- 2 Tap the number to see the participants' names.

- (Optional) Tap a participant's name. If the participant is a contact, the contact entry is displayed. If the participant is not a contact, tap **Add To Contacts** to add the participant to your contacts list.

Customize Calendar

- 1 [Open Calendar](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.



- 3 Set the following options:

First Day of Week: Select the day that appears as the start of the week in Week view and Month view.

Day Start and End: Tap to enter the default start and end times that appear in Day view and Week view.

Default Event Reminder: Tap the time interval for a notification to appear for timed and all-day events. Reminders you set for individual events override the default setting.

Event Reminders: Select to play a sound when a calendar notification appears.

Default Event Duration The default event duration is set to one hour. Tap to change this to **30 minutes** or **2 hours**.

Accounts: For all calendar accounts, tap an account to change login settings or remove the account. You should change login settings only if you have changed this information for the calendar account online—the information you enter here must match the information in the online account.

Add Account: Tap the account type and enter your username and password for the online calendar account. Before you can set up an account on your smartphone, you must already have an account online with the provider.

Calendar View Options: Set the color for events created in that account and show or hide that account in All Calendars view.

Default Calendar: If you create an event in All Calendars view, the event is assigned to your default calendar. Tap to change the default calendar.

Manually synchronize Calendar with your online accounts

If you want to get calendar events from an online account on your smartphone immediately, or upload events from your smartphone to the online account (if the account allows it), you can do a manual sync. This synchronizes Calendar with all the accounts you have set up on your smartphone, and it syncs all other apps associated with all online accounts that you selected for synchronization.

- 1 [Open Calendar](#) .
- 2 Open the [application menu](#) and tap **Sync Now**.

Delete an online account from Calendar

If you synchronize calendar events with an online account, deleting the account from Calendar stops synchronization of calendar events only—if you also sync contacts or email messages with that online account, those continue to synchronize. Deleting the account from Calendar also deletes any associated events from your smartphone only. The entries are not deleted from the online account.

- 1 [Open Calendar](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Under **Accounts**, tap the account name.
- 4 Tap **Remove Account** and tap **Remove Calendar Account**.

To restart synchronization with an account you have deleted from Calendar: [Open Accounts](#) , tap the account name, and tap **Off** beside **Calendar** to turn synchronization on.

Tasks

Create a task list

A task list is a group of related to-do items. All individual tasks you create (see [Create a task](#)) must be placed in a task list.

- 1 [Open Tasks](#) .

- 2 Tap .



- 3 Enter the list name in the List name field and press **Enter** .
- 4 Create a task (see [Create a task](#)).

Create a task

- 1 [Open Tasks](#) .
- 2 Tap the list you want to assign the task to.

- 3 Tap .



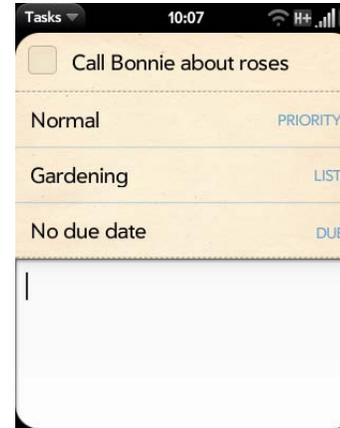
- 4 Enter the task name in the Task name field. To set the task priority, see [Set task priority, due date, and other details](#).

TIP You can also use Just Type to create a task directly from the Launcher or Card view. Start typing the task text and, under Quick Actions, tap **New Task**. The Tasks application opens at a new task, with the text you entered in the body of the task.

Set task priority, due date, and other details

- 1 [Open Tasks](#) .
- 2 Tap the list containing the task.

- 3 Tap  to the right of the task name.



- 4 Set any of the following:

Priority: High priority tasks appear in red. Normal priority tasks appear in bold text, and low priority tasks appear in gray text.

List: Assign the task to a different list.

Due: Tap **No due date**, and tap a due date option. If you set a due date, a notification appears at the bottom of the screen on the due date. Tap the notification to open the task.

- 5 To enter a note about the task, tap the blank field at the bottom of the screen and enter the note.

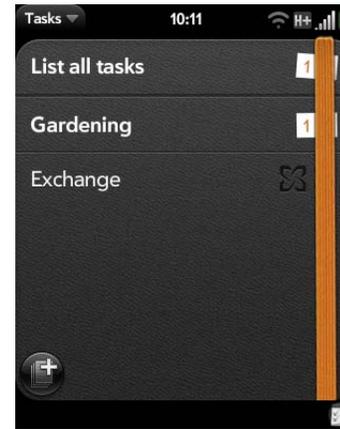
Check off a task

- 1 Tap the list containing the task.
- 2 Tap the box to the left of the task name.



View tasks that are due today

- 1 **Open Tasks** . The number to the right of the List all tasks field shows the total number of tasks that are due today or are overdue. The number to the right of each task list name shows the number of tasks in that list that are due today or overdue.



- 2 Tap a task list name to view tasks that are due today or overdue.

NOTE Tap **Exchange** to view task lists and tasks synchronized from your Exchange account.

Rename a task

- 1 On the task list, tap the task name.
- 2 Enter the new name and press **Enter** .

Sort a task list

You can sort a task list to show tasks in the order you have determined, or by due date or priority.

- 1 **Open Tasks** .
- 2 Tap the list you want to sort.

- 3 Tap **My Order** in the upper-right corner, and tap the sort option you want: **My Order**, **Due Date**, or **Priority**.



- 4 To manually sort tasks, tap and hold a task, wait for the visual cue, and then drag it to a new location in the list (see also [Check off a task](#)).

Reorder your tasks

You can change the order of a task list or an individual task.

- Tap and hold the list or task name, wait for the visual cue, and then drag the item to another position.

Set due dates for all tasks in a list

- 1 [Open Tasks](#) .
- 2 Tap the list containing the tasks.

- 3 Open the [application menu](#) and tap **Set Due Date For All**.



- 4 Tap the month, date, and year, and then tap **Set Due Date**.
- 5 To remove a previously assigned due date, tap **No Due Date**.

Mark all tasks in a list completed/incomplete

- 1 [Open Tasks](#) .
- 2 Tap the list containing the tasks.
- 3 Open the [application menu](#) and tap **Mark All** and tap **Mark All Completed/Mark All Incomplete**.

Hide or delete all completed tasks in a list

- 1 [Open Tasks](#) .
- 2 Tap the list containing the tasks.
- 3 Open the [application menu](#).

- 4 Do one of the following:
 - To hide completed tasks: Tap **Hide Completed**.
 - To delete completed tasks: Tap **Delete Completed Tasks**.

Delete a task or a task list

- Throw the task or task list off the side of the screen and tap **Delete** to confirm.

Memos

If you used the Data Transfer Assistant and imported notes from Outlook on your desktop to your smartphone, those notes are in Memos. Your Exchange notes, however, do not sync. All memos are backed up to your Palm profile.

Create a memo

- 1 [Open Memos](#) .



- 2 Do one of the following:
 - Tap **New Memo** .
 - Open the [application menu](#) and tap **Add A Memo**.
- 3 Enter the memo text. Memos are saved as you type.

See [Enter and save information](#) and [Text selection gestures](#).

TIP You can also use Just Type to create a memo directly from the Launcher or Card view. Start typing the memo text and, under Quick Actions, tap **More**, and then tap **New Memo**. The Memos application opens at a new memo, with the text you entered in the body of the memo.

Find a memo

- In Memos, start typing any letters or numbers in the memo, and then tap the memo when it appears.

NOTE The results of a Just Type search that you access in Card view or the Launcher do not include memos.

Edit a memo

- 1 [Open Memos](#) .
- 2 Tap the memo you want to edit.
- 3 Tap the screen to position the cursor (see [Text selection gestures](#)), and edit the memo text.

TIP To copy the whole memo: In the [application menu](#), tap **Edit** > **Select All**, and then tap **Edit** > **Copy**.

Change the color of a memo

Color-code your memos to help you recognize memos of a certain type. For example, make all of your grocery lists blue.

- 1 [Open Memos](#) .
- 2 Tap the memo.
- 3 Tap the lower-right corner of the screen, and tap the new color.



Delete a memo

- 1 In an open memo, open the [application menu](#) and tap **Delete**.
- 2 Tap **Delete** to confirm.

Email a memo

- 1 In an open memo, open the [application menu](#) and tap **Email Memo**.

- 2 Enter the email address.

The subject, “Just a quick memo”, is automatically filled in. You can edit the text before sending the message.

- 3 Tap .

Clock

The Clock application lets you set an alarm. You can set Clock to wake you up at the same time wherever you are, for example, the recurring 7AM alarm you set in San Francisco rings at 7AM in New York. However, use Calendar to have your appointment times adjusted so that the notification for a 9AM meeting in San Francisco will sound at noon when you're in New York (see [Create an event](#)).

Manage Clock

- 1 [Open Clock](#) .
- 2 Open the [application menu](#) and tap **Preferences**.
- 3 Do any of the following:
 - To set whether the alarm sounds when the ringer switch is off: Under Alarm Sound, tap **Ringer Switch Off** and then tap **Mute** to turn the sound off or **Play Alarm** to turn the sound on.
 - To set whether an alarm gets louder as it rings: Next to **Ascending volume**, tap **Yes/No**.
 - To set how long you can snooze after an alarm goes off: Tap **Duration** under **Snooze** and tap a time period.
 - To change the clock display: Tap the current **Theme**. Then tap a theme.

TIP To change the time: See [Date & Time](#).

Set an alarm

BEFORE YOU BEGIN Make sure ringtone volume is on and you can hear it, and make sure the preference to play the alarm even when the ringer switch is off is set to Play Alarm (see [Manage Clock](#)). That way you can sleep through the night without being disturbed by phone calls, but your alarm still wakes you up in the morning.

- 1 [Open Clock](#) .
- 2 Tap the screen if  is not visible.
- 3 Tap , and then tap .



- 4 Set the following options:

Alarm Preferences: Tap **Off** in the upper-right corner to switch the alarm from Off to On. When the alarm is on, the alarm icon (a bell) appears in the lower-right corner of the smartphone screen. Tap the icon to see alarm details.

Name: Enter a name for the alarm.

Occurs: Tap to select the alarm frequency.

Time: Tap to set hour, minute, and AM/PM for the alarm.

Sound: Tap to open the list of ringtones, and then tap the name of a ringtone. Tap  to preview it. If you have music on your smartphone, you can select a song as your alarm sound (see [Select a song as a ringtone](#)).

When an alarm sounds on your smartphone, tap **Dismiss** to stop it or **Snooze** to have it sound again. The default snooze duration is 10 minutes, but you can change this to 5 minutes or 20 minutes (see [Manage Clock](#)).

NOTE Alarms don't sound after you shut down your smartphone by pressing and holding **power** and tapping **Power > Shut Down**.

Cancel an alarm

When an alarm is canceled, it remains in the Clock app, but it won't sound again until you turn it back on.

- 1 [Open Clock](#) .
- 2 Tap , and then tap **On** to switch the alarm from On to Off.

Change the alarm volume

- 1 [Open Sounds & Ringtones](#) .
- 2 Tap, hold, and drag the **Ringtone Volume** slider.

Delete an alarm

- 1 [Open Clock](#) .

- 2 Tap , and then tap the alarm name.
- 3 Tap .

Calculator

Use Calculator for addition, subtraction, multiplication, and division, and also for determining percent and square root. You can enter numbers in Calculator using either the onscreen keypad or the smartphone's keyboard.

Perform calculations

- 1 [Open Calculator](#) .
- 2 Enter numbers and perform calculations.

NOTE Press the **space bar** to access additional operations.

Calculator buttons

Table 2. Calculator buttons

Button	Description
	Clear the current calculation or displayed number
	Add the currently displayed number to memory
	Display the memory
	Clear the memory
	Subtract the currently displayed number from memory

Facebook

The Facebook app allows you to update your status, view and respond to friends' comments, upload photos, and more.

Install Facebook

BEFORE YOU BEGIN To use Facebook on your smartphone, you must already have a Facebook account.

This section describes the procedure for downloading and installing the free Facebook app. Installing this app is different from setting up an online account on your smartphone, which enables you to see your Facebook data in Contacts and Calendar, and upload files from Photos and Videos (see [Use the Accounts application to set up an online account](#)). We recommend that you both install the free app and create the online account.

- 1 [Open App Catalog](#) .
- 2 Type **Facebook** in the search field, and then tap  or press **Enter** .
- 3 Tap **Facebook**.
- 4 Tap **Download for free**.

TIP After you download the Facebook app and sign in to your Facebook account, you can update your status directly from the Launcher or Card view. Start typing your status update and, under Quick Actions, tap **More** and then tap **Update Facebook Status**. The Facebook app opens with your message in the update field. Tap **Update**.



Photos, videos, and music

There's no need to carry a separate media player; you can play music and videos, and view photos, on your HP Veer 4G. Listen to music through the built-in speaker or through a 3.5mm headset or headphones (sold separately). Take pictures and record videos and then share them with your friends immediately, directly from your smartphone.

In this chapter

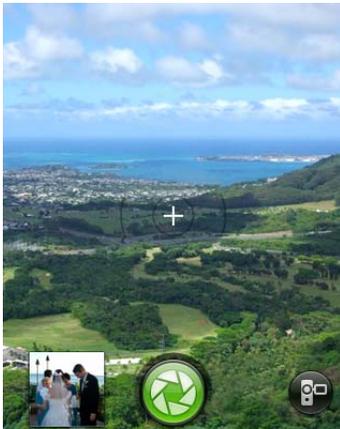
- 138 Camera
- 138 Photos
- 143 Videos
- 146 YouTube
- 147 Music
- 150 Amazon MP3

Camera

Take a picture

Your smartphone comes with an easy-to-use, 5-megapixel camera. You can use the camera to take pictures, and then use the Photos app to view them and send them to your friends and family (see [Share a picture](#)). To add a personal touch to your smartphone, use your pictures as your wallpaper (see [Save a picture as wallpaper](#)) and as caller ID images (see [Add a picture to a contact](#)).

- 1 **Open Camera** .



- 2 To take the picture in landscape view, turn your smartphone 90 degrees.
- 3 Slide out the keyboard and press **Space**  or tap  onscreen to take the picture.

TIP Press and hold **Space** to take pictures in continuous burst mode. Release **Space** to stop taking pictures. Continuous burst mode allows you to capture several images with a single action.

The picture you took is automatically saved in JPG format. You can keep snapping pictures, and then go to Photos to look at them and delete the ones you don't want.

DID YOU KNOW? Your smartphone offers another way to “take a picture”: You can save any currently displayed screen as a picture file (also known as a screen capture or screenshot). To take a picture of the currently displayed screen, press and hold **Option + Sym + P**. The picture is saved in PNG format to the **Screen captures** album in Photos and is stored in the **screencaptures** folder of the USB drive. You can work with it like any other picture.

Review pictures

- 1 After taking a picture, tap the thumbnail of the picture in the lower-left corner of the screen. This opens the picture in the Photo roll of the Photos application.
- 2 Swipe left or right on the screen to view other pictures you took.

Photos

Look at pictures

To get pictures on the smartphone, you can do any of the following:

- Take a picture with your smartphone's camera (see [Take a picture](#)).
- Copy pictures from your computer (see [Copy files between your smartphone and your computer](#)).
- Receive pictures as email attachments (see [Open email attachments](#)).
- Receive pictures as part of a multimedia message (see [Receive and view text and multimedia messages](#)).
- Copy a picture from a web page (see [Copy a picture from a web page](#)).

The following table shows you the photo formats that you can see on your smartphone and the apps you can see them in.

Table 1. Photo formats viewable on HP webOS smartphones

Photo format	View in Photos	Download from Email	Download from MMS
BMP	√	√	
GIF		√ (see Note)	
JPG	√	√	√
PNG	√	√	

NOTE You can download and look at GIFs in Email, and they are saved to USB storage, but you can't look at GIFs in Photos or use one as wallpaper.

You can also look at pictures on the web directly in the web browser (see [Web](#)).

- 1 **Open Photos** .
- 2 Tap the album containing the picture, and tap the thumbnail of the picture. The Photo roll album contains pictures you took with your smartphone's camera.



- 3 Swipe left or right on the screen to look at other pictures in the album.
- 4 To find photos you took on your smartphone, connect your smartphone and your computer using the **USB cable** and tap **USB Drive** on your smartphone. On your computer, click the drive representing your smartphone, click **DCIM**, and then click **100PALM**.

Organize your pictures into albums

The Photos app organizes the pictures you take or add to your smartphone into predefined albums. The following table tells you where to find your photos both in the Photos app and in your smartphone's USB Drive storage.

Table 2. Photo locations

Origin of photos	Album in Photos	Folder in USB storage
Email	Downloads	downloads
MMS	Messaging	Messaging
Copied from computer	Miscellaneous	Root level of USB storage
Camera on smartphone	Photo roll	DCIM > 100PALM
Smartphone	Screen captures	screencaptures
Smartphone	Wallpapers	wallpapers
Copied from elsewhere	[Folder created by you in USB storage]	[Folder created by you containing at least one BMP, JPG, or PNG]

You can use any photo in any album in Photos as wallpaper (see [Save a picture as wallpaper](#)). The photo does not have to be in the Wallpapers album.

You can assign any pictures on your smartphone to one of these albums or to an album you create. To create and assign pictures to albums, you must put your smartphone into USB Drive mode. You then create the albums and move pictures into them using your computer.

TIP Besides using USB Drive mode to copy your photos, videos, and DRM-free music from your computer to your smartphone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your smartphone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

- 1 Connect your smartphone and your computer using the **USB cable**.
- 2 On your smartphone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your smartphone appears as a removable drive.
- 3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.
- 4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), and double-click the drive representing your smartphone.
- 5 To create an album, use your computer's controls for creating a new folder. To be sure the Photos application can find the album, create it at the root level of the drive representing your smartphone, not as a subfolder of another folder.
- 6 Assign pictures to albums using your computer's controls to copy or move items. It is easiest to find the pictures you want by displaying them as thumbnails.
- 7 End the connection safely. If you do not eject your smartphone safely, your smartphone resets when you disconnect the USB cable:
 - On a Windows computer, right-click the drive representing your smartphone and click **Eject**.
 - On a Mac computer, from your desktop, drag the drive representing your smartphone to the **Trash**. The Trash icon changes to **Eject**.

- 8 Disconnect the **USB cable** from the computer and from the smartphone when the USB Drive screen no longer appears on your smartphone.
- **To delete an album:** Connect your smartphone to your computer and tap **USB Drive**. From your computer, open the drive representing your smartphone and delete the folder representing the album.

Look at photos in a slideshow

You can view the photos in any album as a slideshow.

- 1 **Open Photos** .
- 2 Tap the album you want to view as a slideshow.
- 3 Do one of the following:
 - To start with the first photo in the album: Open the **application menu** and tap **Play Slideshow**.
 - To select a different starting point: Tap the photo you want the slideshow to start at and tap .
- 4 To exit the slideshow, tap a photo.

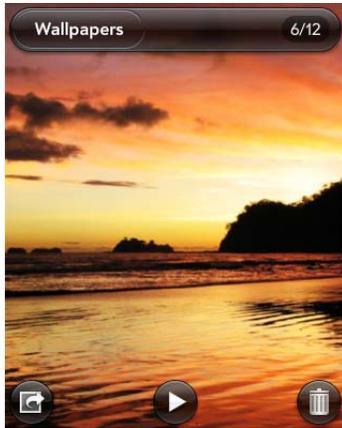
Add a picture to a contact

You can add a picture to a contact using the Photos application.

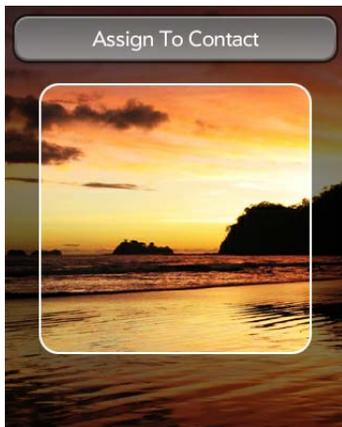
TIP You can also add a picture to a contact in the Contacts application (see [Add a photo to a contact](#)).

- 1 Tap a picture thumbnail to view it full-screen.

- If  is not visible, tap the screen to display it.



- Tap  and tap **Assign to contact**.
- Enter the contact name and tap the contact.
- (Optional) Do either or both of the following:



- To zoom out or in on a part of the picture: Pinch in or out on the picture.

- To capture the portion of the picture you want for the contact photo: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.

- Tap **Assign To Contact**.

Save a picture as wallpaper

Wallpaper is the background screen that appears in Card view.

- Tap a picture thumbnail to view it full-screen.
- If  is not visible, tap the screen to display it.
- Tap  and tap **Set wallpaper**.
- (Optional) To zoom in or out on a part of the picture, pinch out or in on the picture.

If you have zoomed in on a picture, to capture the portion you want to use as wallpaper, tap and hold the picture, and then drag the portion you want to the center of the screen. This portion becomes the wallpaper.

- Tap **Set Wallpaper**.

Share a picture

You can send a picture to other picture-enabled devices or to an email address as an attachment.

- Tap a picture thumbnail to view it full-screen.
- If  is not visible, tap the screen to display it.
- Tap  and tap **Share via email** or **Share via MMS**.
- Create the email or multimedia message.

TIP You can also copy pictures from your smartphone to your computer (see [Copy files between your smartphone and your computer](#)).

Upload a picture to the web

To upload a picture to a web service such as Facebook or Photobucket, you must already have an account with the service. If you do not already have an account, go to a service website (for example, facebook.com or photobucket.com) and set up an account. You must then set up the account on your smartphone. You can set up the account on your smartphone during the upload process, as described in this procedure, or you can set it up at any other time (see [Set up an online pictures account on your smartphone](#)).

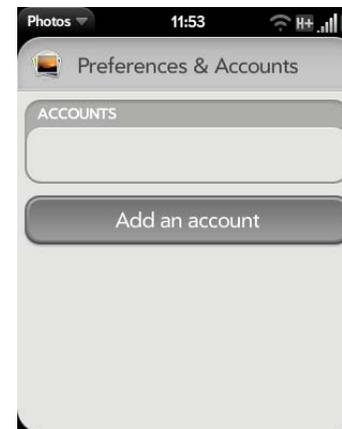
- 1 Tap a picture thumbnail to view it full-screen.
- 2 If  is not visible, tap the screen to display it.
- 3 Tap  and tap **Upload**.
- 4 Do one of the following:
 - If your picture web service is already set up on your smartphone, tap the name of the service you want to use.
 - If your picture web service is not yet set up on your smartphone, tap **Add An Account** and tap the account type. Enter your username and password, tap **Sign In**, and then tap **Create**. After you set up your account, return to the picture in full-screen view and repeat steps 2 and 3.

Set up an online pictures account on your smartphone

To upload pictures to an account you have with a web service such as Facebook or Photobucket, you must set up the account on your smartphone.

DID YOU KNOW? If you set up a Facebook account in the Photos application and you leave “Use account with” Calendar and Contacts turned on when setting up the account, your Facebook contacts and calendar events appear in the Contacts and Calendar applications on your smartphone also. Likewise, if you set up a Facebook account in Contacts, and you accept the default options while setting up that account, the account is already set up to allow you to upload pictures from Photos. See [Online accounts available for HP webOS smartphones](#) for information about the behavior of Facebook, Photobucket, and other online accounts on your smartphone.

- 1 **Open Photos** .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.



- 3 Tap **Add An Account**, and tap the type of account you want to add.
- 4 Enter your account username and password and tap **Sign In**.
- 5 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

Delete an online pictures account

- 1 Open **Photos** .
- 2 Open the **application menu** and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Remove Account** and tap **Remove Photo Account**.

Delete a picture

- 1 Tap a picture thumbnail to view it full-screen.
- 2 If  is not visible, tap the screen to display it.
- 3 Tap .
- 4 Tap **Delete** to confirm.

To delete an album, see [Delete files and folders using USB Drive mode](#).

Videos

Record a video

Your smartphone has an easy-to-use video camera that lets you record videos in VGA Resolution at 30FPS (frames per second) in MPEG-4, with AAC audio. Background sound is recorded when you record a video.

- 1 Open **Camera** .
- 2 Tap .

- 3 Turn your smartphone to landscape view.



- 4 Slide out the keyboard and press **Space**  or tap  onscreen to begin recording.
- 5 Press **Space**  or tap  to stop recording.
- 6 (Optional) To watch a video when you finish recording: Tap the thumbnail on the lower-left side of the screen > .

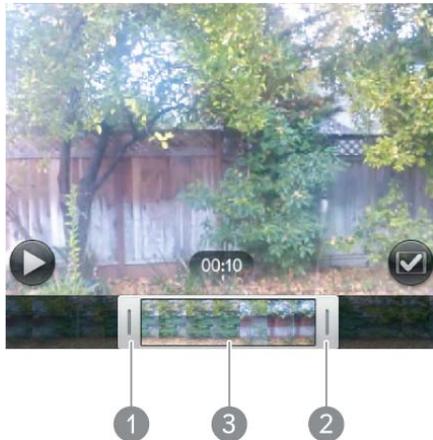
TIP In Camera, press the **P** key to switch the camera to video mode. Press the **Q** key to return to still mode.

Edit videos you recorded

You can create a shorter version of a video you recorded. The original version is not affected. Your edited version is saved with the word “edit” added to the video name. You can also rename videos and add descriptions of them.

- 1 Open **Videos** .
- 2 Tap **Video roll**, and tap the video date or title.
- 3 To rename the video, tap **Title** and enter a new name.

- 4 To add a description, tap **Description** and enter the description.
- 5 To begin editing the video, tap .
- 6 Turn your smartphone to landscape view.
- 7 The sequence of frames that make up the video is displayed at the bottom of the screen. To shorten the video, tap, hold, and drag the handles on either end of the video frame selector.
- 8 To make adjustments to the portion you selected for saving without changing the length of the selected portion, tap and hold the middle of the saved portion, and then move the whole frame selector left or right.



- 1 Handle
 - 2 Handle
 - 3 Tap and hold here to move the frame selector
- 9 Tap .

The edited copy of the video is saved in Video roll along with the original.

Upload or share videos you recorded

- 1 [Open Videos](#) .
- 2 Tap **Video roll**, and tap the video date or title.
- 3 Tap  and tap any of the following:

Share via email or **Trim & share via email:** If a video is above the maximum size allowed for sending by email you can trim the video to an appropriate size (see [Edit videos you recorded](#)).

Share via MMS or **Trim & share via MMS:** If a video is above the maximum size allowed for sending by MMS you can trim the video to an appropriate size (see [Edit videos you recorded](#)).

Upload: If your video web service is not yet set up on your smartphone, tap **Add An Account** and tap the account type. Enter your username and password and tap **Sign In**. Enter an account name, tap **On/Off** to select other applications you want to synchronize this account with, and then tap **Create**. After you sign in, return and repeat steps 2 and 3.

Upload to [online account]: To rename the video, tap **Title** and enter a new name. To add a description, tap **Description** and enter the description. Tap **Upload Video**. The  icon indicates that the upload is in progress. The  icon displays when the upload has finished.

Watch a video

BEFORE YOU BEGIN Before you put videos on your smartphone, make sure you have enough storage space on your smartphone to fit the file. [Open Device Info](#)  and look at the **Available** field under **Phone**.

To get videos on your smartphone, you can do any of the following:

- Record a video (see [Record a video](#)).
- Copy videos from your computer (see [Copy files between your smartphone and your computer](#)).

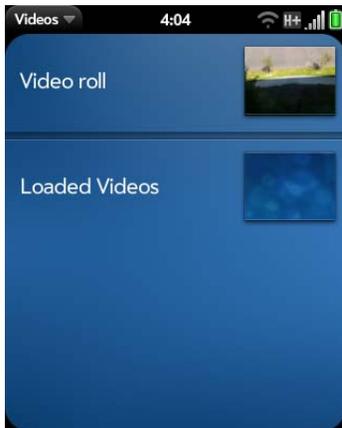
- Receive videos as email attachments (see [Open email attachments](#)).
- Receive videos as part of a multimedia message (see [Receive and view text and multimedia messages](#)).

You can view DRM-free videos that you receive as email attachments or that you copy from your computer in the MPEG-4, H.263, H.264, MP4, M4V, 3GP, 3GPP, 3G2, and 3GP2 formats. You can view videos sent to your smartphone as MMS attachments in 3GP format. Videos play on your smartphone in landscape orientation.

KEY TERM DRM-free: A file that is not protected by Digital Rights Management. DRM-free video files can be copied as many times as you like and can be played on your Veer.

Use the YouTube application to view YouTube videos (see [YouTube](#)).

- 1 [Open Videos](#) .



- 2 Tap an album and tap the video you want to watch.

Use video playback controls

Tap the video to manually display or dismiss the playback controls.



Table 3. Video playback controls

Control	Function
	Play.
	Pause.
	Move forward or backward (tap and hold the slider, and then drag it right to move forward or left to move backward).
	Switch between full-screen view and the original size.

Use the **volume** button on the left side of your smartphone to control the sound level.

TIP To skip ahead 30 seconds in a video, swipe left to right on the screen. To jump back 10 seconds, swipe right to left.

Delete a video

- 1 [Open Videos](#) .

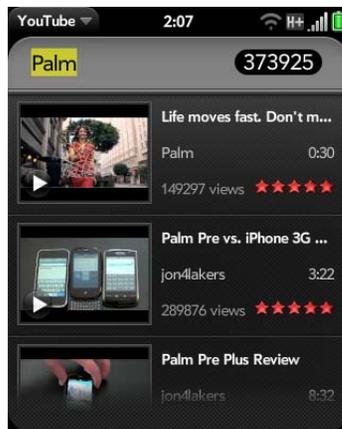
- 2 Tap the album containing the video.
- 3 Throw the video off the side of the screen, and tap **Delete**.

YouTube

Watch a YouTube video

The YouTube application on your smartphone lets you watch videos available online at the YouTube website. Videos are displayed on your smartphone in landscape orientation.

- 1 [Open YouTube](#) .
- 2 Do one of the following:
 - To search for a video: Enter a search term and then press **Enter**  or tap .



- To display the most highly rated videos: Tap **Videos** and tap **Popular**. (This is the default view.)
- To display the most frequently viewed videos: Tap **Videos** and tap **Most Viewed**.

- To display videos you have recently viewed: Tap **Videos** and tap **History**.

- 3 When the video you want appears, do one of the following:

- To view the video: Tap the video thumbnail.
- To view video details: Tap the text to the right of the video thumbnail.

DID YOU KNOW? Some videos can be viewed in YouTube on your computer only. For those videos, you can view video details on your smartphone, but if you try to play the video on your smartphone, an error message appears.

TIP You can also search for videos in YouTube directly from the Launcher or Card view. Start typing a search term and, under **Launch & Search**, tap **More**, and then tap **YouTube**. To use this search option, you must add YouTube to your list of Just Type preferences (see [Customize Just Type](#)).

Use video playback controls

Playback controls automatically appear when you start a YouTube video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

Table 4. Video playback controls

Control	Function
	Play.
	Pause.
	Move forward or backward (tap and hold the slider, and then drag it right to move forward or left to move backward).
	Switch between full-screen view and the original size.

Use the **volume** button on the left side of your smartphone to control the sound level.

Find related videos

Find videos from the same author or otherwise related to the one you selected.

On the video details screen (see [Watch a YouTube video](#)), do one of the following:

- To view videos from the same author: Tap **More** > **More from This Author**.
- To view related videos: Tap **More** > **Related Videos**.

Share a video

Send a friend a link to a YouTube video.

- 1 On the video details screen (see [Watch a YouTube video](#)), tap **Share**.
- 2 Tap **Email** or **Text Message**.
- 3 Address and send the message.

Music

You can add and listen to DRM-free music files on your smartphone. You can listen to music through the speaker on the back of your smartphone or through headphones (sold separately). If you have speakers or a stereo headset (both sold separately) that are equipped with Bluetooth® wireless technology, you can also use them to listen to music. You can also listen to streaming music from the web directly in the web browser (see [Web](#)).

KEY TERM DRM-free: A file that is not protected by Digital Rights Management. DRM-free music files can be copied as many times as you like and can be played on your Veer.

Get music onto your smartphone

To get music onto your smartphone, you can do any of the following:

- Copy music files from your computer (see [Copy files between your smartphone and your computer](#)). You can copy music files to any folder on your smartphone's USB drive. However, to make it easy to find and manage files, consider creating a "Music" folder and copy files to there.
- Use solutions available from third-party software developers (sold separately) that facilitate the transfer of music files to your smartphone. For more information, open the browser on your computer and go to palm.com/sync-solutions.
- Listen to music files received as email attachments (see [Open email attachments](#)).
- Listen to music files received as part of a multimedia message (see [Receive and view text and multimedia messages](#)).
- Buy music using the Amazon MP3 app (see [Amazon MP3](#)).

The following table lists music formats that you can play on your smartphone:

Table 5. Music formats playable on HP webOS smartphones

File format	Play in Music/Copy to USB storage	Download from Email	Download from MMS
AAC	√	√	
AAC+	√	√	
AMR		√ (see Note)	
MP3™	√	√ (see Note)	√ (see Note)
WAV	√	√ (see Note)	

NOTE You can download and listen to MP3, WAV, and AMR files in Email, and you can download and listen to MP3 files in Messaging. Files you download from Email or Messaging are not saved to USB storage, and they are not listed in Music.

Listen to music

After you begin to play music, music continues to play if you switch to another application, turn off the screen, or slide the **ringer** switch off. If a call comes in, music pauses automatically and resumes when you hang up or ignore the call.

If you put the Music app in the background while you work in another app, a music notification icon appears at the bottom of the screen. Tap the icon to display the music playback controls. You can use the controls even if the screen is locked.

- To end play: Close the Music app.

- 1 Add music files to your smartphone. See [Get music onto your smartphone](#).
- 2 **Open Music** .
- 3 Do one of the following:



- To listen to all songs on your smartphone: Tap **Songs**. Tap the first song.
- To listen to a specific song: Tap **Artists**, **Albums**, **Songs**, **Genres**, or **Playlists** to search that category. Continue making selections until the song you want appears. Tap the song name.

- To listen to all songs from an artist: Tap **Artists** and tap the artist name. Tap the first song.
- To listen to an album: Tap **Albums** and tap the album name. Tap the first song.
- To listen to all songs in a genre: Tap **Genres** and tap the genre name. Tap the first song.
- To listen to playlists you synchronized to your smartphone: Tap **Playlists**. Go to palm.com/sync-solutions for a list of third-party solutions (sold separately) that you can use to sync music and playlists from your computer to your smartphone.
- To browse a music store to preview or purchase songs (if available): Tap the music store name. Continue making selections until the song you want appears. Tap the song name.

Songs play in the order they are displayed onscreen. To listen to them in random order: Tap **Shuffle All**.

Use music playback controls

Use the **volume** button on the left side of your smartphone to control the sound level.

Table 6. Music playback controls

Control	Function
	Play.
	Pause.
	Rewind.
	Fast forward.
	Shuffle current playlist.
	Repeat. Tap once to repeat the current song. Tap again to repeat the entire playlist.
	Move forward or backward. Tap and hold the slider, and then drag it right to move forward or left to move backward. To display the slider, tap the text below the album art in Album Art view.

DID YOU KNOW? If you stop playback of an audio file for which the Genre field is defined as podcast, speech, spoken word, netcast, or audiobook, when you play the item again, playback resumes at the point it was stopped.

Return to Album Art view for the currently playing song from anywhere in the Music app

You can move around the Music app while a song is playing. To return to the Album Art view for the song that is currently playing from anywhere in the Music app, tap **Now Playing** in the header at the top of the application.



* Album Art view

Switch the Now Playing display

You can switch the display to show the songs you are listening to by name or by album cover art.

- While you are listening to a song, tap the header at the top of the current view of the Music app to switch between Playlist view and Album Art view.

Search for related songs or content

When you are listening to a song, you can search the web for related items such as songs by the same artist or from the same album.

- 1 While listening to a song, open the [application menu](#).
- 2 Tap one of the web search options (such as Amazon MP3, if available, or YouTube), and then tap the info you want.

Change the order of items in Playlist view

- In Playlist view (see [Switch the Now Playing display](#)), tap and hold a song name. Drag the song to move it to a new location in the list.

Remove a song from Playlist view

- In Playlist view (see [Switch the Now Playing display](#)), throw the song name off the side of the screen. This does not delete the song file from your smartphone. It merely removes the song from the list of songs you are currently listening to.

Delete a song

To delete a song file from your smartphone, you must put your smartphone in USB Drive mode and delete the song using your computer.

- 1 Connect your smartphone and your computer using the **USB cable**.
- 2 On your smartphone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your smartphone appears as a removable drive.
- 3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

- 4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), and double-click the drive representing your smartphone.
- 5 Delete the song using your computer's controls.
- 6 End the connection safely. If you do not eject your smartphone safely, your smartphone resets when you disconnect the USB cable:
 - On a Windows computer, right-click the drive representing your smartphone and click **Eject**.
 - On a Mac computer, drag the drive representing your smartphone to the **Trash**. The Trash icon changes to **Eject**.
- 7 Disconnect the **USB cable** from the computer when the USB Drive screen no longer appears on your smartphone.

Amazon MP3

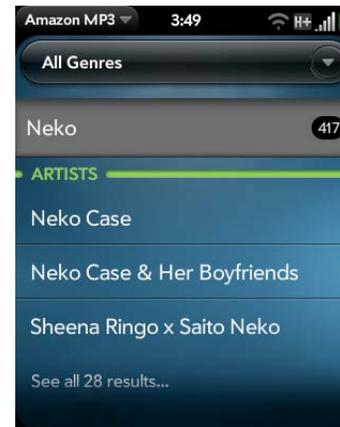
Before you can download items using the Amazon MP3 application on your smartphone, you must have an Amazon account, and you must read and agree to the MP3 Music service terms and conditions.

MP3 files you buy from Amazon MP3 are DRM-free. After you buy and download items from Amazon MP3, listen to them with your smartphone's Music application (see [Get music onto your smartphone](#)).

NOTE Music you download from Amazon MP3 is not backed up to your Palm profile. To back up your music, you can copy downloaded files from the AmazonMP3 folder on your smartphone's USB drive to your computer (see [Copy files between your smartphone and your computer](#)).

Search for a specific song, album, or artist

- 1 Open **Amazon MP3** .
- 2 Tap **Search** and enter the song, album, or artist name.
- 3 Press **Enter** .
- 4 Do one of the following:



- If the item you want appears on the screen, tap the song, album, or artist name. Tapping the name of a song plays the preview; tapping its price gives you the option to buy it (see [Preview and buy a song](#)).
- If the item you want doesn't appear, tap **See all [total number of] results** at the bottom of the Artists, Albums, or Songs section.

Browse songs, albums, artists, or genres

- 1 Open **Amazon MP3** .
- 2 Do any of the following:
 - To view all songs in a certain genre: Tap  and tap the genre.
 - To view the top 10 new and notable releases: Swipe left or right on the **New & Notable** album thumbnails.

- To view the top 100 new releases: Tap **New releases**.
- To view the top 100 albums: Tap **Albums**.
- To view the top 100 artists: Tap **Artists**.
- To view the top 100 songs: Tap **Songs**.

View artist information

- 1 Search for (see [Search for a specific song, album, or artist](#)) or browse to (see [Browse songs, albums, artists, or genres](#)) an artist.
- 2 Tap the artist name.
- 3 Tap the word in the lower-right corner of the page (**Albums** or **Songs**).
- 4 Tap to view any of the following:

Albums: To buy and download an album, tap the album price and tap **Buy**. Tap anywhere else on the album entry to view detailed album information.

Songs: To buy and download a song, tap the song price and tap **Buy**. Tap anywhere else on the song entry to preview the song.

- 5 If you tap **Buy**, enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

View album information and buy an album

BEFORE YOU BEGIN Before you download an album to your smartphone, make sure you have enough storage space on your smartphone to fit the files. [Open Device Info](#)  and look at the **Available** field under **Phone**.

- 1 Search for (see [Search for a specific song, album, or artist](#)) or browse to (see [Browse songs, albums, artists, or genres](#)) an album, and tap the album name.
- 2 To preview a song, tap anywhere on the song entry except the price.
- 3 Do either of the following:
 - Tap the album price and tap **Buy**.
 - Tap a song price and tap **Buy**.
- 4 Enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

Preview and buy a song

BEFORE YOU BEGIN Before you download a song to your smartphone, make sure you have enough storage space on your smartphone to fit the file. [Open Device Info](#)  and look at the **Available** field under **Phone**.

- 1 Search for (see [Search for a specific song, album, or artist](#)) or browse to (see [Browse songs, albums, artists, or genres](#)) an album or artist entry containing the song you want.

- 2 To preview a song, tap anywhere on the song entry except the price.



- 3 Tap the song price and tap **Buy**.
- 4 Enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

View and work with downloaded items

- 1 Open the [application menu](#) and tap **Downloads**. This displays items that you are currently downloading or that you already downloaded.
- 2 To cancel a current download, tap .

After you download an item, listen to it in the Music application (see [Get music onto your smartphone](#)).



Web and wireless connections

With AT&T's network and your HP Veer 4G smartphone's web browser, you can take the web with you almost anywhere you go.

You can use your smartphone's Wi-Fi feature to connect to a public, work, or home network. The Bluetooth® wireless technology on your Veer helps you easily set up wireless connections to a number of devices.

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Wi-Fi

What is a Wi-Fi connection?

Many environments, such as corporate offices, coffee shops, airports, and libraries, offer access to a Wi-Fi network, which is a wireless local area network (WLAN). To access this WLAN, you connect your smartphone to the WLAN through a Wi-Fi access point (also called a hotspot). When you're within range of an accessible Wi-Fi network, you can use your smartphone's Wi-Fi feature to connect to that network and access the web.

Your smartphone supports Wi-Fi connectivity based on the 802.11 standard (802.11b, 802.11g, and 802.11n), with WPA, WPA2, WEP, and 802.1x authentication.

TIP Your Veer is itself a Wi-Fi access point. Use your smartphone to connect your laptop to the Internet. See [Palm mobile hotspot](#).

Why use a Wi-Fi connection?

A Wi-Fi connection is especially helpful in the following situations:

- You're outside a coverage area and you want to access the web.
- Your AT&T service plan incurs additional charges for data services and you want to minimize data service charges by using a Wi-Fi connection instead.
- You want to maintain a web connection while talking on the smartphone.
- You're inside a coverage area, but outside AT&T's 3G or 4G coverage area. (A Wi-Fi connection may provide faster throughput than a GPRS or EDGE data connection.)

Are there different kinds of Wi-Fi networks?

There are two types of Wi-Fi networks.

Open networks: These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network for the first time, see [Connect to a new open network](#).

Secure networks: These networks may broadcast their name, but at the very least, they require you to enter a password that you get from an administrator (who may be, for example, the librarian or the person behind the counter at the coffee shop). You may also have to get other network settings from the system administrator. To learn how to connect to a secure network for the first time, see [Connect to a new secure network](#).

To connect to either type of network after the first time, see [Connect to a previously used network](#).

Turn Wi-Fi on/off

Wi-Fi is turned on by default. Do one of the following to turn it off or on:

- **Open Wi-Fi** , and tap **On** or **Off**.



- From any screen: Open the [connection menu](#) in the upper-right corner of the screen, tap **Wi-Fi**, and tap **Turn on Wi-Fi** or **Turn off Wi-Fi**.



* Tap the icons in this corner, or drag your finger down across the icons.

If your smartphone finds the network you want, tap the network name to connect to it. Otherwise, see [Connect to a new open network](#) and [Connect to a new secure network](#).

Connect to a new open network

For an explanation of open networks, see [Are there different kinds of Wi-Fi networks?](#)

- 1 [Open Wi-Fi](#) .
- 2 Make sure Wi-Fi is on (see [Turn Wi-Fi on/off](#)).
- 3 Do one of the following:
 - If the network you want is displayed, tap the network name.

- If the network you want is not displayed, tap **Join network** and enter the network name. Make sure **Open** is displayed in the Security field, and then tap **Connect**.

TIP You can also open Wi-Fi by opening the [connection menu](#), tapping **Wi-Fi**, and tapping **Wi-Fi Preferences**.

Connect to a new secure network

For an explanation of secure networks, see [Are there different kinds of Wi-Fi networks?](#)

- 1 [Open Wi-Fi](#) .
- 2 Make sure Wi-Fi is on (see [Turn Wi-Fi on/off](#)).
- 3 Do one of the following:
 - If the network you want is displayed, tap the network name, enter your **Username** and/or **Password**, and tap **Sign In**. You're done.
 - If the network you want is not displayed, tap **Join network** and enter the network name. Follow steps 4 to 7.



- 4 Tap the **Security** field, and then tap the network type: **Open**, **WPA-personal**, **WEP**, or **Enterprise**.
- 5 Tap **Connect**.
- 6 A series of different screens appears depending on the network type. Enter or select the following if you are prompted to do so:

Username and/or **Password**

Certificate

- 7 Tap **Sign In**.

Connect to a previously used network

- If Wi-Fi is turned off, turn on Wi-Fi (see [Turn Wi-Fi on/off](#)). Your smartphone automatically attempts to connect to a previously used network, starting with the most recently used network.
- If you move to a new location and Wi-Fi is turned on, your smartphone automatically attempts to connect to a previously used network if one is discovered at the new location. If more than one previously used network is discovered, the smartphone starts with the most recently used network.
- If you are connected to one network and want to use a different one, open **Wi-Fi**  and open the [application menu](#). Tap **Stored Profiles** and tap another network name.

Connect to a captive portal

When connecting to some Wi-Fi access points, such as in a coffee shop, a hotel, or an airport, the notification for a captive portal sometimes appears. This means that to connect to this Wi-Fi access point, you must first go to a special Internet page, known as a captive portal, before you can connect to the Internet. A captive portal might be used by your Wi-Fi host for authentication or for payment to access the Internet.

To connect to a captive portal:

- 1 Tap  at the bottom of the screen and then tap the notification **Captive Portal Detected on WiFi**.
- 2 If required, review the security certificate notices and tap one of the following:
 - Trust Certificate:** Connects you to the captive portal page automatically whenever you connect to this Wi-Fi access point.
 - Trust Certificate Once:** Connects you to the captive portal page for this session only. The next time you try to connect to this Wi-Fi access point, you will be asked to trust this certificate again.
 - Don't Trust Certificate:** Cancels the connection.
- 3 Your Wi-Fi host may require you to view advertisements, pay a fee, or accept conditions of use. Follow the instructions onscreen.

AT&T Wi-Fi Hot Spots

AT&T Wi-Fi service is available at access points called AT&T Hot Spots.

NOTE Requirements for using an AT&T Hot Spot may vary. Check with the owner/operator of the AT&T Hot Spot location for specific information about using their Wi-Fi service.

If you have an HP webOS smartphone, an active AT&T account in good standing, and an appropriate data plan, you can access music, email, and the web at over 20,000 AT&T Wi-Fi Hot Spot locations nationwide, including the following:

- Airports
- Hotels
- Universities
- Convention centers

- Sports centers
- Starbucks locations
- Restaurants
- Bookstores

To find the nearest AT&T Wi-Fi Hot Spot: [Open Web](#) , tap the **AT&T Hot Spots** bookmark, and follow the onscreen instructions.

AT&T is committed to enhancing your experience by providing powerful broadband speeds. This allows for fast and easy downloads of your favorite music, streaming videos, games, and more.

To connect to an AT&T Wi-Fi Hot Spot:

- 1 [Open Wi-Fi](#) .
- 2 Make sure Wi-Fi is on (see [Turn Wi-Fi on/off](#)).
- 3 Tap **attwifi** in the list of available networks.

Disconnect from a network

When you disconnect from a network, you can keep it on your list of known networks so that your smartphone can automatically connect to it again. If you remove the network from your list of known networks, however, you must reconnect to the network. Follow the steps in [Connect to a new open network](#) or [Connect to a new secure network](#) to connect to the network again.

- To disconnect from a network but keep it on your list of known networks: Turn off Wi-Fi (see [Turn Wi-Fi on/off](#)). This disconnects you from the network.
- To disconnect from a network and remove it from your list of known networks: [Open Wi-Fi](#) . Tap the network name, and then tap **Forget Network**.

Put Wi-Fi to sleep when the screen is off

By default, your smartphone keeps its Wi-Fi connection active even when the screen is dark. If, however, you find that a Wi-Fi connection is constantly, unnecessarily waking up your smartphone, you can save battery power by turning off this setting. When you turn the screen on again, the Wi-Fi connection is reactivated.

- 1 [Open Wi-Fi](#) .
- 2 Open the [application menu](#) and tap **Sleep Settings**.
- 3 The current setting is displayed in the **When Phone Sleeps** field. To change the setting, tap the current setting and then select the other option from the displayed list.

Customize connection settings

Do not change Wi-Fi settings unless you are having trouble connecting to a network.

BEFORE YOU BEGIN You must be connected to the network you want to customize (see [Connect to a new open network](#), [Connect to a new secure network](#), or [Connect to a previously used network](#)).

- 1 [Open Wi-Fi](#) .
- 2 Tap the network name.
- 3 In Automatic IP settings, tap **On** or **Off**.
 - When Automatic IP settings is on, the IP address is automatically and dynamically configured.
 - When Automatic IP settings is off, you can manually configure the IP address.

- 4 If you turned Automatic IP settings off, enter any of the following:

Address: The IP address of the network

Subnet: The Subnet address of the network

Gateway: The Gateway address of the network

DNS Servers: Addresses (#1 and #2)

- 5 Tap **Done**.

Palm mobile hotspot

What is Palm mobile hotspot?

Quickly turn your HP webOS smartphone into a Wi-Fi hotspot for up to five devices. Enjoy mobile Internet access for your laptop while on the go, and let friends or co-workers connect at the same time. The app is simple to configure and easy to use.

IMPORTANT The Palm mobile hotspot requires a fast data connection with your wireless service provider's network and only works when you're within a wireless coverage area. Additional data charges or monthly subscription fees may apply. Please contact your wireless service provider regarding applicable charges before using this application. Be aware that unless your data plan is unlimited you may accumulate significant data charges using this application, especially when roaming. While Palm mobile hotspot is active, other applications on your smartphone continue to work, and any data sent or received counts against your mobile hotspot data plan allowance (if applicable).

If you just want to browse the web on your smartphone, use the smartphone's browser (see [Web](#)).

Palm mobile hotspot has a range of up to 170 feet (about 50 meters). The actual range varies depending on environmental conditions, such as obstructions and radio interference.

When using Palm mobile hotspot, your smartphone's battery charge may not last as long as usual. When possible, to improve battery performance, you should charge your battery while using Palm mobile hotspot (see [Charge the battery](#)).

Secure hotspots and open hotspots

We recommend that you set up your Palm mobile hotspot as a secure hotspot (see [Create a secure hotspot](#)). That way, you can protect your hotspot with a passphrase, and you can control who connects to the Internet through your smartphone by controlling the distribution of your passphrase.

Create a secure hotspot

- 1 [Open Palm mobile hotspot](#) .
- 2 The first time you open Palm mobile hotspot, tap **OK** to continue.
- 3 Tap **Off** to switch Palm mobile hotspot from Off to On.
- 4 If you are connected to a Wi-Fi network, tap **Continue** to disconnect.

NOTE The smartphone must remain connected to your wireless service provider's network, so don't use airplane mode to turn off Wi-Fi.

5 Do one of the following:

- If this is your first time opening Palm mobile hotspot, enter a passphrase and tap **Done**.



- If you have an open hotspot set up already, tap **Open** and tap **WPA/WPA2 Personal**. Enter a passphrase and tap **Done**.

6 A message may be displayed if your data plan does not include Palm mobile hotspot. Tap **Dismiss** to continue.

NOTE If your data plan does not include Palm mobile hotspot, you cannot access the Internet from devices that use your webOS smartphone as a Wi-Fi hotspot. Contact your wireless service provider to have your data plan enabled for Palm mobile hotspot.

7 (Optional) To customize the name of your hotspot, tap the name in **Network Info**, enter a new name, and tap **Done**.

8 After you create the hotspot, go to the device you want to connect to the Internet (for example, your laptop) and use its Wi-Fi connection settings to connect to your Palm mobile hotspot. When prompted, enter the passphrase you created when setting up the secure hotspot on your smartphone. After the connection is made, you can browse the web on your laptop.

Create an open hotspot

1 **Open Palm mobile hotspot** .

2 The first time you open Palm mobile hotspot, tap **OK** to continue.

3 Tap **Off** to switch Palm mobile hotspot from Off to On.

4 If you are connected to a Wi-Fi network, tap **Continue** to disconnect.

NOTE The smartphone must remain connected to your wireless service provider's network, so don't use airplane mode to turn off Wi-Fi.

5 Do one of the following:

- If this is your first time opening Palm mobile hotspot, tap **Create Open Network**.



- If you have a secure hotspot set up already, tap **WPA/WPA2 Personal**, and tap **Open**.

6 A message may be displayed if your data plan does not include Palm mobile hotspot. Tap **Dismiss** to continue.

NOTE If your data plan does not include Palm mobile hotspot, you cannot access the Internet from devices that use your webOS smartphone as a Wi-Fi hotspot. Contact your wireless service provider to have your data plan enabled for Palm mobile hotspot.

- (Optional) To customize the name of your hotspot, tap the name in **Network Info**, enter a new name, and tap **Done**.
- After you create the hotspot, go to the device you want to connect to the Internet (for example, your laptop) and use its Wi-Fi connection settings to connect to your Palm mobile hotspot. After the connection is made, you can browse the web on your laptop.

Use Palm mobile hotspot

BEFORE YOU BEGIN

- Create a secure (see [Create a secure hotspot](#)) or open (see [Create an open hotspot](#)) hotspot.
- Make sure you are connected to the AT&T network.

- 1 [Open Palm mobile hotspot](#) .

- 2 Tap **Off** to switch Palm mobile hotspot from Off to On.

The  icon appears at the bottom of the screen when the mobile hotspot is turned on.

If you are connected to a Wi-Fi network, your smartphone automatically disconnects from that network.

- 3 Connect other devices to the hotspot (such as a laptop). Any devices enabled with Wi-Fi that are in range of your smartphone can connect to an open hotspot. To connect a device to a secure hotspot it must also have the passphrase. If you already set up a device to connect to your secure hotspot, that device remembers the passphrase and connects automatically to Palm mobile hotspot.

- 4 When you finish using your smartphone as a mobile hotspot, turn off Palm mobile hotspot to save battery power.

TIP You can extend your battery time by charging your battery (see [Charge the battery](#)) while you are using Palm mobile hotspot.

Change your secure passphrase

- 1 [Open Palm mobile hotspot](#) .

- 2 Tap **Change Passphrase**.

- 3 Enter the new passphrase and tap **Done**.

View information about connected devices

- 1 [Open Palm mobile hotspot](#) .

- 2 In **Connected Devices**, tap a device.

The following information is displayed:

Name: The name of the connected device

Type: The type of connection between the device and your smartphone

Mac Address: A unique address associated with the device

Assigned IP: The IP address of the connected device

VPN

What is VPN?

If you want to use your smartphone to access files on your company's servers, you may need to set up a VPN (virtual private network). You can do this using the VPN application. VPN enables you to log in to your corporate server through the company's firewall (security layer). You need to set up a VPN to access a corporate server in any of the following situations:

- Your company's wireless local area network (LAN) is outside the firewall.
- Your company's wireless LAN is inside the firewall, but you are accessing the network from outside the firewall (for example, from a public location or at home).

Check with your company's system administrator to see if a VPN is required for accessing the corporate network.

TIP Being connected to VPN may sometimes interfere with web browsing. If you are having problems browsing in Web, disconnect VPN (see [Disconnect from a profile](#)) and then try using Web again.

Add a VPNC VPN profile

VPNC is a Cisco-compatible IPSEC client.

BEFORE YOU BEGIN Get the following information from your system administrator:

- Profile name.
- VPN server.
- Username and password.
- Group ID.
- Group secret.
- Domain.

- Dead peer detection setting: When selected, if no VPN traffic is received for five minutes, the client checks to see if the VPN server is still available.
- Encryption method: Secure, Weak, None: **Secure** forces the client to use more secure AES or 3DES algorithms. **Weak** allows the weaker 1DES algorithm. Strong encryption may still be used, depending on what the VPN server decides. **None** enables no encryption. Encryption is not disabled and may still be used, depending on the VPN server. With the None option, the VPN profile is simply allowed to use no encryption.
- NAT traversal method: Cisco-UDP, NAT-T (always), NAT-T (auto-detect), or Disabled.

- 1 [Open VPN](#) .
- 2 Tap **Add Profile**.
- 3 If VPNC is not selected already in the Connection Type field, tap the **Connection Type** field, and tap **VPNC**.



- 4 Tap **Enter server name** and enter the server name.
- 5 Tap **Next**.
- 6 Enter the information you got from your system administrator.
- 7 Tap **Connect**.

- 8 If required, enter your security token or other password, and tap **Done**.
- 9 Tap **Continue** to acknowledge that you are accessing a private network.

Add a Cisco AnyConnect VPN profile

BEFORE YOU BEGIN Get the following information from your system administrator:

- VPN server name
- Username and password
- Security token or other password

- 1 [Open VPN](#) .
- 2 Tap **Add Profile**.
- 3 Tap the **Connection Type** field, and tap **Cisco AnyConnect**.



- 4 Tap **Enter server name** and enter the server name.

- 5 Tap **Next**.
- 6 If required, tap **Agree** to accept the Cisco license agreement. Tap  to view the full agreement.
- 7 Enter your login information, and tap **Connect**.
- 8 If required, enter your security token or other password, and tap **Done**.
- 9 Tap **Continue** to acknowledge that you are accessing a private network.

Connect to a profile

Do one of the following:

- [Open VPN](#) , and tap a profile.
- From any screen, open the [connection menu](#), tap **VPN**, and tap a profile.

View statistics for a connected profile

- 1 [Open VPN](#) .
- 2 Tap  beside a connected profile.

Disconnect from a profile

Do one of the following:

- [Open VPN](#) , and tap a connected profile.
- From any screen, open the [connection menu](#), tap **VPN**, and tap a connected profile.

Edit a profile

- 1 Do one of the following:
 - **Open VPN** .
 - From any screen, open the **connection menu** and tap **VPN**, and then tap **VPN Preferences**.
- 2 Tap  beside the profile you want to edit.
- 3 Edit your profile settings.
- 4 Tap **Done**.

Delete a profile

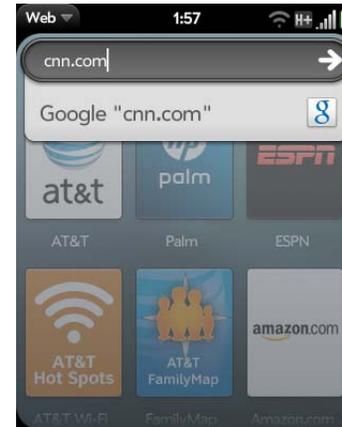
- 1 **Open VPN** .
- 2 Do one of the following:
 - Throw the profile off the side of the screen and tap **Delete**.
 - Tap  beside the profile you want to delete and tap **Delete profile**.

Web

Go to a website

The web browser on your smartphone is capable of displaying most web content, including Flash plug-ins. The browser features the latest web standard technologies such as HTML 4.01, CSS 2.1, Ajax, and JavaScript. It does not support Java applets.

- 1 Do one of the following:
 - In the Launcher or Card view, type the site address (for example, palm.com), and tap **Go to website**.



- **Open Web**  and enter the site address. If the page appears in the list of viewed pages, tap it to go there again. If not, press Enter .

When entering a website address (URL), you don't need to enter "http://www."

DID YOU KNOW? If you browse to a secure web page, the lock icon in the address line appears closed.

- 2 To cancel a page while it is loading, tap .

Search for a website

Do one of the following:

- In the Launcher or Card view, type the search term, and then tap a search engine (for example, Google).

- **Open Web** , enter the search term, and press Enter .



Add a web search engine

When you browse to some websites that use search functionality, such as dictionary.com, you may see the notification Web Search Engine Available. This means that you can add this website to the list of search engines your smartphone uses when you use Just Type to enter a search term while in the Launcher or Card view.

- 1 Tap  at the bottom of the screen and then tap the **Tap to add as Search Engine** notification.
- 2 Tap the website name listed in the Recently Visited section in the Just Type preferences to add this website as a search option in Just Type.

Open another browser

If you are looking at one web page and need to check something on a different one, simply open another browser.

- 1 Open the [application menu](#) and tap **New card**.

- 2 Enter the address or search term for the second instance of the browser.
- 3 To move between the two pages, tap the center of the gesture area to display Card view. The web pages are displayed in a stack. Tap the one you want.

Navigate a web page

Table 1. Web page navigation

To do this...	Do the following...
Move back through previously viewed pages	Tap  or make the back gesture from right to left anywhere in the gesture area.
Move forward through previously viewed pages	Tap  or make the forward gesture from left to right anywhere in the gesture area.
Refresh	Tap  .
Scroll	Drag or flick up/down on the screen.
View in landscape	Turn the smartphone on its side. When the display is in landscape orientation, flick up/down on either the screen or the gesture area to scroll.
Zoom in/out	Pinch out to enlarge items onscreen. Pinch in to decrease the size of items onscreen.
Zoom in on a column	Double-tap the column to center it and enlarge it. Double-tap again to zoom out to see the whole page again.
Pan	Tap, hold, and drag the page.
Enter information in a form	Tap the form field. Enter or select information and press Enter  .
Share a web address as a link in an email message	Open the application menu , tap Page , and tap Share . Create the email message.

Table 1. Web page navigation

To do this...	Do the following...
Display the address bar	Start typing a search term or web address, or scroll to the top of the page. If the page title is displayed, tap it to view or edit the URL.
Save a photo to Photos	Press and hold Option  and tap the photo. Tap Copy to Photos .

Use Flash content

When you open a web page, Flash content on the page appears with a play  button on a black background. Do either of the following:

- To play the Flash content at its current size: Tap .
- To play and zoom in on the Flash content: Double-tap it.

Keep the following in mind:

- When you see  in the lower-right corner of the screen, you know you're working with Flash content and not the web page.
- To use playback controls with Flash content and interact with other active areas: Tap the Flash content.
- You cannot zoom in/out while working with Flash content.
- To stop working with Flash content and return to the web page: Tap .

The ability to use Flash content is turned on by default. To turn it off: Open the [application menu](#) and tap **Preferences**. In **Enable Flash Content**, tap **On** to switch it from On to Off.

To have Flash content begin playing as soon as you open a website, without your tapping the play button: Open the [application menu](#) and tap **Preferences**. In **Autoload Flash Content**, tap **Off** to switch it from Off to On.

Flash on your smartphone does not support the following:

- Games that require arrow keys as controls. The smartphone keyboard has no arrow keys, so unless a game enables the remapping of keys, you cannot play that game on your smartphone.
- Hover states on Flash content.
- Some video streaming methods.

Add a web page to the Launcher

Add any web pages you visit frequently to the Launcher so you can access them in a few taps.

- 1 Open the page you want to add to the Launcher.
- 2 Open the [application menu](#), tap **Page**, and tap **Add To Launcher**.



- 3 Do any of the following:

Icon: Tap the currently displayed page icon thumbnail. Then tap, hold, and drag the web page to use a different portion of the page as the Launcher icon. You can zoom in on or out from the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

Title: Tap to edit. See [Text selection gestures](#) for useful gestures if you want to edit the page title.

URL: Enter or edit the URL for the page. For example, change the URL to the home page of a site instead of a drill-down page within the site.

- 4 Tap **Add To Launcher**.

The page now appears as an icon in the Launcher. Tap the icon to open the page. To delete the page from the Launcher, see [Delete applications](#).

Create a bookmark

- 1 Open the page you want to bookmark.
- 2 Open the [application menu](#) and tap **Add Bookmark**.



- 3 Do any of the following:

Icon: Tap the currently displayed bookmark icon. Then tap, hold, and drag the web page to use a different portion of the page as the bookmark icon. You can zoom in on or out from the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

Title: Tap to edit. See [Text selection gestures](#) for useful gestures if you want to edit the bookmark title.

URL: Enter or edit the URL for the bookmark. For example, change the URL to the home page of a site instead of a drill-down page within the site.

- 4 Tap **Add Bookmark**.

The first 12 bookmarks you create become thumbnails on the start page of the Web app.

NOTE Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, the original thumbnail icon is restored.

Open a bookmarked page

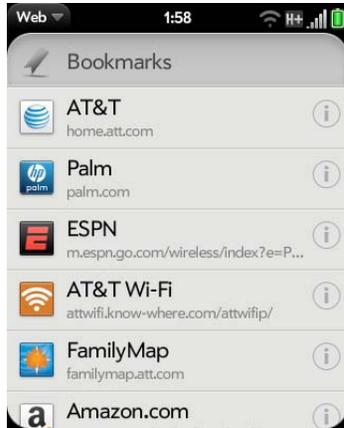
Do one of the following:

- In Launcher or Card view, type a few characters of the bookmark title, and then tap **Bookmarks & History**. Scroll to find the bookmark you want, and tap to open it.
- From the start page when you open the Web app: Tap a thumbnail.
- To open a bookmark if it's not on the start page, or after you navigate away from the start page: Open the [application menu](#) and tap **Bookmarks**. Then tap a bookmark.

Edit, reorder, or delete a bookmark

- 1 [Open Web](#) .

- Open the **application menu** and tap **Bookmarks**.



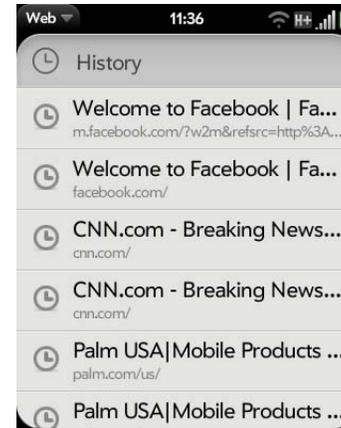
- Do one of the following:
 - To edit: Tap  to the right of the bookmark name. Change the icon (see [Create a bookmark](#)), title, or URL and tap **Save Bookmark**.
 - To reorder: Tap, hold, wait for the visual cue, and then drag the bookmark.
 - To delete: Throw the bookmark off the side of the screen and tap **Delete**.

Return to previously viewed web pages

Do one of the following:

- In Launcher or Card view, type a few characters of a keyword relating to the page you are looking for, and then tap **Bookmarks & History**. Scroll to find the page you want, and tap to open it.

- Open Web** , open the **application menu**, and then tap **History**. Scroll to the page name and tap the page.



- Open Web**  and enter a term or address in the address bar that matches the page name or address.
- To clear your browsing history: **Open Web** , open the **application menu**, tap **Preferences**, and then tap **Clear History**.

Use links on a web page

Table 2. Use links on a web page

To do this...	Do the following...
Go to another page	Tap the link.
Dial a phone number	Tap the link to display the dial pad with the number entered, and tap  .
Open a link in another browser	Press and hold Option  and tap the link. Tap Open In New Card .
Copy the URL	Press and hold Option  and tap the link. Tap Copy URL .

Table 2. Use links on a web page

To do this...	Do the following...
Share via email	Press and hold Option  and tap the link. Tap Share Link .
Share a photo via email	Press and hold Option  and tap the photo. Tap Share Image .

Copy a picture from a web page

Pictures you copy from the web are stored in the Miscellaneous album in Photos.

- 1 Press and hold **Option**  and tap the picture.
- 2 Tap **Copy to Photos**.
- 3 Tap **OK**.

Download files from the web

- 1 **Open Web** .
- 2 Go to the web page with the file you want to download.
- 3 Tap the file name.
- 4 If an app on your smartphone supports the file type, the file name appears at the bottom of the screen. Tap to open the file.

All files are downloaded to the smartphone's USB storage. If an app on your smartphone supports the file type, you can also find the file in that app. For example, if it's a PDF file, find it in PDF View, and if it's an MP3 file, find it in Music.

Customize web browser settings

- 1 **Open Web** .
- 2 Open the **application menu** and tap **Preferences**.



- 3 Set any of the following:

Default Web Search Engine: Select your default search engine.

Block Popups: Prevents websites from opening up new browser windows. Tap **Yes** to switch Block Popups from Yes to No.

Accept Cookies: Allows cookies from any website you view, even if you are redirected to a site from another site. Tap **Yes** to switch Accept Cookies from Yes to No.

JavaScript: Tap **On** to switch JavaScript from On to Off. Turning off JavaScript may prevent some websites from functioning properly.

Enable Flash Content: Tap **On** to switch it from On to Off. Turning off Flash Content prevents Flash content from displaying.

Autoload Flash Content: Enables Flash content to begin playing as soon as you open a website. Tap **Off** to switch it from Off to On.

Clear History: Tap to delete your browsing history.

Clear Cookies: Tap to delete cookies used by some websites to remember visiting history and user settings.

Clear Cache: Tap to delete any web page content that has been stored in the local cache. This ensures that you are viewing the most current content when you visit a web page.

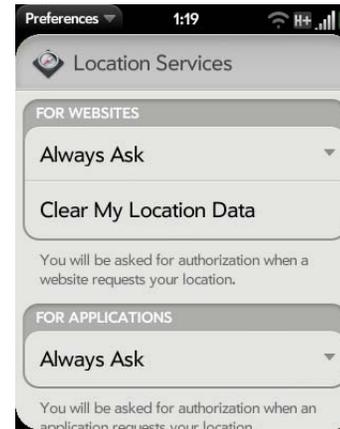
Location Services

The Location Services application allows you to control the sending of information about your location to websites and applications that request it.

Manage location information passed to websites

A website might request your current location so it can provide you with information that is relevant to where you are. For example, a weather site might require your location so it can let you know the weather forecast for your area.

- 1 [Open Location Services](#) .
- 2 If required, tap **Turn On GPS**.
- 3 You can set Location Services to always ask your permission to send your location to a website when the site requests this information, or you can set it to never share your location with any website. The current setting is displayed in the For Websites field. To change the setting, tap the current setting and then select the other option from the displayed list.
- 4 To clear all location data currently in use by websites, tap **Clear My Location Data**, and then tap **Clear**.



Manage location information passed to applications

An application might request your current location so it can provide you with information that is relevant to where you are. For example, Google Maps might use your current location to provide driving directions to a destination.

- 1 [Open Location Services](#) .
- 2 If required, tap **Turn On GPS**.
- 3 Select one of the following in the For Applications field:
 - Auto Locate:** Applications can automatically identify your location.
 - Always Ask:** Applications display a request to identify your location. You choose whether to allow this for the current session only.
- 4 Select **On** or **Off** for any of the following:
 - Geotag Photos:** Available only when Auto Locate is selected. When Geotag Photos is on, photos are tagged with the latitude and longitude of the location in which they were taken.

DID YOU KNOW? The geotag data is stored as an Exif tag in the photo file. A common use of the geotag data is in online photo services like Photobucket and desktop apps like Google Earth, which use the data to position the photo as a thumbnail on a map.

Background Data Collection: Available only when Google Services is on (see [Turn location service providers on/off](#)). When Background Data Collection is on, anonymous location data is collected from your smartphone. This data is used to improve the quality of location services.



Turn location service providers on/off

Location Services provides access to two location service providers—GPS and Google Services. At least one of these must be turned on for Location Services to be enabled. Both of them can be turned on at the same time.

- 1 [Open Location Services](#) .
- 2 To turn GPS on/off, open the [application menu](#), tap **Locate Me Using**, and tap **GPS**.

GPS, which is turned on by default, is a radio technology that uses line-of-sight communication with satellites orbiting the earth. GPS is

very accurate for turn-by-turn directions and for pinpointing your location when you are outside and have a clear view of the sky.

- 3 To turn Google Services on/off, open the [application menu](#), tap **Locate Me Using**, and tap **Google Services**.

Google Services uses cellular radio towers and Wi-Fi access points to approximate your location. This technology is very fast to acquire a location fix, but it is not as accurate as GPS. Certain applications, such as turn-by-turn navigation solutions, require GPS to be activated in order to work properly.

The first time you turn on Google Services you may be asked to review and accept the terms of use, and decide whether to allow anonymous data collection. Do the following:

- Review the terms of use.
- If you decide not to allow anonymous data collection, tap the checkmark to remove it.
- Tap **Agree** or **Don't Agree**.

Google Maps

Google Maps cannot determine your location and therefore cannot work properly unless a location service is turned on (see [Turn location service providers on/off](#)).

- 1 [Open Google Maps](#) .
- 2 Tap **Menu** in the lower-right corner.

In Google Maps, use these icons to do the following:

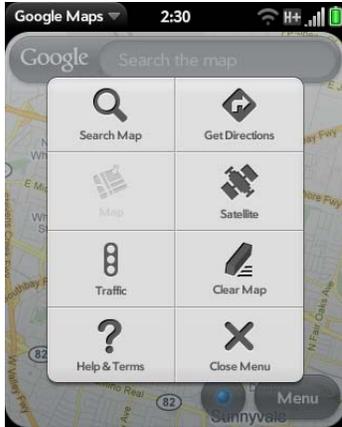


Table 3. Google Maps icons

Icon	Description
	Search Map: Search for a location or service.
	Get Directions: Get directions.
	Map: In Satellite view, tap to return to Map view.
	Satellite: View a satellite photo of the map area.
	Traffic: View local traffic conditions.
	Clear Map: Clear the current map.
	Help & Terms: Get help.
	Close Menu: Close the Google Maps menu.

TIP You can search for a location in Google Maps directly from the Launcher or Card view. Start typing the address or location name and, under **Launch & Search**, tap **Google Maps**. If prompted, tap **Allow Once** to turn on Location Services. The Google Maps application opens with the closest match to your search term displayed in the map header. Tap the header to get directions to that location, or tap **Results** to see other locations that match your search term.

AT&T Navigator

You can use AT&T Navigator to get directions, search for an address, view maps and traffic conditions, share your location, and much more.

Sign up for AT&T Navigator

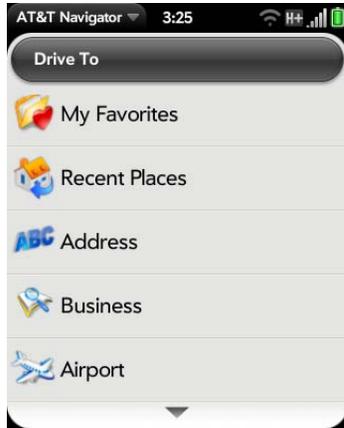
The first time you open AT&T Navigator, you are offered the opportunity to either subscribe now to the service and pay a monthly fee or pay for a one-day pass to use the service. First, review the license agreement and tap **Accept** to continue. To subscribe to the monthly service, tap **Get Your 1st 30 Days Free**. To choose the one-day pass option, tap **Try A Day Pass For [amount]**.

NOTE When you agree to buy AT&T Navigator, the charge is added to your AT&T wireless bill.

Get directions

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.

- 3 Tap **Drive To**.



- 4 Tap one of the following:

My Favorites: Select a destination from your favorites. To add a favorite, tap **+**, and choose the location you want to add from **Current Location**, **Recent Places**, **Address**, **Business**, **Airport**, or **Contacts**.

Recent Places: Select a destination from a list of places you have visited recently.

Address: Enter a destination address and tap **Submit**.

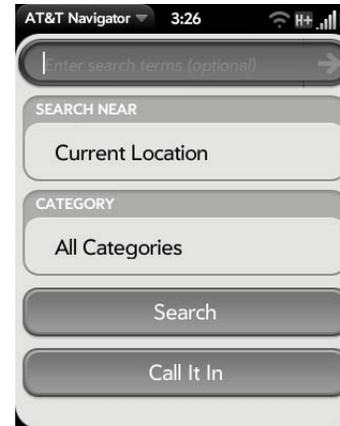
Business: Search for a business.

Airport: Select or search for an airport.

Contacts: Select a contact's address.

Find a location

- 1 Open **AT&T Navigator** .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Search**.



- 4 Enter a search term. For example, enter "Cinema" to get a list of cinemas near you.
- 5 (Optional) Tap **Current Location** to change the location of your search.
- 6 (Optional) Tap **All Categories** in the **Category** field to narrow your search by service category. For example, you might want to search for gas stations, banks, or hospitals in an area.
- 7 Tap one of the following:

Search: A list of search results is displayed.

Call It In: Tap  and follow the voice prompts to perform your search.

View maps and traffic conditions

- 1 Open **AT&T Navigator** .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Maps & Traffic**.



- 4 Tap any of the following:

Table 4. AT&T Navigator map icons

Icon	Description
	Zoom in.
	Zoom out
	View local traffic conditions.
	See your current location.
	Get a 3D view of the map.
	Return to the 2D view of the map.
	Select a new map location.

Share an address

You can send an address and directions to that address by text message. Recipients who have AT&T Navigator installed receive a message telling them to go to **Favorites** in AT&T Navigator. Recipients who do not have AT&T Navigator installed receive a message containing the address and a link to directions.

- 1 Open **AT&T Navigator** .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**.
- 4 Tap **Share Address**.
- 5 The first time you use Share Address, you are asked to enter your name and email address. Tap **OK** to enter your name and email address, and then tap **Continue**. Tap **Don't ask me again** if you do not want to enter your name and email address, and you do not want to be asked this question again.
- 6 Tap the **Recipients** field.
- 7 In the **To** field, do one of the following to address the message:
 - Enter a contact name, initials, or phone number. Tap the phone number when it appears.
 - Tap  to open the full contact list. Tap the contact you want.
- 8 Tap **Done**.
- 9 Tap the **Address** field to select the address you want to share. Your current location is the default selection.
- 10 Tap **Send Now**.

Add a location to Favorites

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**.
- 4 Tap **My Stuff**, and then tap **My Favorites**.
Tap  and search for the address you want to add as a favorite.

Record a location

You can mark a location, such as a parked car or a meeting place, so you can easily get back to it.

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**, and then tap **Record Location**.
- 4 (Optional) Do any of the following:
 - To create a new favorites category for this location: Tap **Category**. Tap **New Category**, enter the category name, and tap **Done**.
 - To add this location to an existing favorites category: Tap **Category**, tap the box to the left of the category name, and tap **Done**.
 - To change the label for this location: Tap **Label**, and enter a new label. For example, you might want to add a label like “Car in Sunnyvale.”
- 5 Tap **Save**, and tap **OK**.

To return to this location:

- 1 Tap **Share & More**, tap **My Stuff**, and then tap **My Favorites**.

- 2 Tap the location.

If you saved the location to a category, tap the category name, and then tap the location.

- 3 Do any of the following:
 - To get driving directions to the location: Tap **Drive To**.
 - To see the location on a map: Tap **Map**. Pinch out to zoom in.
 - To share the location by text message: Tap **More**, and then tap **Share**.
 - To move the location to a new favorites category, or to change the label: Tap **Edit**.

Check the weather forecast

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**.
- 4 Tap **Weather**.
- 5 (Optional) Tap **Change Location** to browse to the weather forecast for a different location.

Set up commute alerts

Get traffic reports for a route you travel frequently.

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**.

- 4 Tap **My Stuff**, and then tap **Commute Alerts**.



- 5 Enter the following information:

Route Name: Enter a name for the route.

Origin: Tap to select a point of origin other than your current location.

Destination: Tap to select your destination.

Time: Set the time of day when you travel this route.

Frequency: Tap to select your travel frequency on this route.

Notification: Tap to select how you want to receive notifications, and tap **OK**.

- 6 Tap **Submit**.

What's my AT&T Navigator PIN?

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.

- 3 Tap **Share & More**, and then tap **About**.

- 4 Tap **My Account Info**.

TIP By default your PIN is the last four digits of your mobile phone number.

Customize AT&T Navigator

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Open the [application menu](#) and tap **Preferences**. Tap any of the following:



Route Style: Select your default route type, for example, **Shortest**, **Prefer Highway**, or **Ask me each trip**. Fastest is the default setting.

Moving Maps: Select whether you want maps to display in 3D or 2D.

Audio: Select **Full Audio**, **Instructions Only**, or **No Audio**.

Backlight: Set the screen to remain on while you are using AT&T Navigator, to turn off according to the smartphone setting, or to

remain on only at turns. To learn how to change the screen setting for your smartphone, see [Set the interval for turning the screen off automatically](#).

Traffic Alerts: Turn traffic alerts on/off.

Map Colors: Set the map color to switch from night to day automatically, or set the map to always show night or day colors.

Distance Units: Select units of measurement for distance.

Avoid: Select things you'd like to avoid when planning a route, for example, HOV (high-occupancy vehicle) lanes, tolls, or traffic delays.

Account: Enter or edit your name and email address.

Get more help or cancel your AT&T Navigator subscription

You can contact customer support or cancel your AT&T Navigator subscription from the AT&T Navigator app.

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**, and then tap **About**.
- 4 Tap **Support Info** and do any of the following:
 - To call customer support: Tap **Customer Support** and tap .
 - To cancel your subscription: Tap **Cancel Subscription** and follow the onscreen instructions.

View AT&T Navigator diagnostic information

If you contact AT&T Navigator customer support, you may be asked to provide some diagnostic information.

- 1 [Open AT&T Navigator](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Tap **Share & More**, and then tap **Diagnostic Tools**.

YPmobile

You can use YPmobile to find, get information about, and get directions to businesses in your area. Businesses and services that are in the YPmobile app database are returned in your search results.

Find a business

- 1 [Open YPmobile](#) .
- 2 If prompted, tap **Allow Once** to turn on **Location Services**.
- 3 Do one of the following:
 - Enter a search term and tap **Find**.
 - Tap the search field and tap a service category.
 - Open the [application menu](#) and tap **Browse**. In **Popular Businesses**, scroll left or right through a list of businesses. Tap a company name to find the branch nearest to your current location based on the information available to the YPmobile app.

Alternatively, browse through service categories in **Popular Categories**.



- 4 The first result displayed is the business or branch closest to your current location. Tap or to scroll forward or back through the search results. Tap to see the search results in a list. Tap to return to map view. Tap to return to your current location on the map.
- 5 Tap a business name and address to see more details.
- 6 (Optional) Do any of the following:
 - To phone the business: Tap the phone number and tap .
 - To see the business location on a map: Tap **Show Map**.
 - To read reviews about the business: Tap **Read Reviews**.
 - To visit the company's website: Tap **Visit Website**.
 - To get directions in AT&T Navigator: Tap **Navigate To**.
 - To get directions in text: Tap **Driving Directions**. Tap **Reverse** to see the route in reverse.

Create a calendar event at a location

You can add a business location to your calendar as an event reminder. For example, if you have an appointment to meet a friend at a restaurant, you can find the restaurant location in YPmobile and add the event to your calendar from there. The event is stored in the Calendar application, and you can set an event reminder from there (see [Add an alarm to an event](#)).

- 1 Find a local business (see [Find a business](#)).
- 2 Tap the business name and address to see more details.
- 3 On the business details page, tap .
- 4 (Optional) Enter an event description in the **Label** field.
- 5 Enter the start date and time and the end date and time.
- 6 Tap **Add To Calendar**.

Add a local business to your contacts

You can add a service provider as a contact in the Contacts app.

- 1 Find a local business (see [Find a business](#)).
- 2 Tap the business name and address to see more details.
- 3 On the business details page, tap .
- 4 Enter a name for the contact and tap **Done**.

Add a local business to your favorites

- 1 Find a local business (see [Find a business](#)).

- 2 Tap the business name and address to see more details.
- 3 On the business details page, tap .
- 4 Tap **OK**.

To view your favorites, open the [application menu](#) and tap **Favorites**.

Bluetooth® wireless technology

What is Bluetooth® wireless technology?

With the Bluetooth® wireless technology on your smartphone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit (see [Set up and use a Bluetooth® hands-free device](#)).

Before you can connect to another Bluetooth device, you need to pair with that device. You can either make the pairing request from your smartphone (see [Make a pairing request to another device](#)), or accept a pairing request from the other device (see [Accept a pairing request from another device](#)).

Turn the Bluetooth feature on/off

Do one of the following:

- [Open Bluetooth](#) , and tap **On** or **Off**.
- From any screen: Open the [connection menu](#), tap **Bluetooth**, and tap **Turn on Bluetooth** or **Turn off Bluetooth**.

Make a pairing request to another device

BEFORE YOU BEGIN The other device must be discoverable in order to appear on your smartphone's Devices list. Check the documentation that came with the other device for information on making it discoverable.

You can make a pairing request to a Bluetooth audio device such as a headset, car kit, or A2DP (stereo Bluetooth) device.

- 1 [Open Bluetooth](#) .

TIP You can also open the Bluetooth app by opening the [connection menu](#), tapping **Bluetooth**, and tapping **Bluetooth Preferences**.

- 2 Make sure Bluetooth is on (see [Turn the Bluetooth feature on/off](#)).



- 3 Tap **Add device**.
- 4 Tap the **Type** field, and tap **Audio**, **Keyboard**, or **Other** to filter the list of discoverable Bluetooth devices.
- 5 Tap a device name.

- 6 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey is required, do one of the following.
 - An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.
 - The screen displays a passkey generated by your smartphone: Enter the displayed passkey on the other device.
 - The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your smartphone. If not, make up a passkey and enter it on both devices.
- 7 If you are pairing with a car kit that supports Contacts access, you are asked if you want to allow the car kit to access your contacts. Tap **Allow** to pass phone numbers from Contacts to your car kit.

Accept a pairing request from another device

To establish the relationship between your smartphone and another device, the Bluetooth app must be open, the app window must be maximized, and Bluetooth must be turned on. After you successfully establish the relationship with the other device, however, the Bluetooth app doesn't need to be open to use the Bluetooth connection, but Bluetooth must be turned on.

- 1 [Open Bluetooth](#) .
- 2 Make sure Bluetooth is on (see [Turn the Bluetooth feature on/off](#)).
- 3 Initiate a pairing from the other device.
- 4 When the connection request appears, tap **Yes, allow**.
- 5 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey screen appears, do one of the following:
 - An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.

- The screen displays a passkey generated by your smartphone: Enter the displayed passkey on the other device.
- The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your smartphone. If not, make up a passkey and enter it on both devices.

Connect with a paired device

After you pair with a device, you can connect to that device without having to go through the pairing process again.

- 1 [Open Bluetooth](#) .



- 2 Make sure Bluetooth is on (see [Turn the Bluetooth feature on/off](#)) and tap the device name.

NOTE To connect with a paired computer, you must initiate the connection from the computer. See the computer documentation for instructions.

Disconnect from a device

Disconnecting from a device does not mean you delete the relationship you created between the device and your smartphone. See [Connect with a paired device](#) for instructions on how to reconnect with the device.

- 1 [Open Bluetooth](#) .
- 2 Tap the connected device name to disconnect from it. Or tap another device name to disconnect from the current device and connect to the new device.

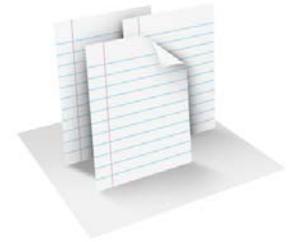
Delete a device

Deleting a device means you end the relationship you created between your smartphone and the device. This means that you will need to pair with the device again if you want to connect (see [Make a pairing request to another device](#) or [Accept a pairing request from another device](#)). If all you want to do is temporarily disconnect from a device, see [Disconnect from a device](#).

- 1 [Open Bluetooth](#) .
- 2 Throw the device name off the side of the screen and tap **Delete**.

Rename a device

- 1 [Open Bluetooth](#) .
- 2 Tap and hold the device name.
- 3 Enter a new name.



Documents

Your HP Veer 4G enables you to take your office with you—including your Microsoft Office files. You can view Microsoft Word, Excel®, and PowerPoint® files on your smartphone. You can also set up your smartphone to view files from online collaboration tools such as Google Docs.

You can also view and search in PDF files on your smartphone.

In this chapter

- 182 Quickoffice® mobile office software
- 185 PDF View

Quickoffice® mobile office software

With Quickoffice® mobile office software, you can view Microsoft Word, Excel®, and PowerPoint® files on your smartphone.

Register Quickoffice software

If you register Quickoffice software, you receive notifications of software updates as well as features available only to users who register.

- 1 [Open Quickoffice](#) .
- 2 Tap **Register Now**, **Register Later**, or **Do Not Register**. If you choose to register later, the registration screen appears the next time you open the Quickoffice app.

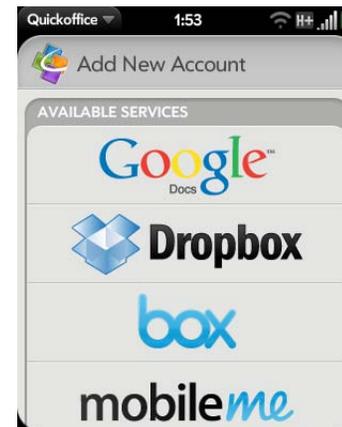


TIP You can also register Quickoffice software by opening the [application menu](#) and tapping **Register**.

Set up Quickoffice to access files from an online collaborative tool

You can use the Quickoffice app to view files that are stored on your smartphone. You can also set up the Quickoffice app to access files in online collaborative tools such as Google Docs, Dropbox, or MobileMe. You must have an account online for the tool, and then set up the account in Quickoffice on your smartphone.

- 1 [Open Quickoffice](#) .
- 2 If the registration screen appears, select one of the registration options (see [Register Quickoffice software](#)).
- 3 Tap **Add New Account**.
- 4 Tap the account type.



- 5 Enter your account username and password.
- 6 Tap **Sign In**.

Open a file

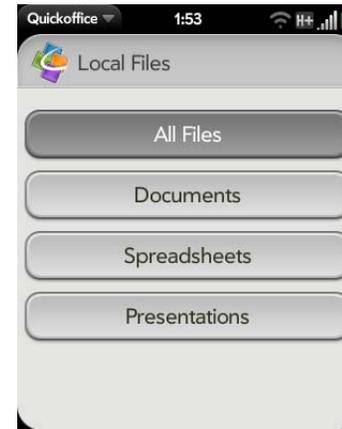
You can view files in an online account that you set up, files that you copy from your computer (see [Copy files between your smartphone and your computer](#)), or files that you receive as an email attachment (see [Open email attachments](#)). You can view files in DOC, DOCX, TXT, XLS, XLSX, PPT, and PPTX formats.

BEFORE YOU BEGIN Before you put a file on your smartphone, make sure you have enough storage space on your smartphone to fit the file. [Open Device Info](#) and look at the **Available** field under **Phone**.

- 1 [Open Quickoffice](#). Any accounts you set up on your smartphone appear onscreen. The option **Files on my Palm** also appears.



- 2 Tap an account to view files in that account. Tap **Files on my Palm** to view files stored in the USB drive storage on your smartphone.
- 3 Tap **Documents**, **Spreadsheets**, or **Presentations** to see a list of just those file types, or tap **All Files**.



- 4 Tap the file.

Change the text display size in a Word document or Excel® spreadsheet

Do one of the following:

- Double-tap the screen to zoom in or out a specified amount.
- Open the [application menu](#) and tap **Zoom**. Tap the zoom level.

For slide shows, see [Zoom in to and pan a slide](#).

Save a file with a new name

- 1 With the file open, open the [application menu](#) and tap **Save As**.
- 2 Enter the new file name and tap **Save As**.

Share a file

- 1 With the file open, open the [application menu](#) and tap **Share**.
- 2 Create the email message and tap .

View cell content in a spreadsheet

You can see a larger view of the contents of any spreadsheet cell.

- 1 Tap the cell. The cell contents appear in a larger view at the bottom of the screen.



- 2 Tap the enlarged cell contents to see an even larger view. To close the larger view, tap **Done**.

Scroll rows or columns in a spreadsheet

- To scroll rows: Flick up or down on the screen.
- To scroll columns: Swipe left or right on the screen.

Switch among sheets in a spreadsheet

- 1 Tap the name of the currently displayed sheet in the upper-right corner of the screen.
- 2 Tap the sheet you want to jump to.

Resize columns in a spreadsheet

- 1 Tap and hold the column header line to the right or left of the column you want to resize.
- 2 Drag the column.

Switch among slides in a PowerPoint® slideshow

Do one of the following:

- To move to the next or previous slide: Drag up or down on the screen.
- To jump to a different slide: Tap the name of the currently displayed slide in the upper-right corner of the screen. Tap the slide you want to jump to.

Zoom in to and pan a slide

- To zoom in to a slide: Double-tap the slide. When a red border appears around the slide, you can pinch in or out to change the zoom level, and drag in any direction to pan the slide.
- To return the slide to normal view: Tap the header at the top of the screen.

Update Quickoffice software

You can update your Quickoffice software to make sure you have the most current version.

- 1 [Open Quickoffice](#) .
- 2 Open the [application menu](#) and tap **Check For Upgrades**.

You can also set a preference to receive a notification if an update is available.

- 1 [Open Quickoffice](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.



- 3 Under **Notifications**, tap **On** or **Off**.

Add, edit, or delete an account in Quickoffice

You can set up additional accounts associated with online collaborative tools such as Google Docs or Dropbox so that files from these accounts appear in Quickoffice.

- 1 [Open Quickoffice](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Do one of the following:
 - To add an account: Tap **Add An Account**. Tap the account type, enter your username and password, and tap **Sign In**.
 - To edit an existing account: Tap the account, edit the username and/or password, and tap **Sign In**.
 - To delete an account: Throw the account name off the side of the screen. Tap **Delete** to confirm.

PDF View

With PDF View, you can view PDF (Adobe Acrobat) files on your smartphone.

Open a file

You can view a PDF file that you copy from your computer (see [Copy files between your smartphone and your computer](#)) or receive as an email attachment (see [Open email attachments](#)).

BEFORE YOU BEGIN Before you put a file on your smartphone, make sure you have enough storage space on your smartphone to fit the file. [Open Device Info](#)  and look at the **Available** field under **Phone**.

- 1 [Open PDF View](#) . The list of your files appears onscreen.

- To search for a file, begin typing the name. Tap the file when it appears.



If the PDF file was created with a password, enter the password to open the file.

- To open another file: Open the [application menu](#) and tap **Open**. Tap the file.

TIP To move between open PDFs, tap the center of the gesture area to go to Card view. Tap the card of the PDF you want to read.

Move around in a file

- To go to the next or preceding page: Tap or .
- To jump to a different page: Tap the current page number at the bottom of the screen. Enter the page number you want and press **Enter** .
- To move a part of the current page to the center of the display: Tap and hold the page and drag it until the part you want appears onscreen.

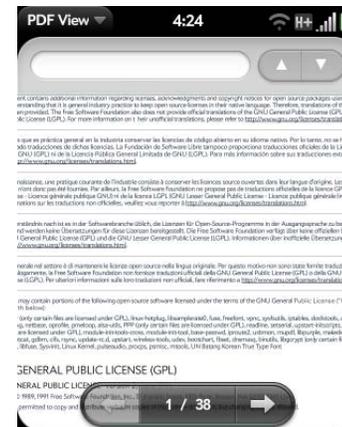
Change the text display size

- Pinch out to enlarge items onscreen.
- Pinch in to decrease the size of items onscreen.
- Double-tap the screen to zoom in or out a specified amount.

For more information on zooming in and out, see [Pinch \(zoom gestures\)](#).

Find text in a file

- With a file open, open the [application menu](#) and tap **Find**.



- Type the text you want to find, and press **Enter** or tap . The first instance of the text appears highlighted.
- Do one of the following:
 - To find the next instance: Tap .
 - To find the preceding instance: Tap .
- To exit search, open the [application menu](#) and tap **Find**.

Save a file with a new name

- 1 With the file open, open the [application menu](#) and tap **Save As**.



- 2 Enter the new file name and tap **Save As**.

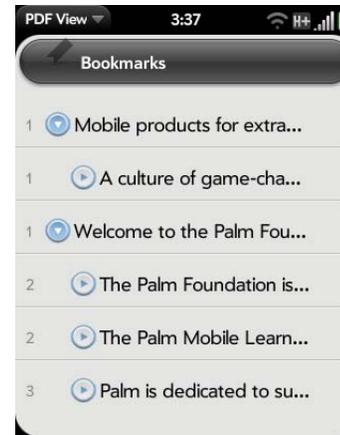
Share a file

- 1 With the file open, open the [application menu](#) and tap **Share**.
- 2 Create the email message and tap .

View bookmarks

If a PDF file was created with bookmarks, you can see the bookmarks on your smartphone.

- 1 With the file open, open the [application menu](#) and tap **Bookmarks**.



- 2 To search for a specific bookmark, type the bookmark name.
- 3 Tap a bookmark to jump to that section of the file.



HP webOS App Catalog and Software Manager

From playing games to making reservations to listening to your custom radio station, HP webOS App Catalog has the app you need to do what you want to do.

With categories including social networking, entertainment, finance, sports, travel, business, and more, App Catalog lets you expand the functionality of your smartphone in a wide variety of directions. Use App Catalog to quickly and easily purchase and download apps—then use Software Manager to easily manage and update those apps.

In this chapter

- 190 Browse applications in HP webOS App Catalog
- 191 Download a free application
- 191 Buy an application using your billing account or by entering a promo code
- 193 Reinstall a deleted application
- 193 Set up a billing account
- 194 Update or delete a billing account
- 194 Manage applications with Software Manager
- 195 Update a downloaded application from a notification
- 195 Manually check for application updates

Browse applications in HP webOS App Catalog

Use App Catalog to browse and download any of the many applications available for your smartphone. App Catalog contains both free apps and apps you can buy.

NOTE Applications you installed on your old Palm OS by ACCESS or Windows Mobile smartphone do not work on your HP Veer 4G because your Veer uses the new HP webOS. Check App Catalog for a new version of your old favorites.

- 1 **Open App Catalog** .
- 2 The first time you open App Catalog, review the terms of use and tap **Accept**.
- 3 Tap the icon of a featured application, or do one of the following:
 - To search by name: Type a search term, and then tap  or press **Enter** . A list of apps whose name or category matches your search term appears.
 - To search by category: Tap **Browse Categories**, and tap a category. If the category or list screen displays a category header beneath the featured app icons, tap it to view and select subcategories. If a subcategory screen contains a similar header, tap it to view further subcategories.
 - To narrow your search by filtering: Tap an icon at the bottom of the screen:

Table 1. App Catalog search icons

Icon	Description
	Featured apps. This option appears on the Home screen only.
	Top paid apps.
	Top free apps.
	New apps.

Table 1. App Catalog search icons

Icon	Description
	All apps in a category. This option appears on a category or subcategory screen only.

- To search within featured, paid, free, or new apps only: Tap the corresponding icon at the bottom of the screen, and then enter a search term.
- 4 When the app you want appears onscreen, tap the name to display app details.
 - 5 On the app details screen, do any of the following:



- To see a larger view of a thumbnail image: Tap the image.
- To read reviews: Tap **Reviews**.
- To share info about the app with a friend: Tap **Share**, and then tap **Email** or **Text Message**.
- To go to the app developer's home page: Tap **Developer Home**.
- To go to the developer's product support page: Tap **Support** (if available).
- To view a video of the app in your smartphone's YouTube application: Tap the YouTube link (if available).

Download a free application

BEFORE YOU BEGIN Before you download an app, make sure you have enough storage space on your smartphone to fit the app. [Open Device Info](#) and look at the **Available** field under **Phone**.

- 1 [Open App Catalog](#) .
- 2 Find a free app you want (see [Browse applications in HP webOS App Catalog](#)).
- 3 Tap the app name, and then tap **Download for free**.
- 4 If the application uses Location Services, a notification appears (see [Location Services](#)). Tap **Continue**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

- 5 To cancel a download: Tap **X** on the **Downloading** progress bar.
- 6 After you download an app, tap **Tap to Launch** to open it. The app also now appears as an icon in the Launcher, so you can open it from the Launcher as well.

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

TIP A good way to get started with App Catalog is to download the free Facebook for HP webOS app.

Buy an application

Buy an application using your billing account or by entering a promo code

A promo code allows you to purchase one or more App Catalog apps for free. You might receive a promo code for a specific app, or a general code that allows you to purchase one or more apps up to a specific dollar amount.

You need to have a billing account set up in App Catalog to purchase apps with a promo code—however, your account is not charged when you use the code. If you do not have a promo code for an app, the purchase is billed to your billing account.

You can also purchase an app directly from a promo code link (see [Buy an application directly from a promo code link](#)).

- 1 [Open App Catalog](#) .
- 2 Browse to the app you want (see [Browse applications in HP webOS App Catalog](#)).
- 3 Tap the app name, and then tap **Download for [amount]**.
- 4 If the application uses Location Services, a notification appears (see [Location Services](#)). Tap **Continue**.
- 5 If prompted, enter your Palm profile password to authorize the purchase. Tap **Continue**.
- 6 If you have billing account, if prompted, tap **OK** to verify the email address where you want to receive purchase receipts, or enter a different email address.
- 7 If you do not have a billing account, do one of the following:
 - To bill purchases to your AT&T account: Tap **Set Up Carrier Account**. Select the state associated with your account. Confirm the

email address where you want to receive purchase receipts, or enter a new address. Tap **Continue**.

- To bill purchases to a credit card: Tap **Set Up Credit Card**. Select the country associated with your credit card account. Select the card type and enter the card information. Confirm the email address where you want to receive purchase receipts, or enter a new address. Tap **Submit**.

8 Do one of the following:

- To purchase the app using a promo code: Tap **Use Promo Code**. Enter the promo code, and then tap **Use Promo Code**.
- To purchase the app using your billing account: Tap **Purchase**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

9 To cancel a download: Tap **X** on the **Downloading** progress bar.

10 After you download an app, tap **Tap to Launch** to open it. The app also now appears as an icon in the Launcher, so you can open it from the Launcher as well.

TIP If you delete a purchased application you can reinstall it without paying for it again (see [Manage applications with Software Manager](#)).

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Buy an application directly from a promo code link

A promo code allows you to purchase one or more App Catalog apps for free. You might receive a promo code for a specific app, or a general code that allows you to purchase one or more apps up to a specific dollar amount.

You need to have a billing account set up in App Catalog to purchase apps with a promo code—however, your account is not charged when you use the code.

1 If you receive a promo code link (such as in an email or text message), click the link.

2 Do one of the following:

- If the main App Catalog page is displayed: Tap **OK** to dismiss the promo code notification. Browse to the app you want. Tap the app name.
- If a specific app page is displayed: Tap **OK** to dismiss the promo code notification.

3 Tap **Download for [amount]**.

4 If the application uses Location Services, a notification appears (see [Location Services](#)). Tap **Continue**.

5 If prompted, enter your Palm profile password to authorize the purchase. Tap **Continue**.

6 If you do not have a billing account, do one of the following:

- To bill purchases to your AT&T account: Tap **Set Up Carrier Account**. Select the state associated with your account. Confirm the email address where you want to receive purchase receipts, or enter a new address. Tap **Continue**.
- To bill purchases to a credit card: Tap **Set Up Credit Card**. Select the country associated with your credit card account. Select the card type and enter the card information. Confirm the email address where you want to receive purchase receipts, or enter a new address. Tap **Submit**.

7 Do one of the following:

- To purchase the app using the promo code: Tap **Use Promo Code**.

- To purchase the app using your billing account: Tap **Purchase**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

- 8 To cancel a download: Tap **X** on the **Downloading** progress bar.
- 9 After you download an app, tap **Tap to Launch** to open it. The app also now appears as an icon in the Launcher, so you can open it from the Launcher as well.

TIP If you delete a purchased application you can reinstall it without paying for it again (see [Manage applications with Software Manager](#)).

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Reinstall a deleted application

If you delete an app you installed on your smartphone (see [Manage applications with Software Manager](#)), you can easily reinstall the app. You do not need to buy the app again.

- 1 [Open App Catalog](#) .
- 2 Browse to the app (see [Browse applications in HP webOS App Catalog](#)).
- 3 Tap the app name and tap **Download again for free**.

Set up a billing account

- 1 [Open App Catalog](#) .
- 2 Do one of the following:
 - Tap an app you want to buy, and tap **Download for [amount]**.
 - Open the [application menu](#) and tap **Preferences & Accounts**. Under **Carrier Account** or **Credit Card Account**, tap **Add Account**.
- 3 Enter your Palm profile password and tap **Continue**.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Palm support for help.

- 4 Do one of the following:
 - To bill purchases to your AT&T account: Select the state associated with the account. Confirm the email address where you want to receive purchase receipts, or enter a new address. Tap **Continue**.
 - To bill purchases to your credit card: Select the country associated with your account. Select a credit card type and enter your credit card and billing address details. Confirm the email address where you want to receive purchase receipts, or enter a new address Tap **Submit**.

IMPORTANT Your credit card details are not stored on your smartphone. They are encrypted and stored in your Palm profile.

- 5 Under **Password is Required**, select one of the following:

Once every 4 hours: You must enter your password the first time you make a purchase. If you make any other purchases within four hours, you don't need to enter your password again. After four hours, you enter your password again for the first purchase, which starts a new four-hour clock.

Every Purchase: You must enter your password for each purchase, regardless of the time interval.

- 6 Under **Send Receipts**, enter the email address where you want to receive app purchase receipts.
- 7 If you set up both an AT&T account and a credit card account, under **Default Payment Method**, select the account you want to use as the default for app purchases. App Catalog purchases are billed to your default account.

Update or delete a billing account

- 1 [Open App Catalog](#) .
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 To change the password requirements or receipt email: Tap the current entry under **Password Is Required** or **Send Receipts**, and select a new password requirement or enter a new email address. These settings apply to all your billing accounts.
- 4 To change specific account settings: Tap the account name.
- 5 If prompted, enter your Palm profile password and tap **Continue**.
If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Palm support for help.
- 6 Do one of the following:
 - To change the state associated with a wireless service account: Select the state and tap **Continue**.
 - To change credit card account information: Enter or select the new information and tap **Submit**.
 - To delete the account information from your smartphone: Tap **Remove Account**.

Manage applications with Software Manager

Use Software Manager to work with applications and background services that you add to your smartphone.

- 1 [Open Software Manager](#) .



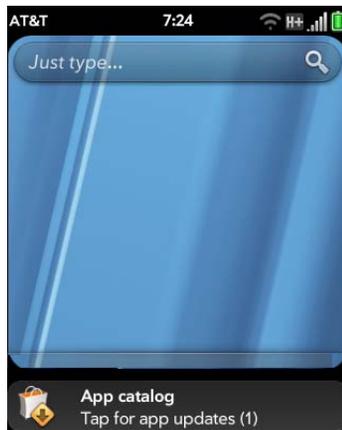
- 2 Tap **Apps** to manage downloaded apps that appear in the Launcher, or tap **Other** to manage background apps and services that do not appear in the Launcher.
- 3 Tap an app or service name.
- 4 On the app details screen, do any of the following:
 - To read reviews of the app: Tap **Review App** and tap a review.
 - To add a review: Tap **Review App**, and then tap **Review**.
 - To share info about the app: Tap **Review App**, and then tap **Share**. To send the link in an email message, tap **Email**. To send the link in a text message, tap **Text Message**.
 - To report a problem with the app: Tap **Report A Problem**. Under **Problem Type**, tap **Bug** and tap the type of problem you are reporting. Enter the problem description and tap .
 - To delete the app: Tap **Delete**. Tap **Delete** again to confirm.

TIP You can also delete an app by throwing it off the side of the screen from the app list, and then tapping **Delete** to confirm.

TIP You can reinstall any app you delete (see [Reinstall a deleted application](#)).

Update a downloaded application from a notification

When an update is available for one or more apps you downloaded, you get a notification. Tap the notification and do one of the following:



- To display details about an app and the available update: Tap the app name.
- To update one app: Tap the arrow icon to the right of the app name.
- To update all apps: Tap **Install Updates**.

Manually check for application updates

- 1 **Open Software Manager** .
- 2 Tap **Apps** to manage downloaded apps that appear in the Launcher, or tap **Other** to manage background apps and services that do not appear in the Launcher.
- 3 If updates are available for any of your downloaded apps or services, an **Update** button appears in the lower-right corner of the screen with a number. The number indicates the number of items for which updates are available. Tap **Update**.



- 4 Do one of the following:
 - To display details about an app and the available update: Tap the app name.
 - To update one app: Tap the arrow icon to the right of the app name.
 - To update all apps: Tap **Install Updates**.



Preferences

There are lots of ways to make your HP Veer 4G work better for you. Personalize your smartphone to make it match your lifestyle.

You can easily customize many features of your smartphone like the wallpaper, screen brightness, ringtone for incoming calls, and more.

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Backup

Backup is one of the major advantages of your Palm profile. You create a Palm profile when you set up your smartphone.

What is a Palm profile?

When you create a Palm profile during setup of your smartphone, you gain access to the many advantages of having a Palm profile, including automatic, daily backup of your data.

Your Palm profile gives you the following benefits:

Palm profile account: Your Palm profile account is automatically created for you on your smartphone. In this account you can store Contacts and Calendar info that you don't store in online accounts like Google or Exchange.

NOTE You cannot access the info in your Palm profile account anywhere but on your smartphone. View, add to, and edit the info in your Palm profile account on your smartphone.

Automatic, daily backup to a secure server: Info stored in your Palm profile account is automatically, daily backed up to a secure server.

Your smartphone backs up the contacts, calendar events, tasks, and memos that are in your Palm profile account, as well as system settings and applications you downloaded to your smartphone. If you ever need to erase the info from your smartphone, you can restore all your backed-up info. All data backed up to your Palm profile is encrypted, and only you, the profile owner, can access your data.

Backup does not affect information stored in online accounts like Google. Information stored in online accounts is synchronized by the online provider at regular intervals. Information stored in Exchange is synchronized by your company's Exchange server.

IMPORTANT Backup does not back up files stored on your smartphone's USB drive.

You can turn off automatic backup, and you can also perform a manual backup.

Remote erase of a lost or stolen smartphone: If your smartphone is lost or stolen, open the web browser on your computer, sign in to your Palm profile on palm.com/palmprofile, and do a remote erase of the info on the smartphone.

NOTE If you want to erase data on your smartphone while you are still in possession of the smartphone—for example, before you give it to someone else—don't do a remote erase. Instead, do a partial or full erase of the smartphone itself (see [Erase data and reset your smartphone](#)).

Access to system updates: Automatic system and software updates are sent to your smartphone.

Updating of Palm profile settings: To change your Palm profile information after you set it up, see [Update your Palm profile settings](#). To see the email address you used when you set up your Palm profile, open Device Info (see [View system information](#)).

What information is backed up?

All data backed up to your Palm profile is encrypted, and only you, the profile owner, can access your data. Data in your Palm profile account can be viewed, added to, or edited only on your smartphone.

IMPORTANT In the event that your smartphone is lost or stolen, you can go to your Palm profile on palm.com/palmprofile and from there erase the data on your smartphone.

The following table lists info that is and is not backed up to your Palm profile:

Table 1. Backup details

Application	Backed up	Not backed up
Accounts	Usernames for online accounts that sync, like Google.	Entries (contacts, events, messages, and so on) in online accounts Passwords for online accounts that sync, like Google.
Amazon MP3	Nothing is backed up. You can copy files from the AmazonMP3 folder on your smartphone to your computer while the smartphone is in USB Drive mode (see Copy files between your smartphone and your computer).	
App Catalog	When you sign in to your Palm profile after your smartphone is erased, apps you downloaded from App Catalog are downloaded again.	App settings and data stored in the app. Applications from sources other than App Catalog.
Backup	Backup setting is on by default.	
Bluetooth	Nothing is backed up.	
Calendar	Events in your Palm profile account. Usernames for online accounts that sync, like Google. Preferences (see Customize Calendar).	Events in online accounts. Passwords for online accounts that sync, like Google.

Table 1. Backup details

Application	Backed up	Not backed up
Contacts	Contacts in your Palm profile account. Usernames for online accounts that sync, like Google. Favorites. Preferences (see Customize Contacts).	Contacts in online accounts. Passwords for online accounts that sync, like Google. Contact photos that you added by taking a photo with your smartphone's camera. Linking relationships between contacts. Speed dials.
Date & Time	Nothing is backed up.	
Email	Usernames for your email accounts.	Passwords for your email accounts. Emails, their contents, and attachments, their sort order, and account preferences.
Excel	See entry for Quickoffice.	
HP webOS App Catalog	See entry for App Catalog.	
Launcher	User customizations such as renamed or reordered Launcher pages (see Reorder Launcher pages or Rename a Launcher page), or reordered Launcher icons (see Reorder Launcher icons).	
Location Services	Preferences.	
Memos	All memos.	

Table 1. Backup details

Application	Backed up	Not backed up
Messaging	<p>Username for IM accounts.</p> <p>Text messages.</p> <p>Instant messages.</p>	<p>Multimedia messages.</p> <p>Passwords, attachments, and history.</p>
Music	<p>Nothing is backed up.</p> <p>Keep a copy of these files on your computer (see Copy files between your smartphone and your computer).</p>	
PDF View	<p>Nothing is backed up.</p> <p>Keep a copy of these files on your computer (see Copy files between your smartphone and your computer).</p>	
Phone	Call history entries.	
Photos	<p>Username for online accounts that sync, like Facebook and Photobucket.</p>	<p>No photos are backed up.</p> <p>On your computer, keep a copy of the photos that are on your smartphone (see Copy files between your smartphone and your computer).</p> <p>Passwords for online accounts that sync, like Facebook and Photobucket.</p>
PowerPoint	See entry for Quickoffice.	
Quickoffice	<p>Username and password for your Quickoffice accounts.</p>	<p>Documents, spreadsheets, and presentations. Keep a copy of these files on your computer (see Copy files between your smartphone and your computer).</p>

Table 1. Backup details

Application	Backed up	Not backed up
Regional Settings	Nothing is backed up.	
Screen & Lock	Nothing is backed up.	
Software Manager	<p>When you sign in to your Palm profile after your smartphone is erased, apps you downloaded from App Catalog are downloaded again.</p>	<p>App settings and data stored in the app.</p> <p>Applications from sources other than App Catalog.</p>
Sounds & Ringtones	Nothing is backed up.	
Tasks	<p>Tasks in your Palm profile account.</p> <p>Username for online accounts that sync, like Exchange.</p>	<p>Tasks in online accounts.</p> <p>Passwords for online accounts that sync, like Exchange.</p>
Text Assist	Nothing is backed up.	
Third-party apps	Apps you downloaded are downloaded again from App Catalog.	
Videos	<p>Nothing is backed up.</p> <p>Keep a copy of these files on your computer (see Copy files between your smartphone and your computer).</p>	
Voice Dial	Nothing is backed up.	
VPN	Nothing is backed up.	
Wallpaper	Nothing is backed up.	
Web	<p>Bookmarks.</p> <p>Browser cookies.</p>	<p>Downloads and web settings.</p>

Table 1. Backup details

Application	Backed up	Not backed up
Wi-Fi	Nothing is backed up.	
Word	See entry for Quickoffice.	

Manually back up information to your Palm profile

Backup occurs automatically every day, but we recommend that you manually back up your information before you reset your smartphone or change your Palm profile settings.

- 1 [Open Backup](#) .



- 2 Tap **Back up now**.

Erase Palm profile information from the server

- 1 [Open Backup](#) .



- 2 Do either of the following:
 - To stop backup of your info and delete all backed-up information from the server: Tap **On** to switch backup from On to Off. Tap **Turn Off And Erase Data**. This deletes all your information on the server. It does not affect the information on your smartphone.

TIP [Open Device Info](#) to delete the information on your smartphone (see [Erase data and reset your smartphone](#)).

- To turn on automatic backup if you had previously turned it off: Tap **Off** to switch Backup from Off to On.

Remotely erase Palm profile information from your smartphone

In the event that your smartphone is lost or stolen, go to your Palm profile on your computer and from there, erase the data on your smartphone. This does not affect the information stored in your Palm profile.

- 1 On your computer, go to palm.com/palmprofile.

- 2 Sign in using your Palm profile username and password.
- 3 Click **Device Info**.
- 4 Click **I Lost My Phone > Erase Device**.

Update your Palm profile settings

IMPORTANT To ensure that the data on your smartphone is consistent with that stored on your Palm profile, we recommend that you perform a manual backup of your data both before and after you change any of your Palm profile settings (see [Manually back up information to your Palm profile](#)).

- 1 [Open Backup](#) .
- 2 Open the [application menu](#) and tap **Palm Profile**.
- 3 Enter your Palm profile password and tap **Sign In**.



- 4 Edit any of the following:

First Name/Last Name: Change the first name and/or last name associated with your Palm profile.

Email: Change the email address associated with your Palm profile. A verification email is sent to the new address. Click the link in the email to verify the new address. After you verify, the email address is changed.

Security Question/Answer: Tap the current question and tap a new one. Then tap **Answer** and enter an answer.

Change Password: Tap **Change Password**. Enter your new password and confirm it. Tap **Done**.

Date & Time

You can set your smartphone to adjust the date and time automatically to the local date and time wherever you are, or you can turn this feature off and enter this information manually.

- 1 [Open Date & Time](#) .



- 2 Set any of the following:

Time Format: Set whether to use a 12-hour or a 24-hour format.

Network time: Network time is set by the AT&T network. Tap **On** or **Off**. If you turn this option off, select the date and time. If you switch from manual time to network time, there might be a delay before the network time updates on your smartphone.

Network time zone: Tap **On** or **Off**. If you turn this option off, tap the city that appears onscreen. Type the name of a country or city in the time zone you want, and then tap the location.

Device Info

View system information

- 1 [Open Device Info](#) ⓘ. Basic system information is displayed, such as your phone number, battery usage, and available memory. The screen also displays the email address you used when you set up your Palm profile.
- 2 To view more detailed system information, tap **More Info**, and tap **Software** or **Hardware**.

Rename your smartphone

The name you give your smartphone appears on any paired Bluetooth® device that has a display, such as a car kit. If you rename your smartphone, the name is updated automatically on the other device—you don't need to pair again.

- 1 [Open Device Info](#) ⓘ.
- 2 Tap the **Name** field and enter the new name.

Restart your smartphone

If an application freezes, first try restarting your smartphone.

An occasional restart can be good for your smartphone just the way a restart can be good for your computer. Every once in a while, restart your smartphone.

- 1 [Open Device Info](#) ⓘ.
- 2 Tap **Reset Options** and tap **Restart**.

NOTE If the screen does not respond to taps, press and hold **power** while you slide the **ringer switch** three times to restart your smartphone.

Erase data and reset your smartphone

If restarting your smartphone does not solve the problem of application freezes, you may need to reset the smartphone. A reset deletes some or all information from your smartphone (depending on the type of reset you select). After a reset, you must follow the prompts to sign in to your Palm profile again before you can use your smartphone.

IMPORTANT If possible, do a manual backup of your Palm profile data before resetting your smartphone (see [Manually back up information to your Palm profile](#)). After you sign in to your Palm profile again, any backed-up information is restored (see [What information is backed up?](#)).

- 1 [Open Device Info](#) ⓘ.

- 2 Tap **Reset Options**.



- 3 Tap one of the following:

Erase Apps & Data: Erases all application data and settings, as well as any applications you installed from App Catalog.

Erase USB Drive: Erases all files stored in USB drive storage, such as pictures, videos, and music.

Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Use Full Erase if you want a clean erase of your currently installed apps and files but plan to continue using the smartphone.

Secure Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Use Secure Full Erase if you plan to give the smartphone away and you do not want your data and files to be recoverable even using a third-party tool. Secure Full Erase performs a complete wipe of the smartphone and takes considerably longer than a regular full erase.

- 4 Tap the button again to confirm your choice.

About the full erase options

In most cases, you can perform a regular full erase if you want to erase downloaded applications and USB drive storage files from your smartphone. Perform a secure full erase when you give your smartphone to somebody else and you don't want that person to be able to access your data.

Regardless of which full erase option you choose, all your data on the web—in your online accounts and in your Palm profile—is untouched.

After either type of full erase, you can sign in to your Palm profile either on a new webOS smartphone or the same smartphone you just erased. Signing in restores your Palm profile data and information from online accounts (see [What information is backed up?](#)), but not your stored files such as pictures, videos, and music (you must copy those again to the smartphone; see [Copy files between your smartphone and your computer](#)).

Run Quick Tests

If you are troubleshooting your device with a support agent, you can run Quick Tests to supply the agent with diagnostic information about your smartphone. If you need more information after running Quick Tests, you can run one or more Interactive Tests (see [Run Interactive Tests](#)).

- 1 [Open Device Info](#) ⓘ.
- 2 Open the [application menu](#) and tap **Tests > Quick Tests**.
- 3 Work with the support agent to view and report the test results.

Run Interactive Tests

If you are troubleshooting your device with a support agent and need more information after running Quick Tests (see [Run Quick Tests](#)), you can run one or more Interactive Tests.

- 1 [Open Device Info](#) ⓘ.

- 2 Open the [application menu](#) and tap **Tests > Interactive Tests**.
- 3 Work with the support agent to run and view results from one or more tests.

Change default applications

If you have more than one application on your smartphone that can perform a particular function, you can change the default application to use for that function.

In addition, if you have more than one application on your smartphone that can open a particular file type, you can change the default application to use for opening that file type.

- 1 [Open Device Info](#) .
- 2 Open the [application menu](#) and tap **Default Applications**.
- 3 To find data types and file types for which more than one app is available, look for app names that appear in black type.
- 4 Do either or both of the following:
 - To change the default application to use for different functions: Under **Data Types**, tap the currently displayed application for a given data type, and tap a different application.
 - To change the default application to use for different file types: Under **File Types**, tap the currently displayed application for a given file type, and tap a different application.

To override the default application setting when looking for the map location of an address: Press and hold **Option** , tap the address, and tap an application.

Use Certificate Manager

Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

Install a certificate from USB drive storage

You can install a certificate that is located in the USB drive storage on your smartphone. For information on copying a certificate into USB drive storage, see [Copy files between your smartphone and your computer](#).

- 1 [Open Device Info](#) .
- 2 Open the [application menu](#) and tap **Certificate Manager**.



- 3 Tap  and tap the certificate name.

Install a certificate from an email attachment

- Open the email attachment (see [Open email attachments](#)), and then tap **Trust Certificate**.

View certificate details

You can view user-installed certificates only.

- 1 [Open Device Info](#) .
- 2 Open the [application menu](#) and tap **Certificate Manager**.
- 3 Tap the certificate name.

Delete a certificate

You can delete user-installed certificates only.

- 1 [Open Device Info](#) .
- 2 Open the [application menu](#) and tap **Certificate Manager**.
- 3 Tap the certificate and tap **Delete Certificate**.

Exhibition

Exhibition gives you access to special applications that optimize use of the smartphone while placed on an HP Touchstone charging dock (sold separately). These apps include Time (clock app), Photos (photo slideshow), and Agenda (agenda based on your Calendar events for the day).

NOTE If you purchase an HP Touchstone charging dock, you also need to purchase a USB cable if one is not included in the charging dock package. The charging cable for your Veer is not compatible with a Touchstone charging dock. Also, to use a charging dock, you must connect the USB cable to the AC adapter, and then plug the adapter into a working outlet. You cannot use a charging dock by connecting the USB cable to a computer.

Start Exhibition

Do one of the following:

- When the screen is off and the keyboard is closed, place your smartphone on a Touchstone charging dock. Exhibition starts automatically.
- If you place your smartphone on a charging dock while the screen is on, or when the screen is off but the keyboard is open, Exhibition starts when the smartphone has been inactive for the period defined in the Screen Lock settings (see [Set the interval for turning the screen off automatically](#)). The screen does not lock.
- [Open Exhibition](#)  and tap **Start Exhibition**. This starts Exhibition whether or not your smartphone is on a charging dock.



NOTE If you place your smartphone on a charging dock when you are on a call or watching a video in the Videos or YouTube app, Exhibition does not start.

Exit Exhibition

Do any of the following:

- Tap the center of the gesture area.
- Flick up from the gesture area to the screen.

- If your smartphone is on a charging dock, remove the smartphone from the charging dock.

When you exit Exhibition, the last used item on the smartphone is displayed: the Launcher, Card view, or an app window.

Use Exhibition

Here are some key features of using Exhibition:

- When Exhibition starts, the last-used app is displayed. To switch to another app, tap the upper-left corner of the screen, and tap the app you want.



- When Exhibition starts, notifications appear as usual, and tapping a notification performs the same action as usual.
- If your smartphone is on a charging dock but Exhibition is turned off, Exhibition starts automatically when the smartphone has been inactive for the period defined in the Screen Lock settings (see [Set the interval for turning the screen off automatically](#)). The screen does not lock.
- If you have Secure Unlock turned on, you must enter your PIN or password to use the smartphone when Exhibition starts.

Use your smartphone as a clock

The Exhibition Time app provides a convenient way to use your smartphone as a clock while the smartphone is sitting on the charging dock.

- In Exhibition, tap the upper-left corner of the screen, and tap **Time**.

View a picture slideshow

When your smartphone is in Exhibition, you can set it to play a continuous slideshow of pictures from any album in the Photos app.

- 1 In Exhibition, tap the upper-left corner of the screen, and tap **Photos**. Playback of the currently selected album starts automatically. The default album is **Photo Roll**.
- 2 To pause the slideshow and display playback controls, tap the screen.
- 3 When the playback controls are displayed, do any of the following:
 - To use pictures from a different album for the slideshow: Tap the currently displayed album in the upper-right corner of the screen, and then tap the new album.
 - To play the album's pictures in random order: Tap .
 - To resume playback: Tap .
 - To change the timing of the slideshow: Tap  and tap a time interval. This interval sets how long a picture is displayed before it transitions to the next picture.
- 4 To manually move to the next or previous picture during a slideshow: Swipe left or right on the screen.
- 5 To exit the slideshow: Make the back gesture.

View your day's agenda

Agenda view displays any of the current day's calendar events in list format.

- In Exhibition, tap the upper-left corner of the screen, and tap **Agenda**.



Customize Exhibition settings

- 1 [Open Exhibition](#) .

- 2 Do either of the following:



- To change which apps are available in Exhibition: Tap **On** or **Off** for each app. You cannot remove the Time app.
- To find more Exhibition apps: Tap **Find More**. This opens App Catalog displaying a list of apps you can use in Exhibition. Tap an app to download it (see [HP webOS App Catalog and Software Manager](#)). You can install as many Exhibition apps as you want.

Regional Settings

Language

You can set your smartphone display to any language available for the device.

- 1 [Open Regional Settings](#) .
- 2 Tap the language currently displayed in the **Language** field, and then tap a new language.
- 3 If a region list is displayed, tap the region.

- 4 Confirm you want to use the new language, or revert to the original language.

Your smartphone restarts after you select a new language. The restart does not affect your data or applications.

Formats

You can set your smartphone to format numbers, currency, date, and time in the style you prefer. You can select the format commonly used in your country or region, or any style you prefer.

- 1 [Open Regional Settings](#) .
- 2 In **Formats**, tap the country name.
- 3 Do one of the following:
 - Begin typing the name of another country, and when it appears, tap it.
 - Scroll down to find a country, and then tap it.
- 4 Confirm you want to change the format.

Your smartphone restarts after you select a new country format. The restart does not affect your data or applications.

Screen & Lock

Change screen brightness

- 1 [Open Screen & Lock](#) .
- 2 Under **Screen**, drag the **Brightness** slider to the preferred level.

Set the interval for turning the screen off automatically

By default, your screen turns off after one minute of inactivity to save battery power. You can change this interval.

- 1 [Open Screen & Lock](#) .
- 2 In **Turn off after**, tap the interval shown, and then tap the number of seconds or minutes.

Change your wallpaper

Your wallpaper is the screen background in Card view. You can customize the wallpaper to show a favorite picture.

- 1 [Open Screen & Lock](#) .
- 2 Tap **Change Wallpaper**.
- 3 Do one of the following:
 - To use an existing picture as the background: Tap the album containing the picture, and tap the picture.
 - To use a new picture as the background: Tap **New Photo** and take the picture.
- 4 (Optional) Do either or both of the following:
 - To zoom out or in on a part of the picture: Pinch in or out on the picture.
 - To capture the portion of the picture you want for your wallpaper: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the wallpaper.
- 5 Tap **Set Wallpaper**.

Turn advanced gestures on/off

Turning on advanced gestures gives you two additional gestures, previous and next, and also changes the way you make the back gesture and the forward gesture in Web. Having these gestures on or off affects the way you can switch among open applications on your smartphone.

- **Previous and next gestures:** The previous and next gestures let you move among your open applications without first going to Card view. The previous gesture is a full swipe from left to right across the entire length of the gesture area. The next gesture is a full swipe from right to left across the entire length of the gesture area. Use these gestures when you have more than one app open and an app is displayed full-screen. By making the previous and next gestures, you go from full-screen view to full-screen view of each app. The order of applications is determined by the order that you opened them or arranged them in Card view.
- **Change to the back gesture and to the forward gesture in Web:** The back gesture still goes from right to left in the gesture area, but you must make a shorter swipe, from the center outward. The forward gesture in Web also requires a shorter swipe.

1 Open Screen & Lock .



2 In **Switch Applications**, tap **On** or **Off**.

Set options for unlocking the screen

The screen locks five seconds after it turns off automatically, or immediately if you turn the screen off manually. Use Secure Unlock if you want to require a PIN or a password to unlock the screen.

TIP If your company issued your smartphone to you, check with your system administrator about whether the company has its own settings for locking and unlocking the screen of your smartphone.

1 Open Screen & Lock .

2 To turn Secure Unlock on: In **Secure Unlock**, tap **Off**, tap **Simple PIN** or **Password**, and do one of the following:

Simple PIN: Enter a PIN of any length. This is a PIN that you make up. Enter the PIN again to confirm, and then tap **Done**.

Password: Enter a password containing any combination of letters and numbers. Enter the password again to confirm, and then tap **Done**.

IMPORTANT Be sure to write down your PIN or password and keep it somewhere safe. If you forget your PIN or password, you need to remotely reset your smartphone and may lose data.

3 Tap **Lock After** to choose whether the screen locks after a designated time, or after the screen turns off.

4 To turn Secure Unlock off: In **Secure Unlock**, tap the currently displayed option (**Simple PIN** or **Password**), and then tap **Off**. Enter the PIN or password, and then tap **Done**.

Change your Secure Unlock password

1 Open Screen & Lock .

- 2 In **Secure Unlock**, tap **Change PIN** or **Change Password**.
- 3 Enter the old PIN/password and the new PIN/password.
- 4 Tap **Done**.

Get notifications when the screen is locked or off

- 1 **Open Screen & Lock** .
- 2 Under **Notifications**, tap **On** or **Off** to set whether notifications are displayed when the screen is locked.
- 3 Under **Notifications**, in **Blink Notifications**, tap **On** or **Off**. If blink notifications are turned on, when the screen is off, the light in the gesture area pulses when a notification arrives and continues to pulse until you tap the notification or turn on the screen. Blink notifications are on by default.

Use voice dialing when the screen is locked

For information on using voice dialing, see [Dial by contact name using voice dialing](#).

If you turn on the preference to use voice dialing when the screen is locked, you access voice dialing by turning on the screen if it is off (see [Turn the screen on/off](#)), and then pressing and holding **volume**. You do not need to enter your PIN or password to unlock the screen.

If this preference is on and you have a headset attached to your smartphone, you can access voice dialing when the screen is locked by pressing and holding the button on the headset—you don't need to turn the screen on first.

- 1 **Open Screen & Lock** .
- 2 Under **Voice Dialing**, tap **On** or **Off** next to **Enable When Locked**.

Sounds & Ringtones

Use the ringer switch

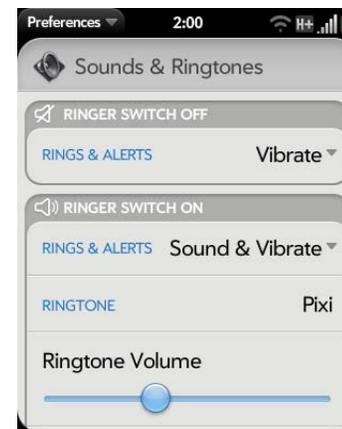
Sliding the ringer switch off (red means off) not only turns off the ringer for incoming phone calls, it also turns off system sounds like the Calendar notifications and the camera shutter click when you take a picture. The ringer switch does not affect music and video sound.

By default, when the ringer switch is off, you can still hear the Clock alarm. If you want to change this setting so that turning off the ringer switch also turns off the Clock alarm sound, go to **Clock > Preferences**. Under **Ringer Switch Off**, change **Play alarm anyway** to **No**. If you set this option to No, be sure to change it back to Yes the next time you set an alarm—otherwise, you won't hear the alarm if the ringer switch is off.

Set ringer switch settings

You can set how your smartphone treats system sounds and rings for incoming calls when the ringer switch is off and when it is on.

- 1 **Open Sounds & Ringtones** .



- In **Ringer Switch Off > Rings & Alerts**, tap the currently displayed option, and then tap an option to set what happens when the ringer switch is off and a system sound or the ringer would normally play. Tap **Vibrate** to have your smartphone vibrate instead of playing the sound. Tap **Mute** to have nothing happen.
- Under **Ringer Switch On > Rings & Alerts**, tap the currently displayed option, and then tap an option to set what happens when the ringer switch is on and a system sound or the ringer plays. Tap **Sound & Vibrate** to have your smartphone both play a sound and vibrate. Tap **Sound** to have your smartphone play a sound only.

Set system sound options

You can turn system sounds, such as transition sounds and notification alerts, on or off. You can also set the volume for system sounds.

System sounds are turned on by default. Your smartphone plays your system sound only when the ringer switch is on.

- Open **Sounds & Ringtones** .



- In **System Sounds**, tap **Off** to switch system sounds from Off to On for notifications, transitions, shutter click, and the like. Tap **On** to switch system sounds from On to Off.

NOTE Calendar, Email, and Messaging notification sounds are controlled separately. If you have notification sounds turned on in any of those apps (see [Customize event notification sounds](#), [Turn new email notifications on/off](#), and [Customize messaging notifications](#)), the sound plays even if you have System Sounds turned off. Note that the ringer switch must be on for any notification sound to play.

- Drag the **Volume** slider to set the system sounds volume.

Add ringtones to your smartphone

You can add a file in any of the following file types as a ringtone for your smartphone: MP3, AAC, AAC+, AMR, QCELP, or WAV. How to use the file as a ringtone depends on the following: the file type, how you obtain the file, and whether you want to use the file as a ringtone only, or play it in the Music app.

You can obtain files to use as ringtones in any of the following ways:

- Download a ringtone from one of the many ringtone apps in App Catalog (see [HP webOS App Catalog and Software Manager](#)).
- Download an MP3 file that you want to use as a ringtone from the Amazon MP3 app (if available on your smartphone) (see [Amazon MP3](#)).
- Copy a file from your computer (see [Copy a ringtone to your smartphone](#)).

To use an AMR or QCELP file as a ringtone, the file must be stored in the **ringtones** folder in your smartphone's USB drive storage. Here's how to get the file into the correct folder:

- Files downloaded from App Catalog: The file is placed in the ringtones folder automatically.
- Files copied from your computer: You must place the file in the **ringtones** folder (see [Copy a ringtone to your smartphone](#)).

To use a file in the **ringtones** folder as a ringtone, see [Select a file from the ringtones folder as a ringtone](#).

For MP3, AAC, AAC+, and WAV files, you have two options:

- To use the file as a ringtone only: Place the file in the **ringtones** folder (see [Copy a ringtone to your smartphone](#)). If the file is already on your smartphone, connect your smartphone to your computer as described in that procedure, navigate to the file, and move the file to the **ringtones** folder. If you download a file from a ringtone app in App Catalog, it is automatically placed in the ringtones folder. To use a file in the ringtones folder as a ringtone, see [Select a file from the ringtones folder as a ringtone](#).
- To both use the file as a ringtone and listen to the file in the Music app: Copy the file to your smartphone and place the file in any folder in your smartphone's USB drive storage except **ringtones** (see [Copy files and folders using USB Drive mode](#)). If you download an MP3 file from the Amazon MP3 app, it is automatically stored in a folder where you can both listen to it in the Music app and use it as a ringtone. To use the file as a ringtone, follow the steps in [Select a song as a ringtone](#).

Select a file from the ringtones folder as a ringtone

The ringtone you select here applies globally to all incoming calls. You can also set a ringtone for an individual contact (see [Add a ringtone to a contact](#)).

- 1 [Open Sounds & Ringtones](#) .
- 2 In **Ringtone**, tap the displayed ringtone to open the list of tones. This list displays all files stored in the **ringtones** folder in your smartphone's USB drive storage.
- 3 (Optional) Tap  to listen to the ringtone.
- 4 Tap the name of the ringtone to select it.
- 5 To set the ringtone volume, drag the **Ringtone Volume** slider.

TIP Adjusting the Ringtone Volume slider is the same as using the **volume** button on the side of the smartphone.

Select a song as a ringtone

If you have a song you listen to in the Music app, you can use that song as the ringtone for your smartphone.

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see [Add a ringtone to a contact](#)).

- 1 [Open Sounds & Ringtones](#) .
- 2 Tap the displayed ringtone.
- 3 Tap .
- 4 Tap  to the right of a song title to preview it. Tap the song title to add it to your list of ringtones.
- 5 When the list of ringtones is displayed, tap the song you added to use it as your ringtone.
- 6 To set the ringtone volume, drag the **Ringtone Volume** slider.

Copy a ringtone to your smartphone

- 1 Identify a file on your computer to use as a ringtone on your smartphone.
- 2 Connect your smartphone to your computer using the **USB cable**.
- 3 On your smartphone, tap **USB Drive**. On your computer, your smartphone appears as a removable drive.
- 4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), double-click the drive representing your smartphone, and drag and drop files to the **ringtones** folder on your smartphone.

- 5 End the connection safely. If you do not eject safely, your smartphone resets when you disconnect the USB cable:
 - On a Windows computer, right-click the drive representing your smartphone and click **Eject**.
 - On a Mac computer, from your desktop, drag the drive representing your smartphone to the **Trash**. Trash changes to **Eject**.
- 6 Disconnect the **USB cable** from the computer when the USB Drive screen is no longer displayed on your smartphone.

The new file appears in the list of ringtones on your smartphone. You can select the new ringtone to apply to all incoming calls (see [Select a file from the ringtones folder as a ringtone](#)) or set it as a unique ringtone for a contact (see [Add a ringtone to a contact](#)).



Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit palm.com/support. Remember that when you search your smartphone's Help system, you get results not only from the Help system, but from Palm's Support Knowledge Base as well.

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6Ts: Ways to get your HP Veer 4G working again

Introduction

Is your smartphone not working the way you expect it to? Has it stopped responding to taps? Is one of your applications not responding or behaving strangely?

These problems can be pretty easy to fix.

Here are six different troubleshooting methods—6Ts—that you can try, on your own, to get your smartphone working again.

Try each method in the order it's presented to see if it solves your problem. When the problem is solved, stop.

T1. Throw all open applications off the top of the screen

NOTE If the screen is off and you can't turn it on, or if gestures don't work, skip to [T3. Triple-toggle to restart](#).

- 1 If you're working in an application that's displayed full-screen and it isn't responding, flick up from the gesture area to send the app to Card view.
- 2 Throw the app off the top of the screen to close it.



- 3 Throw any other open applications off the top of the screen to close them.

Why this might help

One or more of your open applications could be reserving so much memory that there's not enough memory left to do real work. Closing apps can free up enough memory so you can continue working.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T2. Turn your smartphone completely off and on

NOTE If the screen is off and you can't turn it on, or if gestures don't work, skip to [T3. Triple-toggle to restart](#).

- 1 Press and hold **power** .
- 2 Tap **Power**, and then tap **Restart**.

Why this might help

Restarting your smartphone closes all applications, frees up all memory, and reinitializes wireless services (phone, Bluetooth® technology, Wi-Fi, and VPN). A fresh start.

TIP An occasional restart can be good for your smartphone just the way a restart can be good for your computer. Every once in a while, restart your smartphone.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T3. Triple-toggle to restart

- 1 Press and hold **power** .
- 2 While still holding down **power** , slide the **ringer** switch three times.

Wait a few seconds for the restart to begin.

Or try this method for restarting your smartphone: 3-key restart: Press and hold **Option**  + **Sym**  + **R**, and then release the keys all at once. Give this method at least 10 seconds for the restart to begin.

Why this might help

A triple-toggle or 3-key restart may be effective if the screen is off and you can't turn it on, or if gestures don't work. These restarts also close all applications, free memory, and reinitialize wireless services (phone, Bluetooth® technology, Wi-Fi, and VPN).

NOTE Because open applications are forced to close immediately during a triple-toggle or 3-key restart, some unsaved data may be lost.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T4. Top off the battery

- 1 Connect the **USB cable** to the **AC charger** and to your smartphone.



- 2 Plug the **AC charger** into a working electric outlet.
- 3 Let the battery charge completely.

Why this might help

Fully charging the battery ensures your smartphone is not conserving power due to a low battery.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T5. Take out the battery

IMPORTANT This solution is not available for your Veer. Do not try to remove the battery. Attempting to remove the battery from your Veer voids the warranty. Skip to [T6. Tether your smartphone to your computer and reinstall webOS](#).

T6. Tether your smartphone to your computer and reinstall webOS

IMPORTANT Don't try this method until you've already tried the five Ts before this.

- 1 On your computer's web browser, go to palm.com/palmprofile, sign in, and write down your smartphone's serial number.
- 2 Go to palm.com/rom and click the link to get **webOS Doctor**.
- 3 Enter your serial number and follow the instructions.

Why this might help

Installing the latest version of webOS wipes and refreshes all memory. Your preferences and installed software are not affected.

Want help while you use webOS Doctor? Go to palm.com/support. Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.

Palm profile

Creating your Palm profile: Is your smartphone ready for setup?

BEFORE YOU BEGIN Did you remove the clear plastic screen protector? Your smartphone won't respond well to your taps if the protector is covering the touchscreen.

Look along the top of the screen from left to right:



Do you see:

- 1 The name **AT&T**?

If your smartphone uses a SIM card, make sure that the card is not damaged and that it is inserted correctly.

No? Then your smartphone isn't activated. If your smartphone uses a SIM card, make sure that the card is not damaged and that it is inserted correctly. If you cannot activate your smartphone, contact AT&T for help.

- 2 The H+ or 3G icon?

No? Then move outside or go to a more built-up area until you see the H+ or 3G icon. If you see a white triangle, you're roaming, and setup won't work. Move to a location where you are within coverage of the AT&T network. Setup takes longer when your smartphone has a 2G connection.

3 At least three signal-strength bars showing white (not gray)?

No? Then move to a location where you get a stronger signal from the AT&T network. You can't use a Wi-Fi connection to create your Palm profile.

4 A battery icon that is green or at least one-third white?

No? Then charge your smartphone: Plug the USB cable into the AC charger, plug the charger into an electric outlet, and attach the magnetic end of the cable to the charger/connector on your smartphone. Charge the smartphone for at least one hour.

If you answered Yes to all these questions and still can't set up your profile, read the next sections.

Creating your Palm profile: Are you trying to use a profile from another webOS smartphone?

When you set up your smartphone, did you tap **Sign In To My Profile** on the Palm Profile screen? Tap the **Sign In To My Profile** button only if you can answer Yes to these questions:

- Did you create a valid Palm profile on another webOS smartphone in the past?
- Do you want to use that same Palm profile again on your new webOS smartphone?

If you answered No to those questions, do this:

- Make the back gesture—a quick swipe from right to left in the gesture area of your smartphone—until you see the Palm Profile screen again. Then tap **Create New Profile**.



If you answered Yes to the questions, do this:

- If you forgot the profile password, tap **Forgot Password**. Enter the answer to your security question and tap **Done**. Create a new password and tap **Done**.

If that doesn't work, do this:

- For help on setting up your old profile on your new smartphone, go to palm.com/support. Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.

Creating your Palm profile: Are you having trouble creating a new profile?

To create a profile, do the following:

- 1 During setup, tap **Create New Profile**.

- 2 Tap the field labeled **First & Last Name** and enter your first and last name. Tap **Next**.



- 3 Create a password for your profile. It must be between 6 and 20 characters long. You must enter it exactly the same way in the **Password** and **Re-enter Password** fields. Note the following when you enter your password:

- To type a number or symbol that appears above a letter on the keyboard: Press **Option** and then the key (see [Enter alternate keyboard characters](#)).

- To enter an accented character or a symbol that doesn't appear on the keyboard: Press **Sym** and scroll through the table to find the symbol (see [Enter characters from the symbols table](#)).



- 4 Tap **Next**.
- 5 Enter a valid email address. Do the following:



- Enter the full address, for example: yourname@emailaccount.com.
- Enter the address accurately, with an @ sign and a period, and the appropriate domain type at the end (com, net, and so on).
- Enter the exact password you use to access this email account.

Creating your Palm profile: Unable to complete? Try this

Restart your smartphone and begin again by doing this:

- 1 Press and hold the **power**  button until you see two buttons—**Turn Off** and **Cancel**.
- 2 Tap **Turn Off**. Wait for the smartphone to shut down completely.



- 3 Press and hold the **power**  button and begin setup again.

If you are unable to create a profile, contact Palm Support and find out the status of the Palm Profile server: Go to palm.com/support. Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options. There may be a temporary outage affecting your area.

Having trouble logging in to your Palm profile?

Remember, to log in to your Palm profile, you must enter the same email address and password you used to create the profile.

TIP After you create your Palm profile, you get an email at the address you used to create the profile. Click the link in the email message to verify your profile.

If you verified your profile when you created it, do this:

- 1 On your computer, go to palm.com/palmprofile, select your smartphone and **AT&T**, and then click **Manage Palm Profile**.
- 2 Click **Forgot password?**
- 3 Enter the email address you used to create your Palm profile and click **Next**.
- 4 Enter the answer to your security question and click **Next**.
- 5 Enter your new password twice.
- 6 (Optional) Click **Change Security Question**, select a security question, and enter your answer.
- 7 Click **Reset Password**.

If you never verified your profile or didn't create a security question, the process is a little different. Do this:

- 1 On your computer, go to palm.com/support, select your smartphone and **AT&T**, and then click **Manage Palm Profile**.
- 2 Click **Forgot password?**
- 3 Enter the email address you used to create your Palm profile and click **Next**.
- 4 Type the text you see in the white box and click **Send Email**.
- 5 Open your email program on your computer, and open the email with the subject **How to reset your security information**.
- 6 Click the link in the email.
- 7 Enter your new password twice.
- 8 (Optional) Click **Change Security Question**, select a security question, and enter your answer.

9 Click **Reset Password**.

If that doesn't work, or if you can't remember your security question and answer, contact Palm Support for help on gaining access to your profile: Go to palm.com/support. Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.

Battery

WARNING Never remove the back cover of your Veer. The battery is built in to your smartphone and is not removable.

The battery drains quickly

If the battery seems to drain quickly from normal use, see [Maximizing battery life](#) for tips on improving battery life.

If you still experience problems and you frequently leave the Wi-Fi feature on even when you are not using the smartphone, change the sleep setting for Wi-Fi. See [Put Wi-Fi to sleep when the screen is off](#) for instructions.

The battery doesn't charge or doesn't hold a charge

If you are trying to charge the battery using the USB cable, try these steps in sequence:

- Make sure you are using the USB cable and AC charger that came with your Veer, or a compatible cable or charger approved by HP.
- Make sure the magnetic end of the cable is securely attached to the charger/connector on your smartphone. Make sure the other end is securely connected to the AC charger or to a USB port on your computer.



- If using the AC charger, make sure it is securely inserted into a working outlet. Try a different outlet if one is available.
- If using a computer, try a different USB port on the computer if one is available.
- Try a different compatible USB cable (with magnetic connector) if one is available.

If you are trying to charge the battery using an HP Touchstone charging dock, try these steps in sequence:

- Make sure your smartphone is correctly positioned on the charging dock. If the Veer is correctly positioned, a “Charging Battery” notification appears, and a lightning bolt appears on the battery icon in the upper-right corner of the screen.
- Make sure the slanted face of the charging dock and the silver dot on the USB cable are facing up.
- If the charging dock came with a USB cable, make sure you are using that cable, or a compatible cable approved by HP, to connect the charging dock to the AC charger. Note that you cannot use the USB cable for your Veer with a Touchstone charging dock. If the dock did not come with a USB cable, you can purchase one separately.
- Make sure that you are using the AC charger that came with your smartphone, or a compatible charger approved by HP.
- Make sure the USB cable is securely connected to the charging dock and the AC charger. You may need to rock the connector on the USB cable gently to fully insert it into the charging dock.

NOTE The charging dock does not work when it is connected to a computer.

- Make sure the AC charger is securely inserted into a working outlet.
- If the outlet is connected to a light switch or power strip, make sure the power is on.
- Try a different outlet if one is available.
- Try a different compatible USB cable if one is available.
- Restart your smartphone (see [Restart your smartphone](#)).

I need to replace the battery

Contact Palm or AT&T to get your smartphone repaired. Within the warranty period, your battery should not need replacing. With good treatment, your battery is likely to last for a couple of years. See [Maximizing battery life](#) for helpful tips.

Screen and performance

The screen appears blank

If you hold the smartphone up to your ear while on a call, the screen goes dark. This is normal behavior. It prevents your accidentally tapping an item on the screen and saves battery power. When you take the smartphone away from your ear, the screen automatically turns back on, ready for use. If the screen doesn't turn on fast enough for you, tap the screen to wake it up.

The same behavior occurs anytime you're on a call and the smartphone screen is placed near another surface. The screen turns on automatically (if the smartphone is still on) when you move the smartphone away from the other surface.

When the smartphone is on and idle, the screen first dims and then turns off. This also is normal behavior, caused by the auto shut-off interval. You can

adjust this auto shut-off interval to be as long as three minutes (see [Set the interval for turning the screen off automatically](#)). At first, the screen dims as a power-saving measure. Just tap the screen to brighten it. Then, if your smartphone remains inactive for the full interval you set, the screen turns itself off. Press **power**  to turn the screen back on.

Follow these steps in sequence if you can't turn the screen back on:

- 1 Make sure you have removed the protective cover that came attached to your smartphone screen.
- 2 Make sure that there are no stickers covering any part of the front of the smartphone.
- 3 To brighten the screen if it has dimmed, tap the screen.
- 4 To turn on the screen, do one of the following:
 - Press **power** . Drag  up to unlock the screen.
 - Slide out the keyboard.
 - If the keyboard is out, press any key.
- 5 Look closely at the screen. If the display appears but is faint, try adjusting the screen brightness (see [Change screen brightness](#)).
- 6 If the problem persists, connect your smartphone to the **AC charger** (see [Charge the battery](#)). If you see a faint display, try to restart your smartphone (see [Restart your smartphone](#)).
- 7 If you don't see a display or the screen doesn't respond to taps, press and hold **power**  and slide the **ringer** switch three times to restart your smartphone. Then wait until your smartphone completes startup.

An application is not responding to taps

- 1 Make sure you have removed the screen protector that came attached to your smartphone screen.

- 2 Check to see if the screen has any cracks. If it does, contact Palm Support for further assistance: Go to palm.com/support. Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.
- 3 Make sure the screen is not locked. Press **power**  and drag  up to unlock the screen.
- 4 Tap the center of the gesture area. If the application screen minimizes to a card, throw the card off the top of the screen to close the app.
- 5 If the screen does not respond to taps at all, press and hold **power**  and slide the **ringer** switch three times to restart your smartphone. Then wait until your smartphone completes startup.
- 6 If this does not solve the problem, see [6Ts: Ways to get your HP Veer 4G working again](#) for additional steps to try.

Applications are running slowly

NOTE Be sure that any third-party applications you install are compatible with HP webOS. Applications written for earlier Palm smartphones using the Palm OS by ACCESS operating system or Windows Mobile are not compatible with your Veer. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

- 1 Tap the center of the gesture area to display Card view.
- 2 Scroll through the cards and note how many applications are open.
- 3 Close any application you are not using by throwing its card off the top of the screen.

If the problem persists after you close apps you are not using, restart your smartphone (see [Restart your smartphone](#)). If this does not solve the problem, see [6Ts: Ways to get your HP Veer 4G working again](#) for additional steps to try.

My gestures in the gesture area aren't working

- Some gestures begin in the gesture area and end in the touchscreen, and vice versa. Crossing the border between the two areas with your finger is crucial to making the gesture successfully. Likewise, the drag gesture for opening a menu begins at the top of the smartphone, above the screen, and crosses down onto the screen.



* Gesture area

- If you cannot make the back gesture, check to see if you have the next/previous app gestures turned on (see [Turn advanced gestures on/off](#)). If so, you need to make a short swipe left for the back gesture, and a full swipe right or left for the next or previous open app.
- Likewise, you can't use the next/previous app gestures unless you turn them on (see [Turn advanced gestures on/off](#)).
- To check if you're making the gesture correctly, see [Use gestures: tap, swipe, drag, flick, pinch](#).

There are small icons in the lower-right corner of the screen

Those icons represent notifications that you have not opened or dismissed. For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen. If you see one or more icons, tap anywhere on the bottom of the screen to display your notifications.

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you know when to expect signal-strength issues.

- If you're standing, move about 10 feet (3 meters) in any direction.
- If you're in a building, move near a window. Open any metal blinds.
- If you're in a building, move outdoors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your smartphone so that it's level with a window.

My smartphone doesn't connect to the mobile network

- Try the suggestions in [Signal strength is weak](#) to improve a weak signal.
- Turn off the phone and turn it on again by turning airplane mode on and off (see [Turn your smartphone on/off](#)).
- Restart your smartphone (see [Restart your smartphone](#)).

I see five bars in the signal-strength icon, but I still can't connect to the network

The **signal-strength**  icon always displays five bars. Your signal strength is indicated by the number of bars that are shaded white.

If most or all of the bars are white , you are in an area of strong coverage.

If most or all of the bars are gray , you are in an area of weak or no coverage.

The person on the other end of the line hears an echo

- Try decreasing the volume on your smartphone—whether you are using the speaker or the earpiece—to avoid coupling or feedback on the other person's end.
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone.
- If you're using the speakerphone feature with your smartphone lying on a flat surface, try turning the smartphone face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to position the microphone, which is on the lower-left side of the gesture area, close to your mouth. Make sure you are not covering the microphone with your cheek or chin.
- Check the **signal-strength**  icon. If the signal is weak, try to find an area with better coverage (see [Signal strength is weak](#)).

I hear static or interference

Check the **signal-strength**  icon. If the signal is weak, try to find an area with better coverage (see [Signal strength is weak](#)).

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your smartphone closer to the hands-free device. Audio quality degrades as the distance between your smartphone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.

- Confirm that no obstructions, including your body, are between the smartphone and your hands-free device. For example, move your smartphone to the same side of your body as your hands-free device.

My smartphone seems to turn off by itself

Your smartphone has a power-saving feature that's set to turn off the screen if it has been idle for one minute. You can change the auto-shut off interval (see [Set the interval for turning the screen off automatically](#)).

If you restart your smartphone, wireless services, such as Wi-Fi and Bluetooth, are automatically turned on if they were on before the restart. However, if the smartphone can't determine if a wireless service was on before the restart, that service does not automatically turn on (see [Turn your smartphone on/off](#)).

If the problem persists and you're using third-party applications, see [HP webOS App Catalog](#) for additional suggestions.

My smartphone doesn't ring

- Make sure the **ringer** switch is turned on. If you can see the red next to the switch, the ringer switch is turned off. Slide the **ringer** switch on.
- Check the ringtone volume. Open **Sounds & Ringtones**  and drag the **Ringtone Volume** slider to the right to increase the ringtone volume.
- If you are using a ringtone you installed, open **Sounds & Ringtones**  and tap **Ringtone**. Tap the default ringtone for your smartphone. If selecting the default ringtone solves the problem, the ringtone you installed is not working properly. Delete the ringtone you installed from your smartphone by following the steps in [Delete files and folders using USB Drive mode](#).

My smartphone doesn't vibrate

- Make sure the **ringer** switch is turned on. If you can see the red next to the switch, the ringer switch is turned off. Slide the **ringer** switch on. (The ringer switch needs to be on to test vibrate mode.)
- Make sure the vibrate settings are turned on:
 - Open **Sounds & Ringtones** .
 - Under **Ringer Switch Off**, tap **Rings & Alerts**, and then tap **Vibrate**.
 - Under **Ringer Switch On**, tap **Rings & Alerts**, and then tap **Sound & Vibrate**.
- Tap, hold, and drag the **Ringtone Volume** slider in either direction. The smartphone should vibrate, and the ringtone should play.

I am working with a support agent and need to find my IMEI number

Do one of the following:

- Slide out the keyboard and look at the back of the smartphone. The IMEI number is located on the portion of the back that's behind the screen.
- **Open Device Info** , tap **More Info**, and tap **Hardware**. The IMEI number is listed under **Network**.
- **Open Phone**  and enter ***#06#** on the dial pad or the keyboard. Tap .

Hands-free devices

I can't make or receive calls using a Bluetooth® hands-free device

- If you have earphones connected to your smartphone, disconnect them.
- Restart your smartphone (see [Restart your smartphone](#)).

- Verify that the hands-free device is compatible with your smartphone. Go to palm.com/support to see a list of supported devices.

NOTE This list contains only devices that have been tested for compatibility. It is possible that a device that does not appear on the list may be compatible with your smartphone.

- Make sure that the Bluetooth feature is turned on (see [Turn the Bluetooth feature on/off](#)).
- Make sure that your smartphone is paired with your hands-free device, and the hands-free device appears in the **Devices** list (see [Connect with a paired device](#)).
- Make sure that the volume on the hands-free device and on your smartphone is set loud enough to hear.
- Make sure your Bluetooth hands-free device is charged and turned on.
- Make sure that your smartphone is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- Make sure that you are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. If this is impossible, move the smartphone closer to the hands-free device.

I lost the connection between my smartphone and my Bluetooth headset

If your headset isn't working, delete the existing pairing (see [Delete a device](#)) and create a new one (see [Set up and use a Bluetooth® hands-free device](#)).

I hear static or interference when using my hands-free device

- Be sure your hands-free device has a sufficient battery charge.
- Move to a quieter location to reduce environmental noise.
- Try wearing the smartphone and the headset on the same side of the body.

- Try moving your smartphone closer to the hands-free device. Audio quality degrades as the distance between your smartphone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the smartphone and your hands-free device. Items such as furniture, people, or walls that are in the path between the headset and the smartphone will impair audio quality.

Some features of my hands-free device don't work with my smartphone

- Check the compatibility list at palm.com/support to ensure that your device is compatible with your Veer.
- Even if the hands-free device is compatible with your smartphone, your smartphone may not support all the features of the device. Check the documentation that came with your hands-free device or the manufacturer's website for feature-compatibility information between the device and your smartphone.

Synchronization

I don't want to sync calendar or contact information with my online account—just email

For most online account providers that sync with more than one app—for example, Google—if you do not want to sync an application with that provider's online account, you can remove that application from the account using the Accounts application. The online account continues to sync with any other related applications.

- 1 [Open Accounts](#) .
- 2 Tap the account name.

- 3 To change which applications are associated with the account: For each app listed, tap **On** or **Off**.

You can also remove an application from online account sync from within the application itself.

- 1 [Open](#) the application.
- 2 Open the [application menu](#) and tap **Preferences & Accounts**.
- 3 Tap the account name.
- 4 Tap **Remove Account**, and then tap **Remove [app name] Account**.

I want to sync with Outlook or Palm Desktop by ACCESS software on my computer

Your Veer can synchronize with select online services so that you can store and sync your info in online accounts (see [Manage online accounts](#)). You can access your data even when you are not able to make a connection to the web because your data is stored on your smartphone.

If you have data from a Palm smartphone in Outlook or Palm Desktop by ACCESS, you can do a one-way transfer of the data from the desktop application to your smartphone (see [Export data from a desktop organizer on your computer](#)). After the transfer of this data to your smartphone, you can assign this data to sync with an online account. You can also assign it to the Palm profile account. Data in this account is backed up to your Palm profile daily, so you can retrieve it if you need to reset your smartphone. But it is not a true sync because you cannot change your Palm profile data anywhere except on your smartphone.

If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your smartphone. However, you can synchronize the

Outlook data wirelessly with your smartphone through your Exchange account.

TIP A number of third-party applications (sold separately) are available that let you synchronize data on your Veer with a desktop application. Visit palm.com/sync-solutions to learn more.

I have an Exchange account at work, but my data is not being downloaded to my smartphone

Check with your system administrator to obtain or verify the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out because they do not want wireless access to their servers), you cannot synchronize with your Exchange account.

If your company requires you to change your password for accessing your Exchange account, you must change the password on your smartphone (see [Change account login settings](#)).

I entered the settings to sync with Exchange, but I can't synchronize with my company's Exchange server

Check with your system administrator to find out if a systemwide locking policy is in place.

A notification tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

A notification tells me that there is not enough free memory to synchronize

- 1 Tap the center of the gesture area to display Card view.
- 2 Scroll through the cards and note how many applications are open.
- 3 Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, see [Making room on your smartphone](#) for other suggestions.

A notification tells me that the server could not be reached

Make sure your smartphone is connected either to the AT&T network or to a Wi-Fi network (see [Icons in the title bar](#)).

If you have a network connection and receive this notification, it means your smartphone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see [Set up email: Microsoft Exchange and Lotus Notes](#)), and try again later.

A notification tells me that ActiveSync encountered a problem with [item type] [item name]

There was an error while synchronizing a single item. This error can usually be corrected only by deleting the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

Data connections

I don't know if I have a data connection

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you don't have a data connection:

Table 1. Data connection icons

Icon	Description
	Your smartphone is connected to a GPRS data network.
	Your smartphone is connected to an EDGE data network.
	Your smartphone is connected to a 3G data network.
	Your smartphone is connected to a 4G data network.
	Your smartphone is connected to a Wi-Fi network. You can open a data connection.

KEY TERM GPRS (General Packet Radio Service): A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.)

KEY TERM EDGE (Enhanced Data Rates for GSM Evolution): An enhanced version of GPRS that delivers data speeds that are up to three times faster than standard GPRS connections, with rates up to 236.8Kbps. (Additional charges may apply.)

I can't make a data connection over the AT&T network

For help with data connections over a Wi-Fi network, see [I can't make a Wi-Fi connection from my home network](#), or [I can't make a Wi-Fi connection from a public or corporate network](#).

- Turn off Wi-Fi (see [Turn Wi-Fi on/off](#)). A Wi-Fi connection can prevent a phone service data connection.
- Make sure you are in an area with good signal strength (see [Signal strength is weak](#)).
- Check to see if you have data services enabled. Open **Phone** , open the [application menu](#), and tap **Preferences & Accounts**. Under **Network**, make sure **Data Usage** is set to **On**.
- If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone** , open the [application menu](#), and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming**, and tap **Enabled**. Note that additional charges may apply if you enable data roaming.
- Turn off the phone and turn it on again (see [Turn wireless services off \(airplane mode\)](#)).
- Restart your smartphone (see [Restart your smartphone](#)).
- If you are still having problems, contact AT&T.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see [Set up email](#)) and are experiencing problems using the account, verify that the account complies with your email provider's requirements:

- Verify both your password and your username for your email account.
- If you changed your password in an online email account, you must change the password on your smartphone (see [Change account login settings](#)).

- Some wireless service providers have other requirements specific to their service. Check with AT&T to find out whether any provider-specific requirements exist.
- Make sure your email provider, ISP, or wireless service provider allows you to access email on a smartphone via POP or IMAP. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a smartphone.)
- Email provider settings may change. If your email account was working but you are currently experiencing problems, check with your email provider to find out whether any of the account settings have changed. You may need to manually change some email settings on your smartphone (see [Enter advanced account settings](#)).

I have problems sending and receiving email

- Make sure that your data connection to your mail server or email service provider has not been interrupted (see [I don't know if I have a data connection](#)).
- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with AT&T for outage information in your area. Tap the mail header in your account Inbox to see the last time the account was updated.
- For problems sending and receiving email using an Exchange email account, see the following sections:
 - [I have an Exchange account at work, but my data is not being downloaded to my smartphone](#)
 - [I entered the settings to sync with Exchange, but I can't synchronize with my company's Exchange server](#)
 - [A notification tells me that ActiveSync encountered a problem on the server](#)
 - [A notification tells me that ActiveSync encountered a problem with \[item type\] \[item name\]](#)

I have problems sending email (IMAP and POP accounts)

If you are able to receive email messages but cannot send them, try the following:

- Turn on authentication (see [Set up email when automatic setup fails](#)). Many service providers require authenticated access, or ESMTP, to use their SMTP servers for outgoing mail.
- Turn off Wi-Fi if you are connected to a Wi-Fi network (see [Turn Wi-Fi on/off](#)). This allows your smartphone to send email over the phone network instead. Some Wi-Fi networks prevent outgoing mail messages.
- Confirm the port number for the outgoing mail server. Many ISPs require a specific port number, and that number may differ from the default port number.
- Enter the name of a different outgoing mail server for sending mail (see [Set up email when automatic setup fails](#)). Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Check with your email service provider for the correct outgoing mail server name.

I can send but not receive email (IMAP accounts)

Some IMAP email providers don't support the setting to receive email **As items arrive**. Check with your email provider to see if this situation applies to your account. If your smartphone is set to receive email as it arrives, try changing the Sync setting for **Get Email** to 5 or 10 minutes (see [Enter advanced account settings](#)).

After I receive messages, older messages disappear from my Inbox

When email sync takes place, by default, the last three days' worth of email messages is downloaded from your mail server to your Inbox. All messages older than three days are removed from your Inbox; they are not deleted on the server, however.

You can change the setting to download only one or two days' worth of messages. If you select one of these options, any messages older than one or two days are deleted from your Inbox. You can also change the setting to download all messages regardless of the date, in which case all messages continue to appear in your Inbox (see [Enter advanced account settings](#)).

I have trouble sending or receiving attachments

- Email attachments smaller than 150KB are downloaded automatically. All other attachments have to be downloaded manually by tapping the attachment name in the email. You may need to tap the attachment to complete receiving it.
- Sometimes an attachment to an email may prevent the email from being sent. The reason may be related to the account, an account setting, or the file. To determine whether this is the case, try sending the email without the attachment, or try sending the email from a different email account. If a different account works, check the settings of the problem account. If sending the email without the attachment works, also check the account settings, and try sending the email with another file, in case the first file was damaged.

Messaging

I can't send or receive text or multimedia messages

- Make sure that the phone is on (see [Turn wireless services off \(airplane mode\)](#)).
- For multimedia messages, do the following:
 - Contact AT&T to verify that your plan includes messaging services, that these services have been correctly activated on your smartphone, and that they are available at your location. (AT&T should be able to tell you if messaging services have been experiencing transmission delays.)
 - Turn off the phone by turning on airplane mode, and then turn off airplane mode (see [Turn wireless services off \(airplane mode\)](#)).

- Restart your smartphone (see [Restart your smartphone](#)).
- Make sure you are in an area with good signal strength (see [Signal strength is weak](#)).
- Make sure you have a data connection over the AT&T network. Note that you cannot send or receive multimedia messages over a Wi-Fi connection (see [I don't know if I have a data connection](#)).
- Check to see if you have data services enabled. **Open Phone** , open the [application menu](#), and tap **Preference & Accounts**. Under **Network**, make sure **Data Usage** is set to **On**.
- If you are in roaming coverage, check to see if you have data roaming enabled. **Open Phone** , open the [application menu](#), and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming** and tap **Enabled**.
- Make sure the file you are attaching or receiving is of a supported file type (see [Create and send a text or multimedia message](#) or [Receive and view text and multimedia messages](#)).
- Some wireless service providers have limits on the size of attachments to multimedia messages—check with AT&T to see if there are any limits. To check the size of a video you want to attach: **Open Videos**  and tap **Video roll**. Videos are listed by date and time, with the length and size of the video. To check the size of a photo you want to attach: Put the smartphone in USB Drive mode, navigate on the computer to the **DCIM/100PALM** folder, and check the size of the photo (see [Copy files and folders using USB Drive mode](#) for information on using USB Drive mode).
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a message arrives but does not display a notification, make sure message notifications are turned on (see [Customize messaging notifications](#)).

I can't set up an instant messaging (IM) account

- To set up an IM account on your smartphone, you must already have the IM account established online. If you don't, first set up the account online.
- If you are logged into the account from another location, log out from that location and try setting up the account on your smartphone again.

- If you are trying to set up a Yahoo! IM account, note that you can have only one Yahoo! IM account on your smartphone at a time. If you already have a Yahoo! IM! account on your smartphone, you must remove it before you can set up a different one (see [Use the Accounts application to edit or delete an online account](#)).
- Make sure you have a data connection (see [I don't know if I have a data connection](#)).
- Verify you have an Internet connection by going to a website (see [Go to a website](#) or [Search for a website](#)).
- Make sure the account you want to set up is supported. See [Set up an instant messaging \(IM\) account](#) for information. If the account you want is not listed, or is not available in HP webOS App Catalog when you tap Find More, the account is not available at this time. Be sure to check back—your webOS smartphone periodically adds support for new account types.

I can't send or receive instant messages

- Make sure you have a data connection (see [I don't know if I have a data connection](#)).
- Contact AT&T to verify that your plan includes messaging services, that these services have been correctly activated on your smartphone, and that they are available at your location. (AT&T should be able to tell you if messaging services have been experiencing transmission delays.)
- Check to see if you have data services enabled. **Open Phone** , open the [application menu](#), and tap **Preference & Accounts**. Under **Network**, make sure **Data Usage** is set to **On**.
- If you are in roaming coverage, check to see if you have data roaming enabled. **Open Phone** , open the [application menu](#), and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming** and tap **Enabled**.
- Make sure your instant messaging (IM) account is properly set up (see [Set up an instant messaging \(IM\) account](#)).
- Make sure you are logged into your IM account (see [Sign in to an IM account](#)).
- If a message arrives but does not display a notification, make sure message notifications are turned on (see [Customize messaging notifications](#)).

- Restart your smartphone (see [Restart your smartphone](#)).

Wi-Fi

I can't make a Wi-Fi connection from my home network

For help with data connections over the AT&T network, see [I can't make a data connection over the AT&T network](#).

- Turn off Wi-Fi, and then turn it on again (see [Turn Wi-Fi on/off](#)).
- If the smartphone does not automatically connect to a known network, select your Wi-Fi network from the list. If the smartphone does not detect your Wi-Fi network, continue to the next step.
- Try connecting to the Wi-Fi network with another computer or device.
 - If you cannot connect using the other device, there may be a problem with your Internet connection or wireless router. Unplug the modem and the wireless router and reboot the modem. Once the modem re-establishes an Internet connection, plug in the wireless router and try connecting again. If you still can't connect with the other device or computer, contact your Internet Service Provider.
 - If you can connect with the other device, but not with the smartphone, continue with the next step.
- Does your Wi-Fi network use a compatible router? The smartphone is compatible only with 802.11b and 802.11g wireless protocols and cannot connect to an 802.11a or 802.11n network unless it is backwards compatible with 802.11b/g.
- Does your Wi-Fi network use the WEP security option? If yes, you must enter the passcode in hex characters on your smartphone instead of in alphanumeric characters. You can locate the hex passcode by logging into the Wi-Fi router. The router has several hex passcodes; you must locate and use the passcode associated with the key index. Because each router has a unique method to perform this task, consult your router documentation for detailed instructions.
- Does your Wi-Fi network use MAC address filtering? MAC address filtering is a common method of securing a Wi-Fi network. The filter list is similar to a guest list at a party; if you're not on the list, you can't come in. The filter list (allowing access to your network) lives on your Wi-Fi router. If your Wi-Fi network uses MAC address filtering, you need to log in to the Wi-Fi router and add your smartphone's MAC address to the access control list. Because each router has a unique method to perform this task, consult your router documentation for detailed instructions. To find your smartphone's MAC address: [Open Device Info](#)  and tap **More Info**. The MAC address is the **Wi-Fi** hex number under **Phone**.

- Restart your smartphone (see [Restart your smartphone](#)).

I can't make a Wi-Fi connection from a public or corporate network

For help with data connections over the AT&T network, see [I can't make a data connection over the AT&T network](#).

- Turn off Wi-Fi, and then turn it on again (see [Turn Wi-Fi on/off](#)).
- If the smartphone does not automatically connect to a known network, do one of the following:
 - Select the Wi-Fi network you want to connect to from the list.
 - If you're trying to connect to a secure network with a hidden name, ask the system administrator for the info needed to connect to the network.
 - If you're not trying to connect to a secure network with a hidden name and there are no Wi-Fi networks detected, there are no Wi-Fi networks available for the smartphone to connect to. Try moving to another location and attempting the connection again.
- Try connecting to the Wi-Fi network with another computer or device.
 - If you cannot connect using the other device, there may be a problem with the Wi-Fi network's Internet connection or wireless router. Report the problem to the system administrator.
 - If you can connect with the other device, but not with the smartphone, continue with the next step.
- Does the Wi-Fi network use a compatible router? The smartphone is compatible only with 802.11b and 802.11g wireless protocols and cannot connect to an 802.11a or 802.11n network unless it is backwards

compatible with 802.11b/g. Check with the system administrator (who may be, for example, the librarian or the person behind the counter at the coffee shop) to verify that the Wi-Fi network supports the 802.11b or 802.11g wireless protocol and that it is working correctly. Also find out if a password is required in order to access this network.

- Does the Wi-Fi network use the WEP security option? When using the WEP security option, you must enter the passcode in hex characters on your smartphone instead of in alphanumeric characters. The hex passcode is stored in the Wi-Fi router software. Work with the system administrator to locate the passcode associated with the key index.
- Does the Wi-Fi network use MAC address filtering? MAC address filtering is a common method of securing a Wi-Fi network. The filter list is similar to a guest list at a party; if you're not on the list, you can't come in. The filter list (allowing access to the Wi-Fi network) lives on the Wi-Fi router. This list is maintained by the system administrator and you must provide the administrator with your smartphone's MAC address and request to be added to the list. To find your smartphone's MAC address: **Open Device Info**  and tap **More Info**. The MAC address is the **Wi-Fi** hex number under **Phone**.
- Restart your smartphone (see [Restart your smartphone](#)).

I am trying to connect my smartphone to my Wi-Fi network and need to find the smartphone's MAC address

Open Device Info , tap **More Info**, and tap **Hardware**. Under **Phone**, the number listed to the right of **Wi-Fi** is your smartphone's MAC address.

Web

I can't access a web page

- Make sure you have a data connection. See [I don't know if I have a data connection](#) for details. If you do not have a data connection, see the topic that matches your situation:
 - [I can't make a data connection over the AT&T network](#)

- [I can't make a Wi-Fi connection from my home network](#)
- [I can't make a Wi-Fi connection from a public or corporate network](#)

- Clear the cache in Web Preferences. **Open Web**  and open the **application menu**. Tap **Preferences**, and then tap **Clear Cache**. This ensures that pages are viewed directly from the Internet and not from a saved copy of the page on the smartphone. Then close **Web**  and reopen it.
- To confirm you have an Internet connection, try to view a web page you've loaded before.
- After confirming your Internet connection, try to view the page again. If it comes up blank, tap .
- Some websites redirect simple web addresses given to the public to actual web addresses that are more complex (for example, if you enter the address www.palm.com/support, it may actually go to the web address <http://www.palm.com/us/support>). If the Web app can't follow the redirect, enter the web address in a desktop browser and read the actual web address in the address bar. Then enter the actual address in Web at the top of the screen.
- If a website appears static or is missing content, look for a Skip button, a link to a mobile version of the site, or a link to a basic HTML version of the site that your smartphone can render properly.
- If you're still having trouble, the page may contain elements that are not supported by the browser, such as Shockwave, Silverlight, VBScript, WML script, and other plug-ins.

An image or map is too small on my screen

Do either of the following:

- To switch to landscape mode to see more of the image, turn the smartphone on its side.
- To zoom in on the image, pinch out or double-tap the image.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Contact the site's webmaster to make sure the site allows transactions using your smartphone's web browser.

Calendar and Contacts

I haven't entered any contacts or calendar events on my smartphone, but when I open those apps, I see entries

The entries you see displayed in Calendar or Contacts have been downloaded to your smartphone from one of your online accounts such as Google or Exchange. In the Accounts application, as well as in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with one of these accounts. When you do so, you specify the apps that should download data from that account. So, for example, you could set up your Google account in Email, and choose whether to also download contacts and calendar events. If you choose to download Google calendar info, your smartphone's calendar automatically displays events entered in your Google calendar—even though you haven't opened the app yet.

You can remove an online account from an application so that that app no longer syncs with that account (see [Use the Accounts application to edit or delete an online account](#), [Delete an online account from Contacts](#), [Delete an online account from Calendar](#), or [Delete an email account](#)).

AT&T also adds some contacts to your smartphone.

My personal and work contact and calendar information is getting merged into a single view—I'd rather keep them separate

The HP Synergy feature on your smartphone displays information from several sources in a single view, so you can access your info quickly, without

having to remember where you stored it. Even though the information is visible in one view, the sources of that information are kept separate.

In Calendar, to see events from just one calendar, tap the word **All** in the upper-right corner of the screen and pick the account you want to see (see [Change the Calendar display](#)).

In Contacts, the list view shows all contacts from all accounts. You can, however, see what data comes from which account by opening the contact and tapping **Edit**. If you want to unlink contacts, see [Unlink a contact](#).

You can also keep inbox views separate in Email: Turn off the smart folder for All Inboxes (see [Set email preferences](#)), then make the inboxes of your individual accounts favorites so that they're always easy to see in Account List view (see [Add an email folder as a favorite](#)).

Some of my contact information is missing

NOTE Contacts associated with a Microsoft Exchange server sync as items arrive. Items for Google and other online accounts are synced from every few hours to up to once a day. If the contact is available in your online account, it will show up on your smartphone within a day, as long as you are in a good wireless coverage area. Contacts created in your Palm profile account are backed up daily.

NOTE The Data Transfer Assistant does not transfer contact notes larger than 1MB.

- Verify that your contact information is correct in your online account.
- If the missing contact is from a Google account, make sure the contact is in your My Contacts list in Google. If your Google contacts are only partially synchronizing, check for contact names that start with a special character (like @, *, or #) instead of a letter. Delete the nonalphabetic character from the contact's name. Synchronize again to see if all of your contacts are listed.
- If the missing contact is from an Exchange account, make sure the email account is set up as an Exchange account, *not* a POP or IMAP account.

An Exchange account that is set up as a POP or IMAP account cannot sync contacts (see [Change account login settings](#)).

- If the missing contact is from Facebook, LinkedIn, or Yahoo! note the following:
 - Facebook and LinkedIn contact info comes from the profile of the Facebook friend or LinkedIn contact. Because Facebook.com and LinkedIn.com do not allow you to change another user's profile, any changes you make on your smartphone do not affect the contact's info on the web. When a Facebook friend or LinkedIn contact makes changes to his or her profile, these changes are transferred to your smartphone the next time the account syncs.
 - Yahoo! accounts support a one-way transfer of Yahoo! contact info from the web to the smartphone. The info on your smartphone updates each time the account syncs, but Yahoo! accounts do not provide two-way synchronization.
 - If you make changes or add to a Facebook, LinkedIn, or Yahoo! contact entry on your smartphone, the smartphone creates a new contact in the default Contacts account, adds the changes to this new contact, and then links the new contact to the original Facebook, LinkedIn, or Yahoo! contact. The changes sync with the default Contacts account, not with your Facebook, LinkedIn, or Yahoo! account.
 - Changes made on Facebook.com, LinkedIn.com, or Yahoo.com are reflected on your smartphone every 24 hours, or after you manually sync.
- If the missing contact is from a LinkedIn account, make sure the contact is in your direct network. The smartphone does not sync second- and third-level connections.
- If the missing contact information is from another account that is compatible with the HP Synergy feature, you need to contact the developer for help.
- Sync your Contacts accounts (see [Manually synchronize Contacts with your online accounts](#)).
- Set the default Contacts account (see [Customize Contacts](#)).
- Search to locate the contact information (see [Find a contact](#)).
- Check other contacts that have the same phone number or email address to make sure the missing contact information has not been improperly linked to another contact. If you have contacts with matching information, tap the contact name at the top of the screen to display any linked

contacts. If you find the missing contact, tap it, and then tap **Unlink this profile**. The unlinked contact now appears as a separate entry in Contacts.

My contact data is in the wrong field

- If your incorrect contact data is being synced from an online account, update the contact information in your online account. If your incorrect contact data is being backed up with your Palm profile, update your contact information on your smartphone.
- Manually synchronize Contacts (see [Manually synchronize Contacts with your online accounts](#)).

I have duplicate contacts

- If the duplicate contacts are from the same source—if, for example, both contacts are Google contacts or both contacts are Exchange contacts—link the duplicate contacts (see [Link a contact](#)).
- Delete one of the duplicate records from the source, such as Google or Exchange, or delete the duplicate from the smartphone (see [Delete a contact](#)).
- Manually synchronize Contacts with your online accounts (see [Manually synchronize Contacts with your online accounts](#)).

I started entering a contact's name in Card view or the Launcher, but I'm not seeing the person in the results

- With Just Type, you need to enter at least two letters before contact matches are returned.
- You may need to scroll down the list to find the match you want.
- If you still don't see the match you want, try typing a few more characters of the person's name.

I can't synchronize Calendar events

Different accounts sync events for different periods of time into the past and future. Note the following to be sure the information you want to sync is available for the account:

- **Google** accounts sync events one month back and two months forward.
- **Yahoo!** accounts sync events one month back and three months forward.
- **Exchange** accounts sync events two weeks back and unlimited forward.
- If you are trying to synchronize with a desktop application using the USB cable, note that webOS does not support synchronization of HP webOS smartphones with desktop software such as Palm Desktop software or desktop Outlook. Instead, webOS smartphones synchronize wirelessly with online services such as Google or Microsoft Exchange ActiveSync. If you are trying to synchronize with a third-party desktop application, contact the application developer for support.
- Make sure you have a data connection (see [I don't know if I have a data connection](#)).
- Set up your online account to sync on your smartphone if you have not already done so (see [How do I get events into Calendar?](#)).

IMPORTANT If you want to add a Google Calendar account on your smartphone, make sure your Gmail account includes Google Calendar before you add your Google account on your smartphone. By default, Gmail accounts do not automatically include Google Calendar. If you don't already have a Gmail account, go to mail.google.com and create one. To add Google Calendar to your Gmail account, go to google.com/calendar and log in using your Gmail account name and password. When prompted, add Google Calendar to your account.

-
- Verify the default calendar account. When a new calendar event is created on the smartphone, it syncs with the default account (see [Customize Calendar](#)).
 - Manually sync Calendar (see [Manually synchronize Calendar with your online accounts](#)).

NOTE You should see a notification at the bottom of your screen when the account starts to sync. You may have to wait up to 30 minutes after a sync operation starts for your data to appear if the data is located in an online account.

- Delete the account on the smartphone, and then re-create it (see [Use the Accounts application to edit or delete an online account](#) and [Use the Accounts application to set up an online account](#)).

Some of my calendar information is missing

- If the missing calendar information is from an Exchange account, make sure the email account is set up as an Exchange account, *not* a POP or IMAP account. An Exchange account that is set up as a POP or IMAP account cannot sync calendar information (see [Change account login settings](#)).
- Verify that your calendar information is correct in your online account.
- Verify that the calendar information is correct on the smartphone.
- Note the following and determine if the missing information is actually available for syncing:
 - **Google** accounts sync events one month back and two months forward.
 - **Yahoo!** accounts sync events one month back and three months forward.
 - **Exchange** accounts sync events two weeks back and unlimited forward.
- Sync your **Calendar** accounts (see [Manually synchronize Calendar with your online accounts](#)).
- Set the **Default Account** (see [Customize Calendar](#)).

My calendar data is in the wrong field

- If your incorrect calendar data is being synced from an online account, update the calendar information in your online account. If your incorrect calendar data is being backed up with your Palm profile, update your calendar information on your smartphone.
- Manually synchronize Calendar (see [Manually synchronize Calendar with your online accounts](#)).
- **Open Date & Time**  and check whether the online account and the smartphone are using the same time zone setting. If not, change the time zone either on the smartphone or in the online account so that the time zones match.

I have duplicate calendar events

- If the events are from an online account, delete the account from your smartphone (see [Use the Accounts application to edit or delete an online account](#)), log in to the account on your computer and delete any duplicate data, and then add the account to your smartphone again (see [Use the Accounts application to set up an online account](#)).
- If the events are in your Palm profile account, turn off Backup (see [Erase Palm profile information from the server](#)), delete the duplicate calendar events on your smartphone (see [Delete an event](#)), and then turn on Backup again (see [Manually back up information to your Palm profile](#)).

Calendar notifications are not working

- Make sure that the ringer switch is on and that the ringer switch volume is set to at least 50% (see [Set ringer switch settings](#)).
- If the event is in an online account, make sure that the event exists in the online account on your computer, and that a reminder is set for the event. Note that it can take up to 30 minutes for an event to synchronize from an online account to your smartphone.
- Make sure an alarm is set for the event in Calendar on your smartphone (see [Add an alarm to an event](#)).
- Make sure that the **Event Reminders** preference is set to **System Sound** or **Ringtone** (see [Customize event notification sounds](#)).

Camera

I can't open the camera or take pictures or videos

- Close all apps, including Camera if it is open, and then open Camera.
- Restart your smartphone (see [Restart your smartphone](#)).

Photos, Videos, and Music

I can't upload my picture

- To upload a picture to a web service such as Facebook or Photobucket, you must already have an account with the service, you must have the account set up on your smartphone, and you must have access to the Internet on your smartphone.
- To upload to Facebook, you must have installed the Facebook app from App Catalog on your smartphone (see [Download a free application](#)).
- For information about setting up online picture accounts on your smartphone, see [Set up an online pictures account on your smartphone](#).

I can't send or upload my video

- If you create a long video and then edit it to shorten it, the editing processing must be complete before you email, upload, or send the video with a multimedia message. If the process was not complete, the upload fails or is incomplete.
- To upload videos of any size, you need access to the Internet from the smartphone. To confirm that you have an Internet connection, open a website (see [Go to a website](#) or [Search for a website](#)).
- Video files can be large. For example, a 1-minute video can be more than 10MB. Many email providers have limits on how large a file you can send. Check with AT&T to see if there is a limit on how large a file you can send.
- To upload to Facebook, you must have installed the Facebook app from App Catalog on your smartphone, and you must already have an account set up on the Facebook site. Facebook has a limit of 2 minutes or 100MB for unverified accounts, and 20 minutes or 1GB for verified accounts (see [Download a free application](#)). You also need to add the Facebook account from the Contacts app, not the Photos app. If you added the Facebook account from the Photos app, first delete the Facebook app (see [Use the Accounts application to edit or delete an online account](#)), and then add it from the Contacts app (see [Customize Contacts](#)).
- To upload a video to YouTube, you must already have an account set up on the YouTube site. YouTube has an upload limit of 10 minutes or 2GB.

Videos have poor quality during playback

- Low memory on your smartphone may cause video files to play with poor quality. Close any other open cards and play the video again.
- Try viewing the same file on your computer and observe the video quality. If the video quality is poor when played on the computer, the file may be corrupted. Download a new copy of the file to the computer and try again. If the new file still won't play on the computer, contact the content provider for information on the quality of the files.

Amazon MP3

I bought a song from Amazon MP3, but the download process was interrupted

- [Open Amazon MP3](#) and tap **Downloads**. Your music downloads are listed on this screen. Tap one to resume downloading.
- Close and reopen the Amazon MP3 application.
- Restart your smartphone (see [Restart your smartphone](#)).

I bought a song from Amazon MP3, but it isn't showing up on my smartphone

Occasionally, the download process may be interrupted, so a song you purchased may not be successfully downloaded to your smartphone. To confirm the purchase and download of a song, log in to your Amazon account from your computer. If the song shows up there as purchased and downloaded, contact Amazon support and let them know you never received your song.

You can also check the USB drive storage on your smartphone to see if the file is there (see [Copy files and folders using USB Drive mode](#) for information on using USB Drive mode).

HP webOS App Catalog

NOTE HP supports finding, purchasing, downloading, installing, updating, and deleting App Catalog applications. The app developer cannot assist with any of these functions.

I can't find the app I want to download

There are several sources of applications for your Veer:

App Catalog. App Catalog is located in the Launcher on webOS smartphones. Applications that have been reviewed by HP and meet specific development standards are included in App Catalog searches. They appear with a blue background on the App Catalog details page for the application.

Web distribution. Web distribution apps are located on the Internet and can be found by visiting precentral.net. Web-distributed apps are delivered to the smartphone via links and are downloaded and installed using App Catalog on the smartphone. The app details page for a web app appears with a gray background. Because web-distributed apps have not been reviewed by HP, they cannot be found in App Catalog on the smartphone; they may, however, appear in Software Manager after they are installed.

Beta apps. Beta apps are prerelease versions of applications that are in the final stages of development. Beta apps are usually delivered to the smartphone via links and are downloaded and installed using App Catalog on the smartphone. The app details page for a beta app appears with a green background and displays a banner that says BETA APP. Beta apps cannot be found in App Catalog; they may, however, appear in Software Manager after they are installed.

Homebrew or preware. Homebrew or preware applications are applications that are developed outside the webOS developer network. HP cannot assist with finding, purchasing, downloading, installing, updating, or removing these applications. See [I want to install an app on my smartphone](#)

from a source other than [App Catalog](#) for more information about homebrew apps.

If you can't find an application using App Catalog, try the following steps.

- Make sure you have a data connection (see [I don't know if I have a data connection](#)).
- If you are making a data connection over the AT&T data network and are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the [application menu](#), and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming**, and tap **Enabled**. Note that additional charges may apply if you enable data roaming.
- Close **App Catalog**, reopen **App Catalog**, and then try the search again.
- On a computer, go to [precentral.net](#). On [precentral.net](#), do the following:
 - Click the **apps** link at the top of the page and select **App Gallery**.
 - Under **App Catalog Apps**, enter the name of the application, and click **Search**.
 - Under **Web Dist Apps**, enter the app name and click **Search**.
 - Under **Beta apps**, enter the app name and click **Search**.
 - If you find the app, click the link **Download Now - webOS Link** below the application image. When prompted, enter your mobile phone number. Click **Send to my phone**. HP sends a text message to your smartphone with a link to the application in App Catalog. After the text message arrives, tap the link.
- Go to the app developer's website and confirm the app name (including spelling) and that the app is available for webOS.
 - If the app is not available for webOS, contact the developer to find out if a webOS version will be available soon.
 - If the app name you used in previous searches was not correct, go to [precentral.net](#) and repeat the steps with the correct name and spelling. If the app still doesn't appear, the app is not currently available for your smartphone through the webOS distribution channels. There are several reasons why this may occur. For example, the app may not be compatible with your smartphone model, the app may not be supported by AT&T, the app may not be supported in your region, or the app may be a homebrew app.
- Try looking for another app that provides similar features.

I'm having trouble purchasing an app

- If you see a charge of exactly \$1.00, the \$1.00 charge has been applied by the online retailer as a credit validation charge. This is a temporary charge that should be removed shortly. If the charge is not removed after 24 hours, contact Palm Support: Go to [palm.com/support](#). Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.
- If you have been charged multiple times for the same app, you must provide proof to HP. If the charge is not removed after 24 hours, contact Palm Support: Go to [palm.com/support](#). Select your smartphone and **AT&T**, and click **Support Services**. Select one of the support options.
- If App Catalog requests that you enter your billing information after you already entered it, this means that HP reset your account due to billing address inconsistencies. Re-enter your billing address in App Catalog (see [Update or delete a billing account](#)).
- If you receive an alert that says "Card Validation" (credit card number and card type do not match), this means that the credit card number is valid, but does not match the credit card type. Verify and correct your card information (see [Update or delete a billing account](#)).
- If you receive an alert that says "Card Validation" (country and credit information are set incorrectly), this means that the credit card number is not valid for the country in which your smartphone was activated. Verify and correct your credit card information (see [Update or delete a billing account](#)).
- If you receive an alert that says "Couldn't Add Credit Card," this means that the credit card information could not be added to your account. The Address Validation Service is temporarily unavailable. Try again later to add the credit card information (see [Update or delete a billing account](#)).
- If you receive an alert that says "Couldn't update," try again later to update your credit card information (see [Update or delete a billing account](#)).

I'm having trouble downloading an application through App Catalog

- If you have another version of the app installed on the smartphone without using App Catalog, delete it before installing the App Catalog version. All applications have a unique App ID, even those that did not

originate in App Catalog. Your webOS smartphone can serve only one App ID instance at any given time.

- If you received an error message that there is not enough room to install the app, make space for the new application by deleting another application (see [Delete applications](#)).

IMPORTANT Information stored in an application is stored only within the application, so you cannot access this info after you delete the app. Before you delete an app, write down any info you want to save. Alternately, you can save a screen capture of relevant info by pressing and holding **Option + Sym + P**. Screens you capture are saved in the **screencaptures** folder in Photos.

TIP If you delete an app purchased from App Catalog, you don't have to purchase the application again. Purchased applications are associated with your Palm profile account (see [Reinstall a deleted application](#)).

- Look for the app in Software Manager (see [Manage applications with Software Manager](#)). You may see one of the following icons to the right of the app name:

Table 2. App Download Status Icons

Icon	Description
	The download or installation of the app failed. Tap the icon and follow the prompts to fix the issue.
	The app is currently downloading.
	The app download is currently paused. Tap the icon to resume the download.
	The application is already on your smartphone. The icon indicates that a new version is available. You can tap the icon to download and install the new version at any time. Look on the bottom of the first page in the Launcher to find your app.

- Make sure you have a data connection (see [I don't know if I have a data connection](#)).

- If you are making a data connection over the AT&T data network and are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the **application menu**, and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming**, and tap **Enabled**. Note that additional charges may apply if you enable data roaming.
- Connect to a Wi-Fi network, and then try the download again (see [Wi-Fi](#)).
- Restart your smartphone, and then try the download again (see [Restart your smartphone](#)).

I'm having trouble installing an app from App Catalog

- If you received one of the following errors, the app is not compatible with your smartphone:

This application is not available for your model.

This application is not available for your carrier.

This application is not available in your country.

This application cannot run on your current operating system. Use the System Updates app to install the system update and try again.

This is not a valid webOS application.

- If you received an error message other than the ones shown above, follow the prompts to reinstall the app.
- Delete the application (see [Delete applications](#)).

TIP If you delete an app purchased from App Catalog, you don't have to purchase the application again. Purchased applications are associated with your Palm profile account (see [Reinstall a deleted application](#)).

- Restart your smartphone, and then try the download again (see [Restart your smartphone](#)).

I want to install an app on my smartphone from a source other than App Catalog

App Catalog, which includes the on-device catalog and the associated web and beta distribution channels, is the only officially supported mechanism for installing applications on your Veer. Third-party sources may make applications available for installation on your smartphone via alternative mechanisms. These apps are sometimes referred to as “homebrew” apps. Homebrew apps have not been tested and certified by HP. HP cannot assist with the finding, purchasing, downloading, installing, or removing of applications that are not from App Catalog.

Installing homebrew applications can modify your webOS smartphone in any number of ways that may cause your smartphone to behave erratically over time. While your smartphone may work fine with these applications on the current version of webOS, it is possible that the application could cause issues with your smartphone in future versions of webOS.

If you installed an application via a mechanism other than App Catalog, you may find that you cannot download or install software updates, but the smartphone continues to prompt you to update. If you have installed such an application, you need to remove the app before attempting to update your webOS smartphone. Follow the developer’s instructions on how to uninstall these apps.

If you installed an app that was intended for a wireless service provider other than AT&T, that app is also not certified by HP for your smartphone and you need to uninstall the app before updating your smartphone.

NOTE Be sure to make a backup copy of any information stored in the app before you uninstall it. If the developer does not provide a way to back up the data, you can write down the information to save it. Alternately, hold down **Option + Sym + P** to save screen captures of important data to the **screencaptures** folder in Photos.

If you see issues with your smartphone after a webOS update and you have a homebrew application installed, use webOS Doctor to restore your smartphone to factory default settings. A partial or full erase does not return the smartphone to factory settings after some homebrew apps have been

installed. See [T6. Tether your smartphone to your computer and reinstall webOS](#).

Transferring information to and from your computer

I bought a song through Amazon MP3 and want to transfer it to my computer

You can copy music files on your smartphone to your computer for use with a desktop music player. For instructions, see [Copy files between your smartphone and your computer](#).

I copied files from my computer, but I can’t see or play them on my smartphone

When you connect your smartphone to your computer in USB Drive mode, you can copy any file onto your smartphone. However, each media application on your smartphone—Photos, Music, and Videos—can display or play files in certain file formats only. If your media file is in an unsupported format, you can’t use it on your smartphone.

For a list of supported photo types, see [Photos](#). For a list of supported music and ringtone file types, see [Music](#). For a list of supported video file types, see [Videos](#).

When I open the folder representing my smartphone on my computer, I see subfolders. Do I need to move my files into these folders?

The default folders are there to help you organize files you copy to and from your computer. But you can copy files from your computer into any folder you want—you can create your own folders, or just drag your files to the top

level of the drive. As long as the file is in a supported format, your smartphone can detect and open it.

NOTE If you move a music file into the ringtones folder, the Music application cannot find it.

Backing up and restoring data

I need to reset my smartphone but don't understand the difference among the erase options

The four erase options are as follows:

Erase Apps & Data: Erases all application data and settings, as well as any applications you installed from App Catalog.

Erase USB Drive: Erases all files stored in USB drive storage, such as pictures, videos, and music.

Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Select this option if you want a clean erase of your currently installed apps and files but plan to continue using the smartphone.

Secure Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Select this option if you are planning to give the smartphone away, and you want your data and files to be unrecoverable even using a third-party tool.

For more information, see [Erase data and reset your smartphone](#).

How do I get my data back after a full or partial erase?

After you perform one of the erase options, on your smartphone, enter your existing Palm profile email address and password—don't create a new one! When you do this, all data that has been backed up to your profile—contacts, calendar events, and tasks, as well as apps you bought through App Catalog—is restored to your smartphone. To restore information about your online accounts to your smartphone, simply enter the password for each account when prompted after the erase—synchronization begins again.

The **Erase USB Drive** option and the two full erase options delete everything stored in your smartphone's USB drive (pictures, videos, music, documents, PDF files, ringtones, and so on). You need to have copies of those files available elsewhere if you want to restore them to your smartphone. For example, you can save copies on your computer and then transfer them back to your smartphone (see [Copy files between your smartphone and your computer](#)).

I want to do a full erase, but the screen is cracked or doesn't respond to taps

If you can't do a full erase using the screen, you can use a keyboard shortcut. Press and hold **Option**  + **Sym**  + **power**  for 15 seconds.

My bookmarks were restored, but the thumbnail icon is not displaying

Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, the thumbnail icon is restored.

Updates

I dismissed a system update notification, and now I don't know how to get the update on my smartphone

If you have a phone network connection or a Wi-Fi connection and the battery has at least a 30% charge, you can start the update yourself: [Open System Updates](#) . Your smartphone checks for the availability of the update, and if one is available, tap **Download Now**. The download happens in the background, so you can continue to use your smartphone until the actual installation takes over.

Your smartphone continues to remind you to install the update after it has been downloaded. You are also reminded that the smartphone will install the update automatically the next time you charge your smartphone. An update installation cannot begin unless you have at least a 30% charge on your battery. If you tap **Install Later**, the update will automatically install the next time all three of the following conditions are true: the smartphone is charging and idle, and the battery has at least a 30% charge.

My smartphone froze while I was downloading or installing a system update

If this happens, you can use webOS Doctor to restore your smartphone and install the system update from your computer using the USB cable. On your computer, go to palm.com/support to download webOS Doctor.

Transferring information from another HP webOS phone

I want to get files off my old webOS phone, but the screen is cracked or doesn't respond to taps, so I can't access USB Drive mode

If you can't put your smartphone in USB Drive mode using the screen, you can use a keyboard shortcut. Connect your smartphone to your computer using the USB cable, and then press and hold **Option**  + **Sym**  + **U**.

Making room on your smartphone

If you store a large number of files, or install many applications, the internal memory on your smartphone may fill up. Here are some ways to clear space on your smartphone:

- **Photos, Videos, Music, Amazon MP3 (if available), Quickoffice, PDF View:** Large files take up a lot of memory. Move files to your computer (see [Copy files between your smartphone and your computer](#)), or delete them from your smartphone.
- **Email:** Email attachments can be large and consume lots of memory. Copy attachments to your computer (see [Copy files between your smartphone and your computer](#)), or delete large files from your smartphone (see [Delete a message](#)). You may also want to empty the deleted items folder.
- **Messaging:** If you do a lot of text or multimedia messaging, delete messages or conversations (see [Delete a message](#) or [Delete a conversation](#)). Also, attachments to multimedia messages can be large and consume lots of memory. Copy attachments to your computer (see [Copy files between your smartphone and your computer](#)), or delete large files from your smartphone (see [Delete a message](#)).

- **Web:** Delete stored web browsing information by clearing your history, cookies, and cache (see [Customize web browser settings](#)).
- **Third-party applications:** You can delete infrequently used applications (see [Delete applications](#)).

Glossary of Terms

airplane mode

A mode in which all the wireless services on your smartphone are turned off. Wireless services include the phone network connection used for making and receiving calls, the Wi-Fi feature, VPN, and Bluetooth® wireless technology. See [Turn wireless services off \(airplane mode\)](#).

application menu

A menu hidden in the upper-left corner of the screen that lists items available in an application, such as cut, copy, and paste (where available); preferences; and application help. To open the application menu, drag down from the upper-left corner of the smartphone (above the screen) onto the screen, or tap the application name in the upper-left corner of the screen. See [Open the application menu](#) for details. See also [connection menu](#).

application search

A search feature that is available after you open certain applications. To search, simply begin typing a search term when the list view is displayed—for example, a contact name or phone number, the subject text of an email message, or a few words from a memo. See also [Just Type](#).

application update

An update from the developer of an application you installed through HP webOS App Catalog on your smartphone. You can check for application updates manually in Software Manager. Additional fees may apply. See [Manually check for application updates](#).

back

The gesture you use to move up one level from a detailed view to a more general view of the application you're working in. The back gesture is a quick swipe from right to left in the gesture area. For example, when you finish reading an email message, make the back gesture to close the

message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. See [Go up one level in an app \(back gesture\)](#). Making the back gesture is also the way you save your work in many apps. If you don't see a Done button, make the back gesture to save your work.

card

A minimized view of an open application. You can easily move among and reorder cards in Card view. To reduce the app you're working in to a card, tap the center of the gesture area, or flick up once from the gesture area. Tap a card to restore the full-screen view of the application and continue working in it. See also [Card view](#). A group of related cards appears in Card view as a **card stack**. See [Work with stacked cards](#) for information.

Card view

The view on your smartphone that displays all open applications as minimized cards, allowing you to easily move among and reorder them. The background of Card view is your wallpaper. Don't confuse Card view with the Launcher (see [Launcher](#)), which shows you all the apps installed on your smartphone, not just the open ones. To get to Card view when an app is displayed full-screen, flick up from the gesture area to the screen, or tap the center of the gesture area.

connection menu

A menu hidden in the upper-right corner of the screen that lets you turn on/off wireless connection features such as Bluetooth® wireless technology and your wireless service provider's network. To open the connection menu, drag down from the upper-right corner of the smartphone (above the screen) onto the screen, or tap the upper-right corner of the screen. See [Open the connection menu](#) for details. See also [application menu](#) and [airplane mode](#).

dashboard

A list of all your notifications. When one or more notification icons appear at the bottom of the screen, tap the icons to open the dashboard. Tap a dashboard item to act on it. See also [notification](#).

Data Transfer Assistant

A tool that enables you to do a one-way export of information such as contacts and calendar events from a desktop organizer to your smartphone. See [Export data from a desktop organizer on your computer](#).

drag

A slow movement of your finger on the touchscreen used, for example, to scroll slowly through a list or move an icon in the Launcher. Drag slowly up from the gesture area to display Quick Launch when it's hidden. See [Use gestures: tap, swipe, drag, flick, pinch](#).

DRM-free file

A file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your smartphone.

Exhibition

A feature of your smartphone that allows you to access special apps while using the smartphone with an HP Touchstone charging dock (see [Exhibition](#)).

favorite

A contact that you identify as someone you want to be able to quickly reach by phone, email, or text/multimedia message. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps. You can create and manage favorites in Contacts (see [Create a favorite](#)) and in Phone (see [Work with favorites](#)).

flick

A fast skimming of your finger vertically on the touchscreen used, for example, to scroll quickly up or down. Flick up from the gesture area to get to Card view when you're working in an app. See [Use gestures: tap, swipe, drag, flick, pinch](#).

gesture area

The strip beneath the touchscreen that you use to perform the back gesture, among others. You begin some gestures in the gesture area and complete them on the touchscreen, for example, the slow drag that displays [Quick Launch](#) when you have an application filling the screen.

HP webOS

The operating system of your HP Veer 4G. Key features of HP webOS include gestures, cards, merged views, and linked contacts.

Just Type

The feature, formerly known as universal search, that enables you to make calls, search for applications and contacts on your smartphone, and search the web simply by typing the number or search term in either Card view or the Launcher. You can also use Quick Actions to create new items such as email messages, text messages, or memos by entering all or part of the item's text. See [Just Type](#).

Launcher

A group of screens (called pages) that display all your applications. To open the Launcher, tap  in Quick Launch (see [Quick Launch](#)), or from the active application, flick up twice from the gesture area to the screen. If you are in Card view, open the Launcher by flicking up once from the gesture area. In the Launcher, swipe up, down, left, and right to see all your apps. Tap an app icon to open the application. You can add, delete, or rename Launcher pages (see [Add a Launcher page](#), [Rename a Launcher page](#), or [Delete a Launcher page](#)).

linked contact

A contact containing information from more than one source. For example, if you have a work contact in Exchange and a personal contact for the same person in Google, the Contacts application automatically recognizes the connection and links the two contacts so you can see all the information for a person in the same place—but the information is kept separate in the different accounts where it originated. You can also manually link and unlink contacts.

merged view

A feature on your smartphone that displays data from several sources in a single view, but keeps the sources of your data separate.

Let's say you use Google calendar for your personal events and your company's Outlook calendar for business events. Your smartphone's Calendar application displays events from both calendars in a single view, called All.

Likewise, if you set up multiple email accounts, the Email application displays the messages from all your account inboxes in a single view, called All Inboxes. And in Messaging, all your messages with the same person show up in a single conversation view, whether they are text, multimedia, or instant messages. See also [linked contact](#).

notification

A message that appears at the bottom of the screen alerting you of an incoming or missed call; an incoming voicemail, email, or text messages; an upcoming event; and more. In most cases, you can tap a notification to act on it. See also [dashboard](#). Throw a notification off the side of the screen to dismiss it.

online account

The HP Synergy feature makes it easy to synchronize all data from an online account. An online account is a web-based or server-based location where you keep contacts and/or calendar information, such as Google or Exchange. (Such web-based or server-based accounts are sometimes talked about as being "in the cloud.") You can access the info in those accounts in the Contacts and Calendar applications on your smartphone. You can also set up your smartphone to download contacts from online accounts such as Facebook, and to post photos to online accounts such as Facebook or Photobucket. See [Online accounts available for HP webOS smartphones](#).

Option key

The key you use to enter characters that appear above the letters on the keyboard keys. Press once to enter a single character. Press twice to lock the alternate character feature, so you can enter a series of characters. Also, press and hold **Option**  and then drag your finger onscreen to move the cursor in text.

Palm profile

A Palm profile gives you access to services like automatic updates, backup of your data, and more. You create a Palm profile by entering a working email address during initial setup of your Veer (see [Set up your smartphone](#)). Your Palm profile also identifies the location on the web where the data you store

in your Palm profile account is backed up. (You cannot see or change this data on the web, however.) See also [Palm profile account](#).

Palm profile account

An account that is automatically set up for you when you create your Palm profile. You can assign contacts and calendar events to it. Palm profile items are included in the daily backup of information to your Palm profile but do not synchronize with any of your online accounts. See also [Palm profile](#).

pinch

A gesture used to zoom in for a magnified view or zoom out to see a larger area. To zoom in, you pinch out: Place the thumb and index fingertips close together on the touchscreen; then slowly spread them apart. To zoom out, you pinch in: Place the thumb and index fingertips apart on the touchscreen, and slowly bring them together.

proximity sensor

The proximity sensor makes the screen go dark while you are on a call and have your smartphone up to your ear. It also makes the screen go dark when you are on a call and your smartphone is covered by another item. This prevents accidental taps on the screen while on a call. It also saves battery power. See also [Why the screen goes dark](#).

Quick Launch

A lineup of up to five icons that give you quick access to your favorite applications. By default, Quick Launch displays icons for the following apps: Phone, Email, Contacts, and Calendar. The fifth icon is the Launcher. You can easily drag icons onto and off of Quick Launch to change the lineup of apps (see [Line up your favorite applications in Quick Launch](#)).

Quick Launch always appears at the bottom of Card view. Tap an icon to open the app. You can also open Quick Launch from any maximized application window by dragging up from the gesture area to the screen. Move your finger to the app you want, and then lift your finger. The application opens.

smart folder

One of two folders—All Inboxes and All Flagged—that can be set to appear at the top of the Account List view in the Email application. See [Set email preferences](#).

swipe

A light, fast horizontal skimming of your finger on the touchscreen used, for example, to go from page to page in the Launcher or from day to day in Calendar. The back gesture is an example of a swipe used in the gesture area. See [Use gestures: tap, swipe, drag, flick, pinch](#).

Sym key

The key you use to enter symbols and accented characters. Press **Sym**  to open the full table of symbols. Press **Sym**  plus a letter key to narrow the table to symbols associated with that letter—for example, press **Sym**  + **e** to enter é.

Synergy feature

The feature that lets you take advantage of merged views and linked contacts on your smartphone. See [Your HP Veer 4G](#).

system update

Updates provided to HP webOS and core applications such as Contacts and Calendar. When a system update is available, a notification appears on your smartphone. You can also check for system updates manually. See [Update the HP webOS operating system](#).

tap

A light quick touch on the touchscreen used, for example, to open an app by tapping its icon. Use your fingertip to tap. Don't use your fingernail, and don't use a pen or pencil—the screen does not respond to touches like that. Also, don't bear down. Make the tap firmly, but lightly. See [Use gestures: tap, swipe, drag, flick, pinch](#).

Online accounts available for HP webOS smartphones

Table 1. Online accounts available for HP webOS smartphones*

Account	Applications that display data from this account	Relationship between smartphone and online account**	Can I edit and add data to this account on my smartphone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?***
AIM	Messaging	Sync	Yes	Yes	The account is removed from all apps
Exchange	Contacts, Calendar, Tasks, Email	Sync	Yes	Yes****	Only info in that app is deleted; info remains in other apps
Facebook	Contacts, Calendar, Photos, Videos	Contacts, Calendar: Transfer (from web to smartphone) Photos, Videos: Transfer/upload (from smartphone to web)	Photos and Videos only	Contacts and Calendar only	Only info in that app is deleted; info remains in other apps
Google	Contacts, Calendar, Messaging, Email	Sync	Yes	Yes	Only info in that app is deleted; info remains in other apps
LinkedIn	Contacts	Transfer (from web to smartphone)	No	Yes	Only Contacts is affected
Palm profile	Contacts, Calendar, Tasks, Memos; see Backup for full list of affected info	See Backup for details	Yes	No	See Backup for details
Photobucket	Photos	Transfer/upload (from smartphone to web)	Yes	No	Only info in Photos is deleted

Table 1. Online accounts available for HP webOS smartphones*

Account	Applications that display data from this account	Relationship between smartphone and online account**	Can I edit and add data to this account on my smartphone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?***
Yahoo!	Contacts, Calendar, Messaging, Email	Contacts: Transfer (from web to smartphone) Calendar: Sync	Contacts: No Calendar: Yes	Yes	Only info in that app is deleted; info remains in other apps
YouTube	Videos	Transfer/upload (from smartphone to web)	Yes	No	Only info in Videos is deleted

The frequency with which data is synced or transferred between the smartphone and online accounts depends on the account you are using. For information about account sync intervals, go to kb.palm.com and search for article number 47817.

*The information contained in this table is subject to change with webOS updates.

****Sync:** A two-way exchange and update of your data. What you add or change in one location is automatically added or changed in the other.

Transfer: A one-way update of your data. You can add or change data only in one location; the data is then copied to the other location.

***Only the data on your smartphone is deleted. The data source is not affected. If you delete an account from your smartphone using the Accounts app, all data from that account is removed from all apps associated with the account.

****You can also edit and add data to an Exchange account from a desktop application, such as Outlook.

Specifications

Table 1. Specifications

Category	Description
Radio	<ul style="list-style-type: none">• Tri-band UMTS (850/1900/2100)• HSDPA 7.2• Quad-band GSM/GPRS/EDGE (850/900/1800/1900)
Features	<ul style="list-style-type: none">• Speakerphone• Dual mic• Microphone mute option• TTY-compatible• Ringer switch• Built-in GPS (A-GPS)
Processor technologies	<ul style="list-style-type: none">• Qualcomm MSM 7230 processor
Battery	<ul style="list-style-type: none">• Rechargeable lithium-ion (nonremovable)• 910mA/hr power capacity
Operating system	<ul style="list-style-type: none">• HP webOS
Camera	<ul style="list-style-type: none">• 5 megapixel• Auto-exposure• Auto-white balance• Geotagging• Video capture
Size	<ul style="list-style-type: none">• 3.3 in. x 2.1 in. x 0.6 in. (84 mm x 54.5 mm x 15.1 mm)
Weight	<ul style="list-style-type: none">• 3.6 ounces (103 grams)
Operating temperature range	<ul style="list-style-type: none">• 32°F to 113°F (0°C to 45°C)• 20% to 90% RH

Table 1. Specifications

Category	Description
Connectivity	<ul style="list-style-type: none"> • Wi-Fi 802.11 b/g/n with WPA, WPA2, WEP, 802.1x authentication • WISPr support • Bluetooth® wireless technology 2.1 + EDR with A2DP (stereo Bluetooth) support
Display	<ul style="list-style-type: none"> • 2.6 inch touchscreen • 18-bit color • Resolution: 320 x 400 • User-adjustable brightness
Keyboard	<ul style="list-style-type: none"> • Slide-out physical QWERTY keyboard
Sensors	<ul style="list-style-type: none"> • Ambient light • Accelerometer • Proximity
Memory	<ul style="list-style-type: none"> • 8GB (~6.1GB user available) • USB mass storage support • 512MB RAM
Connector	<ul style="list-style-type: none"> • Magnetic connector. Connects to charger/data transfer cable with USB 2.0 Hi-Speed and 3.5mm audio adapter for headset (headset sold separately).
Back cover (nonremovable)	<ul style="list-style-type: none"> • Compatible with the HP Touchstone charging dock (sold separately)

Table 1. Specifications

Category	Description
Included HP webOS applications (at time of purchase)	<ul style="list-style-type: none"> • HP webOS App Catalog • Calculator • Calendar • Camera • Clock • Contacts • Email • Memos • Messaging (integrated SMS, MMS, and IM) • Music • PDF View • Phone • Photos • Quickoffice (DOC, DOCX, XLS, XLSX, PPT, PPTX) • Tasks • Videos • Voice Dial • VPN • Web

Table 1. Specifications

Category	Description
Included configuration and preference applications (at time of purchase)	<ul style="list-style-type: none"> • Accounts • Backup • Bluetooth • Date & Time • Device Info • Exhibition • Gesture Tutorial • Help • Location Services • Regional Settings • Screen & Lock • SIM Toolkit • Software Manager • Sounds & Ringtones • System Updates • Text Assist • Wi-Fi
Included third-party applications (at time of purchase)	<ul style="list-style-type: none"> • Amazon MP3 • Google Maps • AT&T Navigator • YouTube • YPmobile

Regulatory and safety information

FCC Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This smartphone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: O8F-BROU

The FCC ID is located on the back of your HP webOS smartphone, behind the touchscreen. To view the FCC ID, slide the keyboard out.

CAUTION Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-BROU

This Class B digital apparatus complies with Canadian ICES-003.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes: (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [*] est conforme à la norme NMB-003 du Canada.

Radio Frequency (RF) Safety Exposure

General statement on Radio Frequency (RF) energy: Your smartphone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your smartphone, the system handling your call controls the power level at which your smartphone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are performed in positions and locations as required by the FCC, IC, and The Council of the European Union for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes

to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles, and feet).

The highest reported SAR values of the HP Veer 4G are:

Table 1. SAR Values (FCC ID: O8F-BROU)

Maximum 1g SAR values (W/kg) FCC	
Head	1.38
Body	0.599

In order to comply with FCC and IC RF exposure safety guidelines, users MUST use one of the following types of body-worn accessories:

- 1 An HP brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
- 2 A body-worn accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 0.6 in. (1.5 cm) of separation between the user's body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e., on the lap or in a breast pocket). Such use will likely exceed the FCC RF safety exposure limits. See fcc.gov/oet/rfsafety for more information on RF exposure safety.

To view the most recent SAR values of the Veer, visit palm.com/sarumts-veer.

Body-worn operation: Important safety information regarding radio frequency (RF) radiation exposure: To ensure compliance with RF exposure guidelines the smartphone must be used with a minimum of 0.6 in. (1.5 cm) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page who.int/mediacentre/factsheets/fs193/en/index.html WHO Fact sheet 193: June 2000.

Battery Replacement

Do not attempt to replace the rechargeable battery in the Veer yourself. The battery may only be replaced by HP or a HP Authorized Service Provider.

Power Specifications

Use only HP-approved power accessories such as AC power adapters, USB cables, and batteries. Unauthorized and non-approved accessories will NOT operate with the Veer.

AC Power Adapter source: HP

Part Number: 157-10124-00

Input Rating: 100-240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

AC Power Adapter source: HP

Part Number: 157-10130-00

Input Rating: 100-240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

Environmental and Recycling Information

For decades HP has worked to manage its environmental impact by adopting environmentally responsible practices in product development, operations, and supply chain. The company strives to be a global leader in reducing its carbon footprint, limiting waste, and recycling responsibly.

For more information about HP's commitment to the environment, refer to the following websites:

- Global Citizenship Report: hp.com/hpinfo/globalcitizenship/gcreport/index.html
- Environmental website: hp.com/environment
- ISO 14001 Certificate: hp.com/hpinfo/globalcitizenship/environment/operations/envmanagement.html
- Material Substitution and Elimination: hp.com/hpinfo/globalcitizenship/environment/productdesign/materialuse.html

Disposal of Waste Equipment by Users in Private Households



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service.

Chemical Substances (REACH)

A chemical information report for this product complying with REACH (Regulation EC No 1907/2006) is available at hp.com/go/reach.

Hazardous Substances

This product is in compliance with the Restrictions of Hazardous Substances (RoHS) directive — 2002/95/EC.

This HP product is designed to comply with the Waste Electrical and Electronic Equipment (WEEE) Directive — 2002/96/EC.

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett-Packard website at hp.com/go/recyclers. These instructions may be used by recyclers and other WEEE treatment facilities as well as HP OEM customers who integrate and resell HP equipment.

This product does not contain any of the following substances in excess of regulatory limits (for reference of these limits please refer to the HP General Specification for the Environment at hp.com/hpinfo/globalcitizenship/environment/supplychain/gen_specifications.html):

Asbestos, certain azo colorants, certain brominated flame retardants (may not be used as flame retardants in plastics), cadmium, chlorinated hydrocarbons, chlorinated paraffins, formaldehyde, halogenated diphenyl methanes, lead carbonates and sulfates, lead and lead compounds, mercuric oxide batteries, nickel (finishes must not be used on the external surface designed to be frequently handled or carried by the user), ozone depleting substances, polybrominated biphenyls (PBBs), polybrominated biphenyl ethers (PBBEs), polybrominated biphenyl oxides (PBBOs), polychlorinated biphenyl (PCB), polychlorinated terphenyls (PCT), polyvinyl chloride (PVC) (except for wires and cables, and certain retail packaging has been voluntarily removed from most applications), radioactive substances, tributyl tin (TBT), triphenyl tin (TPT), and tributyl tin oxide (TBTO).

User Safety

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your smartphone. For the safe and efficient operation of your smartphone, observe these guidelines:

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 0.6 inches (15 centimeters) be maintained between a phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should do the following:

Audio Safety: This smartphone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

Other Medical Devices, Hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive Motion Injuries: When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your smartphone:

- Do not grip the smartphone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching, or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum break of 15 minutes, use in a well-lighted area, view the screen from the farthest distance, and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your smartphone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance and in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect yourself and your smartphone within a vehicle that has air bags. Do not place a smartphone in the area over an air bag or in the air bag deployment area. Store the smartphone safely before driving the vehicle.

Hearing Aids: People with hearing aids or cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation

between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smartphone. Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your smartphone, at least 3 to 4 bars.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, ear buds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:

American Academy of Audiology
11730 Plaza America Drive, Suite 300
Reston, VA 20190

Voice: (800) 222-2336
Email: info@audiology.org
Internet: audiology.org

National Institute on Deafness and Other Communication Disorders

National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
Voice: (301) 496-7243
Email: nidcdinfo@nih.gov
Internet: nidcd.nih.gov/health/hearing

National Institute for Occupational Safety and Health

395 E Street, S.W., Suite 9200
Patriots Plaza Building
Washington, DC 20201
Voice: 1-800-CDC-INFO (1-800-232-4636)
Internet: cdc.gov/niosh/topics/noise

Product Handling & Safety

General statement on handling and use: You alone are responsible for how you use your smartphone and any consequences of its use.

You must always switch off your smartphone wherever the use of a smartphone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

- Always treat your smartphone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your smartphone or its accessories to open flames or lit tobacco products.
- Do not expose your smartphone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your smartphone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your smartphone or its accessories.
- Do not attempt to disassemble your smartphone or its accessories; only authorized personnel must do so.
- Do not expose your smartphone or its accessories to extreme temperatures, minimum 32° F and maximum 113° F (0° C to 45° C).
- Please check local regulations for disposal of electronic products.
- In order to avoid damage, charge the smartphone only in temperatures that range from 0° C to 45° C.
- Do not carry your smartphone in your back pocket as it could break when you sit down.

Battery: Your smartphone includes an internal lithium-ion or lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

Demagnetization: To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your smartphone for a long time.

Normal use position: When making or receiving a smartphone call, hold your smartphone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Emergency calls: This smartphone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Smartphone heating: Your smartphone may become warm during charging and during normal use.

Accessories: Use only approved accessories. Do not connect with incompatible products or accessories.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the smartphone or its accessory. Only qualified personnel must service or repair the smartphone or its accessory. If your smartphone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference in cars and to other Electronic Devices: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Driving Safety

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the smartphone in your driving area.

Safety—Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

- 1 Get to know your smartphone and its features, such as speed-dial and redial.
- 2 Use a hands-free device where it is allowed. In some areas, you may not use your smartphone while driving even with a hands-free accessory.
- 3 Position your smartphone within easy reach.
- 4 Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.

- 5 Do not take notes, look up phone numbers, read/write email, or surf the Internet while driving.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
- 7 Do not engage in stressful or emotional conversations that may divert your attention from the road.
- 8 Dial your national emergency number to report serious emergencies. This is a free call from your smartphone.
- 9 Use your smartphone to help others in emergencies.
- 10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tip Details

- 1 Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most phone models offer, including automatic redial and memory dial. Also, work to memorize the smartphone keyboard so you can use the speed-dial function without taking your attention off the road.
- 2 Use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speakerphone accessory, take advantage of these devices. If driving while using a phone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.
- 3 Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
- 4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
- 5 Do not take notes, look up phone numbers, read/write email, or surf the Internet while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Do not get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.
- 7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
- 8 Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at

your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your smartphone.

- 9 Use your smartphone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.
- 10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

General Operation

Prolonged Views of Screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Let Your Judgment Prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device, call 1-800-881-7256.

ESD Safety

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence. Do not touch the SIM card's metal connectors.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your HP smartphones, from ESD harm. While HP has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from HP is that you take this precaution before connecting your device to your computer, placing the smartphone in a docking station, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number and regulatory number are located on the back of your Veer, behind the touchscreen. To find the serial number, open **Device Info**. The serial number is the last item listed under **Phone**.

Record the model number and serial number in the space provided below. This will be helpful if you need to contact us about your smartphone in the future.

Product: HP Veer 4G

Model: P160UNA

Serial No.:



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