SPH - i330 Tips/Troubleshooting Guide

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Tips/Troubleshooting Instructions

Tips

Wake up Feature

Do you have the problem of your phone turning on accidentally when you carry it in your pocket or case? The Wake Up feature is the solution. The Wake Up feature allows you to designate the buttons that wake the phone up after it has been idle with the screen turned off. When the Wake Up feature is active, you are required to press two buttons at once to wake the phone up. This keeps you from accidentally turning the phone on and discharging the battery.

1. Tap to launch the applications menu.
2. Tap for Preferences.
3. Tap the drop down arrow and select **Buttons**.
4. Tap the **Wake up** button.
5. Tap the drop down arrow to select the following options:

- **Power Buttons -** Only wakes up the phone by pressing or .
- **Power and Volume Buttons -** Only wakes up the phone when you press or , and at the same time.
- **All Except Scroll Buttons -** Wakes up when any button is pressed except and .

6. Tap **Done** to exit and save your selection.

Phone Application Buttons

The four application buttons can also be programmed to launch special phone related applications when you are in the phone main menu. These buttons will act normally if you are in the application main menu. To modify the applications associated with the buttons:

1. Press to view the phone main menu.
2. Tap and select **Options** and then **Preferences**.
3. Tap the drop down arrow in the upper right corner and select **Buttons**.
4. Tap the drop down arrow next to each icon and select the desired application to associate with each one.
5. Tap Done when finished to save and exit.

Internal/External Battery Charge

Your PCS Phone comes with a rechargeable battery. You should charge the battery as soon as possible so you can begin using your phone.

Keeping track of your battery's charge is important. If your battery level becomes too low, your phone automatically turns off and all information being worked on is lost. For a quick check of the battery level, glance at the battery charge indicator icon located in the upper-right corner of your phone's display screen. If the

battery charge is getting too low, the battery icon ( ) blinks and the phone sounds a warning tone.

There is also an internal backup battery that saves all the settings in the phone when the regular battery is discharged. An internal backup battery needs to be charged initially for 24 hours. To make sure the internal battery is charged, do not disconnect the main battery from the phone for 24 hours. When the external battery is fully discharged, the internal battery will maintain data for 15 hours. Once the Internal battery is fully discharged, all data is lost and a HotSync operation must be performed to retrieve any lost data.

Screen Calibration

The first time the handheld computer is turned on, a setup screen is displayed with instructions. These instructions include a calibration setup that aligns the internal circuitry with the touch sensitive screen.

Make sure you always use the stylus when touching the screen. If you use another device or your fingernail, the device is not be calibrated correctly and the touch area will not be accurate.

HotSync to Save Current Settings

If you are constantly adding new data to your i330, make sure that you perform a HotSync periodically to save any recent changes. If the unit looses data from a discharged battery or crashes, it can be easily restored performing a HotSync provided the data is current on the desktop/laptop machine. If the data is not current, all changes made prior to the last HotSync will be lost.

When you perform a HotSync, make sure the Custom System setting is “Handheld overwrites Desktop”.

To set the Customer settings:

1. Click on the HotSync icon in the menu tray.
2. Click on Custom.
3. Highlight System and click the Change button.
4. Select “Handheld overwrites Desktop” and click OK.
5. Click Done to exit.

Settings Chart

	Soft Reset	Hard Reset	HotSync
Speed Dial	no change	Cleared	Recovered
Voice Dial	no change	Cleared	Not Supported
Voice Memo	no change	no change	Not Supported
Application Buttons (PDA)	no change	Set back to default	Recovered
Application Buttons (Phone)	no change	Set back to default	Recovered
Contrast/Brightness	no change	Set back to default	Not Supported
Bookmarks	no change	Cleared	Recovered
General Preferences	no change	Set back to default	Recovered
Network Panel	no change	no change	Not Supported
Phone Ringer Type Setting	no change	no change	* Not Supported
Address Book	no change	Cleared	Recovered

Notes:

1. To recover any changed settings, the user must perform a HotSync after making custom changes. Then perform a HotSync where HotSync manager is set to Handheld overwrites desktop.
2. If Data is lost or hard reset is performed, the user must perform a HotSync with the HotSync manager set to recover settings.

*. This setting is not saved in the Palm file when a HotSync is performed, but is saved in the native phone setting.

Common Problems

This guide contains common solutions to problems that may arise when operating your i330. Please look over the following list of solutions, before calling the customer support center.

HotSync

Question: When I perform a HotSync operation I receive a message that says "New Hardware Found" and a new profile is installed at a different COM port?

Answer: If you perform a HotSync operation before the system is fully booted, this may cause Windows to think there is a new device being installed. Please wait until your system completely boots up, and you see the HotSync icon displayed in the system try located in the bottom right corner of the screen before performing a HotSync operation.

Question: Can I HotSync numerous devices to one user?

Answer: You should not synchronize multiple devices unless they are the exact same hardware device. (This is especially true with PDA/Cellular handset hybrids.) The best way would be to create a separate profile for each device that you HotSync. That way, if there is a problem, it can be narrowed down quickly to the correct device or profile.

Question: I cannot perform a HotSync operation with Palm Desktop version 4.0 installed?

Answer: Palm Desktop 4.0 was only released a short time before being upgraded to version 4.1. This software fixed numerous issues. You can download the software from http://www.palm.net. To install the Palm Desktop 4.1 software:

1. Close any HotSync or Palm Desktop Software currently running on the system.
2. Download the software from http://www.palm.net.
3. After the software download is complete, install the software on to your system.

Question: Can I sync my existing backup from my old Palm OS device to my SPH-I330?

Answer: NO! Due to the integration of the cellular handset into the I330's Palm OS implementation, some of the system files that are synced during a HotSync operation are unique to the I330. Dropping a backup from ANY other Palm OS device may cause network/serial connectivity and other features to stop working properly, or may result in a permanent "Fatal Error" every time you power on the handset until you do a hard reset. If you have an existing Palm device, simply beam address book, datebook and other data to the I330. When doing an initial HotSync, create a NEW user name for the I330. You will then need to use the Palm Install tool or your other application's install programs to finish setting up your I330.

Question: Can I use my existing email client on my SPH-I330?

Answer: Maybe… Existing email clients like Eudora and MultiMail Pro have been tested and they work properly on the I330. A problem MAY exist if you are having to

dial into a corporate network for security reasons. The configuration of Sprint PCS's 3G Vision network precludes dialing a discrete phone number for data access, you must instead dial into the Vision network to access mail servers or any other internet resource. Many corporate networks require you to dial into a secure access device for access to their mail servers. If this is the case, you may not be able to access your email. Sprint PCS has personal and enterprise editions of their Business Connection software, which provides a client that will allow you to access your MS-Outlook (and some other email clients) directly from your I330. Information and downloads of these clients are available on Sprint PCS's website at http://www.sprintpcs.com. If you don't have any of the aforementioned security issues with the network you're trying to access, simply follow the directions that come with whatever email application you want to use. Typically you will need the mail servers complete internet hostname or IP address, whether access is setup for POP3 or IMAP protocol for remote access, and your username/password for the mail server to set up the application, all of which your email administrator can provide for you.

Question: How can I do a HotSync modem sync with my I330?

Answer: Due to the design of the Sprint PCS Vision network, you CANNOT do a modem sync. However, if your system is on the Internet, you can, instead do a Network sync. Please see “Performing a HotSync Operation via a Network” on page 156 of the Online User Manual for instructions on how to set up a network sync.

Question:. Can I do a LAN or Network sync with my SPH-I330?

Answer: Yes, please see "Performing a HotSync Operation via a Network" on page 156 of the Online User Manual for instructions on how to set up a LAN or network sync.

Question: I have connected the cable and installed the required software, but I cannot perform a HotSync?

Answer: Make sure that you have "Local Serial" selected in the HotSync control panel as the type of connection. The cable connects to your computer as a USB cable, but the data is still transferred as a local serial connection. To check your connection:

1. Right click on the HotSync manager icon in the tool bar.
2. If not selected, click on Local Serial.
3. Try the HotSync operation again.

Question: I have "Local Serial" selected and I am still unable to perform a HotSync operation?

Answer: Ensure that you are NOT using any other software application that may be setup to use the same COM port. Common faxing applications like Winfax Pro & ProComm may be configured to use the same COM port. If they are setup to use the same port, exit the conflicting application and re-start the HotSync operation.

If it still is not working correctly, make sure that you have the proper COM port selected in the HotSync control panel. To verify the COM port setting:

1. Click on the HotSync manager icon in the tool bar.
2. Click "Setup"
3. Click on the "Local" tab.

Use the drop down arrow to select the proper COM port and press “OK”.

Fatal Errors

Question: I am receiving “Fatal Errors” when using the i330?

Answer: When you receive a fatal error message, it can sometimes be caused by information copied during a HotSync or other applications not operating correctly. To fix this problem, create a new user profile and perform a HotSync operation. To create a new user profile:

1. Perform a hard reset and place the i330 into the cradle.
2. Launch the Palm Desktop application on the desktop/ laptop computer.
3. Click on **Tools** and select **Users**.
4. Click the **New** button and enter a name for the user.
5. Click **OK** exit the User screen.
6. Press the HotSync button on the cradle.
7. Select the new user profile in the HotSync dialog box.
8. Add one application at a time from the old profile to determine if one is corrupted.

USB Problems

Question: Why is the computer asking for USB drivers when I plug in the USB to Serial interface cable?

Answer: The cable cannot be plugged in the computer before the drivers are installed using the Installation CD that came with your phone. DO NOT ATTEMPT to install the drivers using the Windows Hardware Manager. Unplug the cable from the computer. Perform the driver installation procedure to install the drivers and then plug the cable back in to the computer.

Question: I plugged in my USB cable while Windows was booting up and I cannot perform a HotSync?

Answer: If the cable was plugged in while Windows was booting up, there is a chance that the USB bus was being scanned before the cable was connected. Later on when the bus was scanned again, it noticed that the new device was present and added it to the list of devices. This may cause unreliable results or behavior. Unplug the cable and reboot the system. Wait until the system is done booting and then plug in the cable. The cable can be unplugged or plugged in at anytime when the system is active.

Resetting the i330

Question: How do I perform a soft reset on my i330?

Note: When you perform a Soft Reset, no stored data is lost.

Answer: Use the stylus briefly to press the reset button on the i330 located on the bottom of the phone, next to the power/accessory interface connector.

Question: How do I perform a hard reset?

Note: All data is lost when a hard reset is performed. The handset is reset to the factory settings.

Answer: To perform a hard reset:

1. Press and hold the Handheld Power button ( ) located on the side of the phone, then use the stylus tip or a paperclip to press the reset button.
2. Remove the stylus or paperclip from the rest hole, then release the handheld power button. An “Erase all data” screen is displayed confirming the hard reset.
3. Press the up scroll key on the front of the phone to perform the hard reset.

Operating Systems

Question: When my laptop is plugged into a docking station, the i330 performs a HotSync. When the laptop is removed, the i330 will not perform a HotSync?

Answer: Many laptop's and docking stations assign different COM ports when they are connected and unconnected based on the user profile. To check the COM port setting, go to **Start/Settings/Control Panel/ System/Hardware/Device Manager/Ports**. The current COM port setting will be indicated for the Samsung USB-to-Serial Device. Check the Local Settings in HotSync and make sure that the COM port is set to the correct COM port. To check the settings in HotSync, right click on the Hotsync icon in the system tray, select Setup and click on the Local tab. Click to drop down the Setting bar and select the port indicated by the Device Manager setting listed above. If you are using a newer version of Windows, a service pack may need to be downloaded from Microsoft and installed to avoid any other problems with the USB port.

Question: Can I set up new entries or modify the existing entry in the Palm OS Network Panel?

Answer: NO! Access to the Internet is via the Sprint PCS Vision network; the setup/configuration in the Sprint PCS Network Panel entry should not be modified in any way, or else you may no longer be able to access the network. Please note that if you change your Vision password on the Sprint PCS website, the password in the Network Panel is automatically updated wirelessly! Unlike previous Palm OS devices, any devices enabled on the PCS Vision network cannot dial out through the network, so although it is physically possible to set up a

different network connection on the device, you will not be able to access it.

Question: Can I use this with my Macintosh computer?

Answer: The i330 is not supported for use with Macintosh computers.

Question: Does this work with Windows 95, 98, XP, or 2000?

Answer: Yes. Make sure that Palm version 4.1 is installed. Prior versions of the Palm desktop will not operate correctly with the platforms.

Question: I get an error message about not having the proper rights to perform this function when using Windows XP or 2000?

Answer: In Windows XP and 2000 you must have "Standard User Rights". If you are working on a network, please see your IT department or consult the Microsoft documentation for more information.

Question: I am having problems when trying to install a USB device or a USB device is not recognized.

Answer: Depending on the Windows version being used, you may or may not see a window display when you plug in the USB interface cord. If the USB cradle was plugged in before the drivers were installed, you must remove the incorrect driver. To make sure that there are no problems, you must look at the system devices to make sure that there are no devices that are conflicting with on another. To check, follow the steps listed below:

1. Click on Start/Settings/Control Panel.

2. Double click on the System icon.
3. Click on the Devices tab.
4. Review the Universal Serial Bus controllers list and look for any yellow exclamation point icons. These icons indicate that Windows is having a problem with the device.
5. If you find a device that is not responding correctly, click on the entry and press the Delete key.
6. Close the System dialog box and reboot if necessary.

Question: My phone is constantly locking up or getting fatal errors. What should I do?

Answer: You need to make a copy of your backup folder and perform a hard reset on your phone. To perform the operation:

1. Double click on your MY COMPUTER icon. Click on C Drive/Program Files/Palm folder.
2. Right click on the Backup folder and select "Copy". Paste the folder to the desktop.
3. Return to C:\Program Files\Palm\Backup. Right click and select "Select All". Press the Delete key. Confirm the delete by pressing Enter.
4. (THIS STEP WILL ERASE ALL DATA ON THE PHONE, make sure that the Backup folder was copied correctly in the steps above). Perform a hard reset on the phone by pressing the phone contrast button and then pressing the end of the stylus in the reset hole located on the bottom of the phone. Release the reset pin and then the contrast button. Press the navigation key up to select "Yes".
5. Place the device back in the cradle and press the HotSync button.

6. After a successful HotSync, install your third party applications one at a time from the backup menu copied to the desktop using the Palm Installer.

Palm Applications

Question: Can I use my i330 to dial into my corporate RAS/email/VPN/Fax Machine?

Answer: No. The design of the Sprint PCS Vision network only allows you to dial the data connection for PCS Vision at #777. Once connected, you have access to the internet via TCP/IP networking. If supported by your software, you can access VPN/email servers, etc by connecting to their hostname or ip address. Since the i330 is 3G enabled, it does not support third party dial up connections like previous versions of PDA phones.

Question: Will my existing Palm Applications work with my i330?

Answer: Yes. Most Palm applications work without any problems.

Question: Can I work on my Palm and talk on the phone at the same time?

Answer: Yes. You can use the speaker phone or optional headset to talk on the phone while working on your i330.

Question: Can I use an application like Jot to expand the Graffiti text area into the palm display?

Answer: No. This will cause the Palm OS to have fatal system errors. The same system calls and launch codes are used by the phone application.

Question: Can I install multiple conduit applications like PocketMirror, Intellisync, etc?

Answer: No. More than one conduit can cause system lockups and other problems. Select one preferred conduit application and install. If you decide later that you would like a different conduit application, remove the Palm Desktop application and delete all the subdirectories, then reinstall along with the desired conduit application.

Using your i330 with the Sprint Business Connection Palm Client

1. If you boot your system up with the i330 cradle connected AND an active BizConn sync in progress, you may be intermittently left in a state in which BOTH the com port settings in HotSync and the system Device Manager are correct but nothing happens when you press the HotSync button.

Resolution: Remove the handset from the cradle, reboot the system; do not put handset in cradle during the boot process.

2. Intermittently, if you plug in the USB cable from the cradle into a booted system while the BizConn client is actively syncing, the device may not be properly recognized and register as a yellow-banged USB device in the Device Mgr. Attempts to manually reinstall the driver fail.

Resolutions: a.) Remove the handset from the cradle, plug the USB cable into a different port and replace the handset. It will pick up / install the device at a different com port address; or if you DO NOT have multiple USB ports available, go to “b.”.

b.) Un-install yellow-banged device, unplug the USB

cable from system, remove handset from the cradle, shutdown system, plug USB cable back in, replace handset after system fully boots.

Battery

Question: What is the battery life of my i330?

Answer: Your i330 has two batteries installed. An internal battery and an external battery. The internal battery keeps all your stored data from being lost when the external battery becomes fully discharged. The data can be saved for a total of 15 hours. If the external battery is not re-charged or another full battery connected within the 15 hours, the data will be permanently lost. The external battery provides approximately 2.5 hours of continuous digital talk time (1 hour in analog) or approximately 96 hours of continuous digital standby time (14 hours in analog). When the battery reaches 5% of its capacity, the battery icon blinks and there is approximately two minutes of talk time left. The phone also sounds an audible alert every 30 seconds and then powers down.