Do you have an AT&T Wireless service subscription? If not, review the Terms and Conditions in the AT&T Wireless Welcome Guide included in this packaging and go to http://www.palm.com/activate tungsten to review the rate plan terms and conditions and select a rate plan before activating your handheld. At the time of activating please have your handheld packaging, personal and credit card information on hand. If you do not have Internet access, call 1-800-510-6237 to speak with an agent who can assist you with the process. Note that this website and these agents are for activation only; they cannot provide customer service or technical support for your Palm™ Tungsten™ W wireless integrated handheld and phone.

Contents

USB HotSync® cradle
Palm™ Tungsten™ W wireless integrated handheld and phone
Power adapter
Hands-free headset
Expansion card
SIM card
Palm™ Desktop software CD-ROM
Software Essentials CD-ROM

Important! Already use a Palm™ handheld?
- Synchronize your old handheld with your computer so that the information is up-to-date.
- Go to www.palm.com/support/tungstenw and click the upgrade link to learn how to smoothly transfer your information to your new handheld.

1 Connect and charge

a. Plug the adapter into an outlet and the cradle.

Note!
Your adapter may connect to the cradle cable, not to the cradle itself.

b. Place your Tungsten W handheld into the cradle.

c. Check that the charging indicator light is solid green. This means your handheld is properly seated in the cradle and is being charged.

d. Charge for a full two hours.

When properly seated, there is a small gap between the front of the handheld and the cradle.

2 Set up your handheld

a. Remove the handheld from the cradle.

b. Press the power button.†

c. Remove the stylus.

d. Follow Setup instructions on the screen.

3 Insert the SIM card

Your subscriber identity module (SIM) card contains your basic subscriber information. AT&T Wireless also uses the SIM card to register and track your handheld on the AT&T Wireless GSM®/GPRS network. The wireless applications of your handheld cannot operate on the network without the SIM card.

a. Turn off your handheld.

b. Open the access door and remove the sample SIM card.

c. Insert the SIM card into the SIM holder.
d. Slide the SIM card onto the access door. Close the door.

4 Turn on the Mobile application and connect to the network

a. Press and hold the Wireless button until the Mobile dialog box appears.

b. Tap On in the Mobile dialog box.†

c. To confirm the connection:†
(1) Check that the indicator light is blinking green.
(2) Press Home . Tap the Mobile icon . AT&T Wireless appears in the Mobile application onscreen keypad!†

d. At some point during the entire installation process, a Welcome message appears onscreen and displays your 10-digit wireless phone number.†

† If you do not see AT&T Wireless onscreen, or if the message with your wireless phone number does not appear, dial 1-866-293-4634 for AT&T Wireless Customer Care.

5 Make a phone call

a. With the handheld on, insert the headset into the voice jack. This opens the onscreen keypad used for dialing.

b. Place the earpiece in your ear.

c. Tap the number you want to dial.

d. Tap Dial.

6 Install AT&T Wireless and Palm wireless applications from the expansion card

a. Remove the placeholder card: Push lightly against the card to release it.

b. Insert the expansion card as shown by the icon: Push the card in. You feel the card click and hear the system sound.

c. Follow the onscreen instructions to install the software.

d. When the Date/Time screen appears, turn off the handheld. Remove the expansion card (see step a) and replace the placeholder card. Go on to step 7.

7 Install Palm™ Desktop software on your computer

Use Palm Desktop software to enter appointments, addresses, and other information. Then transfer the information to your handheld using the HotSync process. It’s the fastest way to enter lots of information.

Note!
You must install the version of Palm Desktop software included in this package.

a. Connect the USB HotSync cradle to the computer.†

b. Put the CD-ROM in the CD-ROM drive.

c. Follow the installation instructions that appear on your computer screen.†

† Problems? See Troubleshooting on the other side of this document.

Learn how to use the keyboard

To practice using the keyboard:
Open Memo Pad: Press Home . to open the Applications Launcher. Press “M” to highlight the Memo Pad icon . Press Enter to open Memo Pad. Tap New. You can practice typing in the memo.

Tips
• Use your thumbs to press the keys.
• To capitalize a letter, press CAPS . and then press the key of the letter.
• Press CAPS twice to lock it. Press it again to unlock it.
• To enter one of the blue characters (for example, numbers), press the blue Function key and then press the key you want. Press Function twice to lock it. Function lock makes it easy to enter long strings of numbers like credit card numbers and phone numbers. Press Function again to unlock it.
• To review the Keyboard tutorial, press Home. Press “K” to highlight the Keyboard icon. Press Enter to open the tutorial.

Note!
Your handheld turns off automatically after one minute of inactivity. Press the power button to turn it on again.

Learn how to use the keyboard
TROUBLESHOOTING AND TIPS

For information on upgrading from another Palm handheld and additional troubleshooting tips, see Palm® "Tungsten™ W Handheld Getting Started, included in your handheld package.

Your handheld operates in voice mode and wireless data mode, but it cannot operate in both modes at the same time. For example, while you use the phone, you cannot wirelessly download e-mail or browse the web.

The indicator light does not go on
Try the following:
1. Seat your handheld firmly in the cradle.
2. Connect the power adapter securely to the cradle.
3. Check that the power adapter is plugged into a working electric outlet.

Your handheld does not turn on when you press the power button
Try the following:
If this doesn’t work, try the following:
- Press any application button to ensure your handheld is turned on.
- If this doesn’t work, try the following:
- Check that the power adapter is plugged into a working electric outlet.
- Try the following:
- If this doesn’t work, try the following:
- Perform a soft reset: Use the tip of your stylus or an unfolded paper clip (or similar object) to gently press the reset button inside the hole on the back panel of your handheld.

Tips about the AT&T Wireless network and your SIM card
- For AT&T Wireless Customer Care, dial 1-866-293-4634 (TTY users dial 1-866-4-AWS-TTY). Outside the US, dial 1-425-580-3045 (international long distance and roaming charges apply).
- You must be within the AT&T Wireless GSM/GPRS network coverage to register your handheld. If you do not register within 15 days of purchase, call AT&T Wireless Customer Care.
- Protect your handheld’s wireless capabilities by locking your SIM card: Open and turn on the Mobile application (see step 4). From the Options menu, select Security. Tap PIN protect mobile. Enter the default PIN 1111. Then change your PIN to a 4- to 8-digit number. Mobile locks after 3 invalid PIN entries. If you have problems with your PIN, call AT&T Wireless Customer Care.
- Report a lost or stolen SIM card to AT&T Wireless Customer Care immediately. You are responsible for all calls made using your SIM card until you call and report it missing. There is a $25 replacement fee for an AT&T Wireless SIM card.
- Before you return your handheld for warranty or exchange, remove the SIM card and store it in a safe place.
- When the SIM card is not in your handheld, keep it away from moisture, water, paper clips, and magnets. Contact with these items can damage the card.

Third-party applications
Some third-party applications may not have been upgraded to be compatible with your new Palm handheld. If you suspect that a third-party application is affecting the operation of your handheld, contact the developer of the application. For information about the compatibility of some third-party applications, do one of the following:
- Go to www.palm.com/support/tungsten and click the link leading to information about compatibility of third-party applications.
- Read the readme file for your handheld. After you install Palm Desktop software on your computer, open the Palm folder. The readme file is located in the Helpnote folder.

Signal strength is weak
Signal Strength bar graph
Turn on the Mobile application (see step 4) and then open it by inserting the headset connector into the voice jack. Check the Signal Strength bar graph while you try the following:
- Move away from your original location, five to ten feet in any direction.
- Stand near a window and open metal blinds.
- Move outdoors, above ground, to a less crowded area.
- When outdoors, move away from trees and overhead electrical wires.
- Mountains and buildings may cause block signals.
- In a vehicle, keep your handheld level with the windshied.

Palm Desktop Install appears to stall
Check for a window hidden in the background. Drag the current window from the center of the screen. If you see another dialog box related to Palm Desktop software, click it and follow its instructions.

Power tips
- To use the navigator to dial numbers, send SMS messages, or send e-mail:
- Open an application, record. Press Right on the navigator to see available numbers and addresses. Press Up/Down to highlight the number. Press Select to connect.
- To quickly execute menu commands, press Command Stroke + F, and the appropriate command letter. For example, Command Stroke + C to copy, or Command Stroke + P to paste.
- To quickly find an application icon in the Applications Launcher, switch to the All category and press the first letter of the application’s title. The icons with titles starting with that letter spring to view. Press Select on the navigator or Enter to open the highlighted application.
- To open the Mobile application, plug the headset into the voice jack, or if you’re in another application, press the headset button. To answer an incoming call, press the headset button. To hang up, press and hold. When not on a call, press the button to move between the Mobile screens.
- To maximize battery life (1) dim your handheld’s brightness by pressing Function Stroke + Tab, (2) change the default Auto-off setting to 30 seconds in the General panel of the Preferences application, (3) turn off your mobile radio when not expecting calls or e-mails, (4) store and charge your handheld in the cradle whenever possible.
- Want to change your alarm sounds? In Date Book, Note Pad, or Clock, select Preferences from the Options menu.
- Want to customize a key so it types a different character? For example, if you use “%” often, you can remap “+” to type “%” in the Applications Launcher, tap Prefs. Select Keyboard from the pull list in the upper-right corner. Tap Remap keys.

Read supporting documentation
Be sure to read the AT&T Wireless Welcome Guide, included in this package and also available on the Internet at www.attwireless.com/welcomeguide.

LEARN MORE ABOUT YOUR HANDHELD

Tips about the AT&T Wireless network and your SIM card
- For AT&T Wireless Customer Care, dial 1-866-293-4634 (TTY users dial 1-866-4-AWS-TTY). Outside the US, dial 1-425-580-3045 (international long distance and roaming charges apply).
- You must be within the AT&T Wireless GSM/GPRS network coverage to register your handheld. If you do not register within 15 days of purchase, call AT&T Wireless Customer Care.
- Protect your handheld’s wireless capabilities by locking your SIM card: Open and turn on the Mobile application (see step 4). From the Options menu, select Security. Tap PIN protect mobile. Enter the default PIN 1111. Then change your PIN to a 4- to 8-digit number. Mobile locks after 3 invalid PIN entries. If you have problems with your PIN, call AT&T Wireless Customer Care.
- Report a lost or stolen SIM card to AT&T Wireless Customer Care immediately. You are responsible for all calls made using your SIM card until you call and report it missing. There is a $25 replacement fee for an AT&T Wireless SIM card.
- Before you return your handheld for warranty or exchange, remove the SIM card and store it in a safe place.
- When the SIM card is not in your handheld, keep it away from moisture, water, paper clips, and magnets. Contact with these items can damage the card.

Power tips
- To use the navigator to dial numbers, send SMS messages, or send e-mail:
- Open an application, record. Press Right on the navigator to see available numbers and addresses. Press Up/Down to highlight the number. Press Select to connect.
- To quickly execute menu commands, press Command Stroke + F, and the appropriate command letter. For example, Command Stroke + C to copy, or Command Stroke + P to paste.
- To quickly find an application icon in the Applications Launcher, switch to the All category and press the first letter of the application’s title. The icons with titles starting with that letter spring to view. Press Select on the navigator or Enter to open the highlighted application.
- To open the Mobile application, plug the headset into the voice jack, or if you’re in another application, press the headset button. To answer an incoming call, press the headset button. To hang up, press and hold. When not on a call, press the button to move between the Mobile screens.
- To maximize battery life (1) dim your handheld’s brightness by pressing Function Stroke + Tab, (2) change the default Auto-off setting to 30 seconds in the General panel of the Preferences application, (3) turn off your mobile radio when not expecting calls or e-mails, (4) store and charge your handheld in the cradle whenever possible.
- Want to change your alarm sounds? In Date Book, Note Pad, or Clock, select Preferences from the Options menu.
- Want to customize a key so it types a different character? For example, if you use “%” often, you can remap “+” to type “%” in the Applications Launcher, tap Prefs. Select Keyboard from the pull list in the upper-right corner. Tap Remap keys.

Read Getting Started and the Handbook
For more information about setting up your Tungsten W handheld, entering data into applications, performing HotSync operations, and troubleshooting, read Getting Started, included in your handheld package.

The Handbook opens in Adobe Acrobat Reader on your computer. If you do not have Acrobat Reader, you can install it from the Palm Desktop software CD-ROM.

Windows:
In Palm Desktop software, click Help in the menu bar. Then select the menu item for the Handbook.

Mac:
- Open the Palm folder, and then open the Documentation folder. Double-click Handbook.pdf.

 PN: 406-4933A-US