

DEMO VERSION

SMARTCODE HANDPHONE™

Mobile Phone Manager for PalmPilot™ and Palm III™

Dear Customer,

Thank you for taking the time to evaluate Smartcode's HandPHONE Mobile Phone Manager software. The evaluation version of the software will allow you to see how the program works, and to make sure that it is compatible with your own phone and hardware connection. Please see Chapter 1 (Overview) for features and complete installation instructions.

This evaluation version is limited in the following ways:

SMS: Allows you to send and receive SMS messages through your mobile phone, but does not store user preferences or SMS messages after you quit the application. We suggest that you leave the default configuration under **Phone Options** to leave messages on phone so that you do not lose any messages you may currently have.

Manager: Allows you to read the phonebook information on your mobile phone, but does not allow you to copy numbers from your Palm organizer to the phone.

We trust that you will be satisfied with the performance of this software. Please contact us with your feedback, or if you need help or more information.

Sincerely,

Smartcode Software



USER MANUAL

SMARTCODE **HANDPHONE™** **SMS & MANAGER**

**GSM mobile phone manager and SMS
messaging for the Palm Computing™ platform**



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1 Overview

Introduction

Two major phenomenon are sweeping today's professional workplace: handheld computers and mobile telephones. Handheld computers keep valuable data at the fingertips of businessmen and women on the move; mobile telephones help them stay in voice contact with clients and co-workers as easily as if they had never left the office.

Now there is a way to join these two technologies into a single powerful solution that provides computing power and global communications from any location.

HandPHONE mobile phone manager for the Palm Computing® platform provides a convenient way for you to access and manage the data on your mobile telephone, right from your Palm III, PalmPilot, IBM WorkPad or compatible organizer. HandPHONE allows you to:

- Exchange phone book information between your handheld computer and your mobile phone
- Dial numbers right from your Palm organizer
- Send and retrieve SMS messages via your mobile phone
- Check phone status, signal strength, and battery power
- Access detailed technical information about your mobile phone

What's in this package?

Your HandPHONE Manager product contains:

- This manual, in electronic or printed format
- HandPHONE software, composed of two complementary modules: `PhoneMGR.prc` and `PhoneSMS.PRC`, which you will load onto your Palm organizer
- A user license and registration form

Required equipment

To run HandPHONE Manager you will need:

- A 3Com Palm III or PalmPilot organizer, or compatible running Palm OS 2.0 or higher, and with around 60 KB of free RAM
- A Windows or Macintosh computer with a HotSync connection (either cable or cradle), HotSync software, and application installer software (used for copying HandPHONE modules onto your Palm organizer)

You will need one of the following configurations in order to connect your Palm organizer to your mobile phone:

Connection	Description	Cabling
Standard	For use with telephones that have "data inside" capability	Direct serial connection from your organizer to the phone, using the cable supplied by the phone manufacturer, a U.S. Robotics PalmPilot modem cable, and a 9-25 pin adapter.
IR (InfraRed)	For use with Palm III organizers and telephones with an infrared port	No cables required, but you do have to install 3Com's IR drivers in your Palm III in order to activate the IR port for data communications
Option Int'l Snap-On GSM adapter	For use with nearly all generations of Palm organizers and a variety of different GSM phones	A clip-on adapter (same size and shape as the standard PalmPilot modem) with a special cable for each particular phone. For more information, please check their Web site: www.option.com

2 Getting started

HandPHONE operates entirely on your Palm organizer. After installation, there is no interaction to your desktop computer. To install the software, you will need to connect your Palm organizer to your PC or Macintosh computer in order to run HotSync and upload the two HandPHONE program files. The instructions in this chapter apply to both Windows and Macintosh users.

Installing the .PRC files

1. We recommend that you copy the `PhoneMGR.prc` and `PhoneSMS.PRC` files to your hard disk, but you may install them directly from the distribution floppy as well.
2. Place the Palm organizer in its cradle, and check the connection your Windows or Macintosh desktop computer (i.e. by running HotSync).
3. If you have a Palm III, and version 3 of the desktop software, simply double-click on `PhoneMGR.prc` and `PhoneSMS.PRC` to launch the application installer. Then follow the instructions on the screen to confirm installation.
4. If you have a PalmPilot Professional or earlier organizer, start the application installer software in your desktop computer (`Instapp.exe` on Windows, and `InstallApp` on Macintosh).
5. Use the **Browse** button to locate and select the file `PhoneMGR.prc`:



6. Click on **Install** and confirm your selection. The installation software will ask if you would like to install another file, at which point you should select `PhoneSMS.PRC`.

- Both HandPHONE files will be copied to your Palm organizer next time you run HotSync.

Then run HotSync to load the applications onto your Palm organizer:

- Make sure the HotSync Manager application is in your desktop computer.
- Press the HotSync button on the PalmPilot cradle to begin file transfer.

Starting HandPHONE

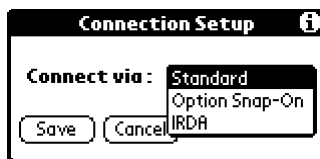


Start HandPHONE by tapping on the icons shown here in your Palm organizer's Applications screen. Enter the serial number you were given with your delivery in each module (same number for both), and tap **Ok** to continue.

Basic configuration

The only setting you need to configure in HandPHONE is the type of connection you will be using to reach your mobile phone. As mentioned above, the three options are Standard serial connection, IRDA, or using the Option International Snap-On GSM adapter. You will need to configure this in both modules.

To select the appropriate connection type, tap on **Menu** ⇒ **Connection Setup** and use the pull-down menu as shown here:



Choose the your connection type

Standard For serial connections to telephones with “data inside” capability

IRDA For Palm III organizers and telephones with an infrared port
(Note: you must install the IR drivers from 3Com in order for this to work)

Option ... Select this if you are using the Option International Snap-On GSM adapter (sold separately)

Tap on **Save** when you are done. At this point, you may test your connection by performing any of the operations that exchange data described with your phone, as described in the next section.

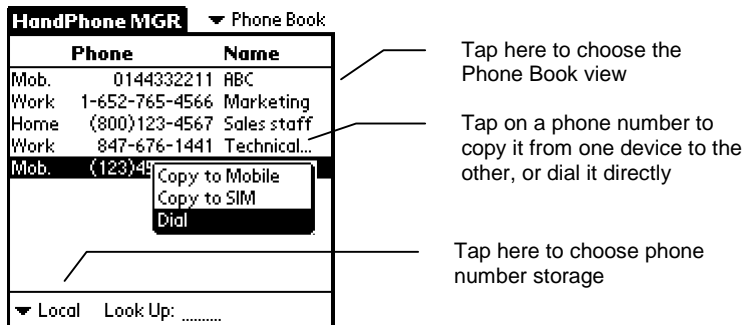
3 Phone book functions

HandPHONE offers a convenient alternative to the 12-key numeric keypads found on most mobile phones. It allows you to directly modify and copy phone numbers using your Palm organizer. You can access phone numbers stored in your phone's memory or SIM card, and even dial numbers stored on your handheld computer at the touch of a button.

Copying phone numbers

Copying numbers to your mobile phone

To copy phone numbers between the various storage points on your mobile phone and your Palm organizer, switch to the Phone Book view by tapping on the pull-down menu in the upper right hand corner of the screen and selecting **Phone Book**. At first, this will display the names and phone numbers in your Palm organizer address book as shown here:



To copy a phone number entry to your mobile phone, simply select it with your stylus and use the pop-up menu to copy it to the desired destination. Use **Look Up** to find numbers quickly.

You may copy phone numbers either to the mobile phone itself or to its SIM card. As you copy entries, you will be prompted to confirm or correct the information before uploading it to the mobile phone:

Edit phone number information here so that it appears correctly on your phone

Since mobile phones contain fewer data entry fields than your organizer, you may choose to re-write the name and phone number appropriately using the fields in the lower portion of the screen. The number of characters that you may enter here depends on your mobile phone and SIM card. Tap on **OK** when you are done.

Copying numbers to your Palm organizer

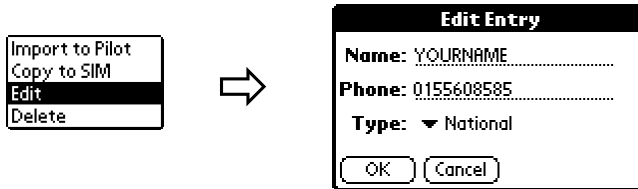
To copy phone numbers from your mobile phone to your Palm organizer, first switch the Phone Book view to display the numbers on your mobile phone by tapping on the pop-up menu displaying **Local** in the lower left corner. Select **Mobile** to view the phone's current list as shown here:

Phone	Name
2	415-555-1212 Home
4	(144)332211 Office
5	415-555-1212 Home

Use your stylus to highlight the entry you would like to copy, and use the pop-up menu to copy it to the desired destination – either the Palm organizer or phone's SIM card.

Editing numbers on your phone

You may edit or delete phone numbers directly on your mobile phone by highlighting an entry, and selecting **Edit** or **Delete** from the pop-up menu:



Tap on **OK** when you are done.

4 SMS messaging



Tap on the icon shown here to access HandPHONE's SMS functions.

What is SMS?

SMS stands for Short Messaging Service - a standardized protocol for handling electronic messages up to 160 characters in length. SMS messages are sent via your mobile phone to an SMS message center, which dispatches them to their destination. Recipients are usually other mobile phones, but some service providers also allow you to send e-mail and faxes in addition to SMS messages. HandPHONE allows you to choose message type, but you should check with your service provider if you intend to send formats other than SMS. When activated, the receiving party's mobile phone will automatically download pending SMS messages, up to the memory capacity of the phone.

HandPHONE's SMS capabilities include:

- An intuitive graphical display for easy phone management
- Sending and receiving SMS messages up to 160 characters
- Storing SMS messages locally and allows remote deletion of SMS messages from phone
- Keeping track of messages left on the mobile phone to avoid downloading them twice
- Providing users an easy way to write SMS messages
- Inserting SMS numbers right from the Palm organizer's address book
- Allows users to read and write messages off-line

Retrieving messages

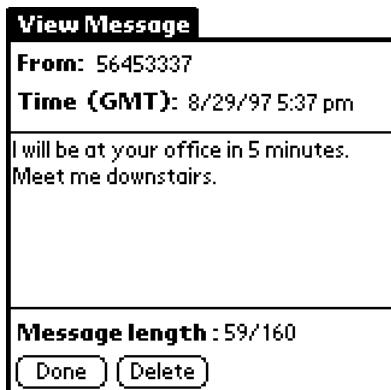
As mentioned in the Introduction, your mobile phone automatically receives messages when it is activated. Those messages may either be read directly on

your phone (using its own integrated software), or via HandPHONE SMS, which offers an interface that is much easier to manipulate. After plugging in your modem and mobile phone, no particular configuration is necessary to download messages to your Palm organizer. Simply follow these steps:

1. Tap on the Menu icon (☰), select **Message, Retrieve** (or graffiti “✓ R”).
2. HandPHONE will connect to your mobile phone and download all currently available messages, displaying them in list form as shown here:



3. To view a message, simply tap on it with your stylus. Additional message management options are discussed in the next chapter. The message view looks like this:



Note HandPHONE SMS only downloads *incoming* messages, not *outgoing* messages that you may have typed manually on your phone.

Leaving messages on the phone

By default, messages are removed from the mobile phone after they are downloaded to your Palm organizer, but you may configure HandPHONE SMS to leave them intact on the mobile phone:

1. Tap on the **Menu** icon (☰), select **Options, Phone Options**, (graffiti ✓
P), opening the Preferences screen shown here:



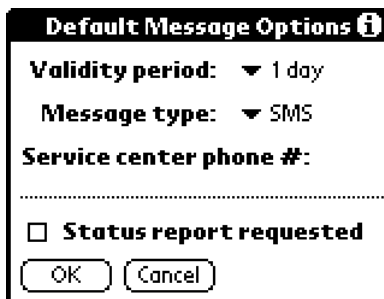
2. Tap the checkbox to make your selection, then tap on **OK**.

Sending messages

Configuration

In order to be able to send messages from HandPHONE, you will need to specify a few simple configuration options, as described here :

1. Tap on the **Menu** icon (☰), select **Options, Message Options**, (graffiti ✓
O) which opens the screen for configuring outgoing messages:




2. Fill in the above fields accordingly:

Validity period	Specifies the maximum length of time for which your message will be allowed to sit at the message center before being deleted (in case the recipient's mobile phone never picks it up).
Message type	Here you may choose between SMS, Fax, or E-mail. In most cases, you should leave this on the default SMS, unless your service provider supports e-mail and fax services as well.
Service center...	Enter the telephone number to dial in order to reach your service center.
Status report...	Indicates to the service center that you should receive notification on the status of your message. Status reports are sent right from the message center to your mobile phone, and are not handled by HandPHONE on the Palm organizer.

You may either configure these options globally (*before* creating any outgoing messages), or specifically for a particular message (i.e. by editing message details *after* you have created it).

Writing and sending messages

After setting the configuration for outgoing messages as described above, you may write and send messages by following these steps:

1. Tap on the **Menu** icon () , select **Message**, **New Message**, (graffiti ✓ **N**) which opens the screen for composing messages (empty at first):

New Message

To 65467897

Name Anyname

I will be arriving at your office in 5 minutes. Could you please come meet me downstairs?

Thanks

Message length: 97/160 ↑

Outbox Draft Cancel Details...

2. Fill in the destination information:

To contains the recipient's phone number; the **Name** field is just for your own convenience and is not sent as part of the message. You may enter this information directly here with your stylus, or you may perform a lookup to get it from the Palm organizer's Address book application.

3. To perform a lookup tap on **To**, and highlight the desired recipient from the list of Address book entries whose *mobile* phone field is filled in. Then tap on **Add** to return to the message creation screen; the **To** and **Name** fields will contain the appropriate information.

Note: International phone calls require you to enter a "+" sign in front of the recipient's phone number.

4. Enter your message in the text-editing zone. SMS messages may be up to 160 characters, and the **Message length** counter keeps track of how many characters you have written.
5. When you are done, tap on the appropriate button to place the message in either the **Outbox** (it is ready to send), the **Draft** folder (to send at a later time). You may delete this message by tapping **Cancel**, or set configuration options *for this message only* by tapping on **Details** (as described in the preceding section).
6. To send messages currently in your Outbox, make sure your mobile phone is turned on and properly connected, then tap on the **Menu** icon (☰), select **Message**, **Send All** (graffiti ✓ **S**) or **Send & Retrieve** (graffiti ✓ **M**).

Handling messages

This section covers message handling within HandPHONE SMS, using the Inbox, Outbox, Draft and Sent folders. To make things easier for you, context sensitive pop-up menus present the available options whenever you highlight a message.

Incoming messages

When looking at the list of received messages, you can tap on any message to open the pop-up window as shown below:



- View** Opens the message for so you can read it.
- Reply** Creates a new message with the sender's phone number as the new destination phone number.
- Forward** Makes a copy of the current message, allowing you to enter a new destination phone number.
- Delete** Removes this message from the list.

Outgoing/sent messages

When you write SMS messages, you may store them into either the Outbox or the Draft folder.

Outbox

All messages pending in the Outbox will be sent the next time you select **Message**, **Send All** (or **Send & Retrieve**). By highlighting a message in the Outbox you may edit, move your message to the draft box, or delete it.

Draft Folder

Messages in the Draft folder will not be sent, and may be re-edited at any time. When you are ready to send a message from the draft folder, you should move it to the Outbox. You may also choose to edit the message, edit a *copy* of the message, or delete the message entirely.

Sent folder

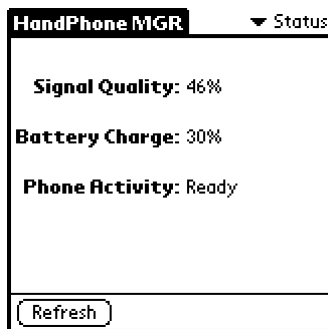
The Sent folder keeps copies of the messages you have sent, whether they were successfully transmitted to the recipient or not. In the Sent folder, you may highlight a message in order to view it, move it directly to the Outbox to send again, move it to the Draft folder to send at a later time, or delete it.

Note Remember to clean out the Sent folder from time to time to keep it from using memory unnecessarily.

5 Troubleshooting

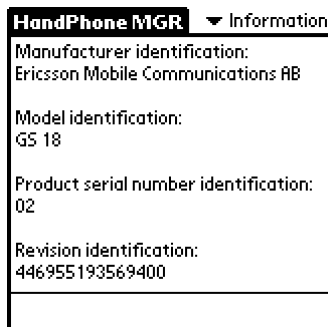
Checking mobile phone status

You may use the HandPHONE Manager module to check the status of your mobile phone as shown below. To get this information, tap on the pull-down menu in the upper right-hand part of the screen and select **Status**.



Getting other phone information

HandPHONE also allows you to read specific manufacturer information about your mobile phone. To do this, tap on the pull-down menu in the upper right hand corner of the screen, and selecting **Information**:



Note Note all phones support the commands necessary to display the requested information.

Error messages

An error occurred while encoding the message.

Indicates that non-authorized characters were found in your message - usually in the message center phone number or the recipient's phone number.

An error occurred while getting entry.

HandPHONE could not read a phonebook entry. Try again after refreshing the display.

An error occurred while saving this message to the database.

Your Palm organizer is possibly out of memory, or the database has been corrupted. If this message occurs frequently, remove HandPHONE SMS from the Palm organizer (using the Memory application) and from your backup directory in the Palm organizer desktop on your PC or Mac; then re-install the application.

An error occurred with the GSM connection. Please make sure you are using the right Connector/Mobile Phone combination, and that they are connected.

Check your setup (**Menu ⇨ Connection setup**).

An error occurred while copying entry.

Check your connection.

An error occurred while dialing.

Check your connection, as well as the format of the phone number.

An error occurred while encoding message.

Your message may contain unsupported characters.

An error occurred while getting storage information.

Check to make sure that your cables and adapter are firmly attached, and that the batteries are charged.

An error occurred while getting the entry.

Check to make sure that your cables and adapter are firmly attached, and that the batteries are charged.

An error occurred while retrieving.

Check the connection and try again. You may also refresh the display.

An error occurred while saving the entry.

Check the connection and try again.

An error occurred while sending.

Check the connection and try again.

An error occurred while trying to delete message.

Check the connection and try again. Refresh the display to make sure the entry is still really present.

Cannot establish connection with mobile phone.

This message usually indicates a cabling problem, but may also be due to low batteries in your modem. Check all the connections from your Palm organizer to your mobile phone, and make sure that you are using good batteries.

Cannot delete phone book entry.

Check the connection and try again.

Cannot open PalmPilot Address Book database

Check the connection and try again.

Cannot set the Message Center phone number on your phone.

Not all phones support this command.

Current storage does not support this kind of phone number.

The destination you selected requires shorter phone numbers.

Either your mobile phone is off or HandPHONE SMS cannot access its storage.

Check the connection.

Storage unavailable.

Mobile phones do not all have the same kinds of storage memory, and the one you chose may not be present on your particular phone.

Sorry, there is not enough free memory to perform this operation.

There is not enough memory left in your Palm organizer for HandPHONE to function. Try deleting unused applications or cleaning out HandPHONE SMS message folders.

The text contained in this message cannot be saved.

This indicates that HandPHONE SMS encountered non-standard text in your message, or that there was not enough memory to proceed.

This storage is not available.

Either your phone does not have the storage type you specified (i.e. Last, Fixed), or your mobile phone is not properly connected.

You cannot leave empty fields. You must fill in both the name and phone number.

When copying phone numbers from your Palm organizer to the mobile phone, you must make sure to fill in the name *and* phone number fields.

You must fill the recipient's phone number before saving this message.

Messages that you store in the Outbox need to contain the recipient's phone number.

You must fill the recipient's phone number before moving this message.

Before moving messages to the Outbox you need to make sure to enter the recipient's phone number.

You must fill the service center phone number before moving this message.

Before moving messages to the Outbox you need to make sure to enter the service center phone number.

You must fill the service center phone number before saving this message.

Messages that you store in the Outbox need to contain the service center's phone number.

You must fill the service center phone number before saving this message to the Outbox.

You will receive this message if you try to transfer a message from the Draft box to the Outbox without specifying the service center phone number.

You must fill the recipient's phone number before saving this message to the Outbox.

You will receive this message if you try to transfer a message from the Draft box to the Outbox without specifying the recipient's phone number.

Your account does not allow you to send messages.

Check with your mobile phone carrier.

Your mobile phone is busy. Exit SMS management before using HandPHONE SMS.

This message indicates that your mobile phone is currently performing SMS-related tasks. HandPHONE SMS cannot access the phone in this case, so you need to exit SMS management and leave the phone in “ready” mode.

Your modem (or phone) does not support SMS.

Not all phones support SMS messaging. Check the technical specifications for your phone.

Contacting technical support

Our support policy

Support for HandPHONE Manager may be obtained from either our U.S. or European offices by phone, fax, or e-mail. We provide standard technical support for this software free of charge for 30 days after purchase. Due to the volume of telephone calls, priority is given to questions asked via e-mail. Please register your product so we can keep you informed on new releases, upgrades, or patches.

Contacting technical support

You may contact our technical support staff at the following addresses:

United States

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support@smartcode.fr
<http://www.smartcode.fr>

Registration form

Copy or print this form, fill it in, and mail or fax it back to us in order to register your copy of HandPHONE for Palm organizers.

Fax in U.S.: +1 (619) 597-7444 or in Europe: +33 (0)4 67 59 30 48

E-mail: register@smartcodesoft.com

Your name: _____

Title: _____

Company name: _____

Address _____

City _____

State/Province _____ Zip/Postal code _____

Country _____

Phone: _____

Fax: _____

E-mail: _____

Type of Palm organizer and desktop computer (PC, Mac)? _____

What kind of mobile phone do you use? _____

6 User license

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This Agreement is effective until terminated. You may terminate it at any time by destroying the SOFTWARE, including all computer programs and documentation, and erasing any copies residing on computer equipment. This Agreement also will terminate if you do not comply with an terms or conditions of this Agreement. Upon such termination you agree to destroy the SOFTWARE and erase all copies residing on computer equipment.

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The SOFTWARE is provided to the Government only with restricted rights and limited rights. Use, duplication, or disclosure by the Government is subject to restrictions set forth in FAR Sections 52-227-14 and 52-227-19 or DFARS Section 52.227-7013(C)(1)(ii), as applicable.

10. MISCELLANEOUS

The Agreement shall be construed by the laws of California. If any part of this Agreement is found to be void or unenforceable, then it will not affect the validity or enforceability of the balance of this Agreement, which shall remain valid and enforceable according to its terms. You agree that the SOFTWARE will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Administration Act or any other export laws, restrictions or regulations. This Agreement may only be modified by a license addendum which accompanies this license of an upgrade to the SOFTWARE, or by a written document that has been signed by you and an officer of SMARTCODE. This Agreement automatically terminates if the licensee violates any of the terms of this Agreement.

11. Additional Information

If you have any questions regarding this Agreement, or if you wish to contact SMARTCODE for any reason, please write to Smartcode Software, Inc., Customer Service, Smartcode Software, Inc., Sorrento Towers, 5355 Mira Sorrento Place, Suite 100, San Diego, CA 92121. You may also contact us by sending electronic mail to info@smartcodesoft.com.

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