



# Palm™ Dialer Handbook

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# Using Palm™ Dialer

Palm™ Dialer is a fast and simple way to use your handheld to dial a telephone number on your mobile phone. The Palm Dialer also allows you to speed dial frequently called numbers and log recently called numbers.

## Installing Palm Dialer

The following are requirements to use the Palm Dialer:

- Your mobile phone must be a GSM phone.
- Your handheld must have Mobile Connectivity Software installed. Mobile Connectivity Software comes with most Palm™ handhelds and can be installed from the Bluetooth installation CD.

To use Palm Dialer, you must first do the following:


- Install the Palm Dialer application. You install Palm Dialer just as you would any other handheld application. For information on installing applications, see the handbook for your handheld.
- Install the Mobile Connectivity Software on your handheld. For information on installing the Mobile Connectivity Software, see the handbook for your handheld.
- Connect your mobile phone to the handheld using the serial port, the IR (infrared) port, or Bluetooth. For information on connecting your mobile phone to your handheld, see the handbook for your handheld or your Bluetooth accessory documentation.

## Opening Palm Dialer

You open Palm Dialer like other applications on your handheld.

**TIP** The Buttons Preferences screen enables you to assign Palm Dialer to the Favorite icon or to one of the application buttons on the front of the handheld. Once Palm Dialer is assigned, pressing the icon or button opens the Palm Dialer application at the Speed Dial screen (see [“Dialing a speed dial entry”](#) later in this chapter).

**To open Palm Dialer:**

1. Tap the Applications icon .
2. Tap the Palm Dialer icon .

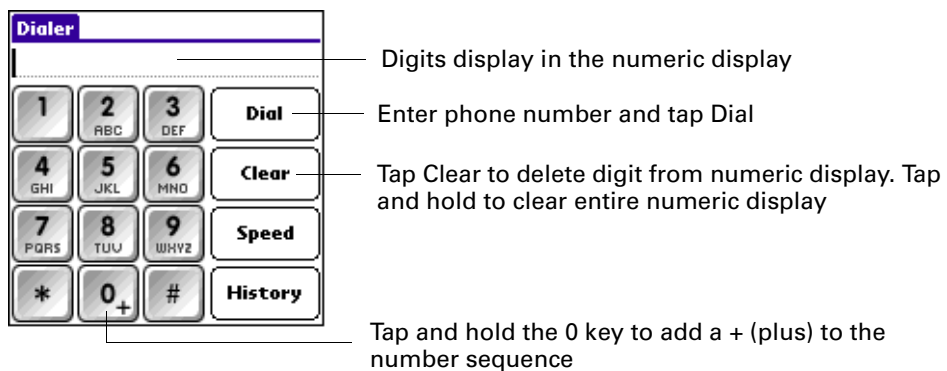
## Dialing a number

Palm Dialer allows you to directly dial a number from your handheld.

**To dial a number:**

1. Tap the telephone number on the keypad.

**TIP** You can also enter the telephone number using your onscreen keyboard or Graffiti® writing.



2. Tap Dial.

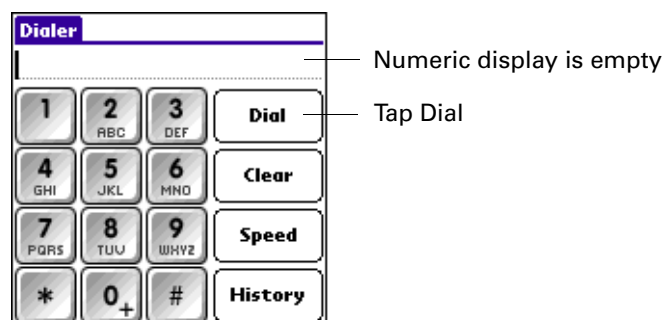
The number is dialed and added to the Call History list. You are now ready to communicate over your mobile phone.

## Redialing the most recently dialed number

You can quickly redial the most recently dialed number from the Dialer screen.

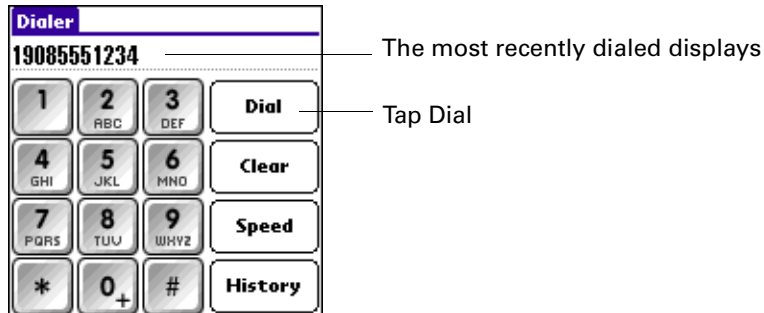
**To redial the most recently dialed number:**

1. Tap Dial when the numeric display is empty.



## 2. Tap Dial.

The number is dialed and added to the Call History list. You are now ready to communicate over your mobile phone.



## Using speed dial

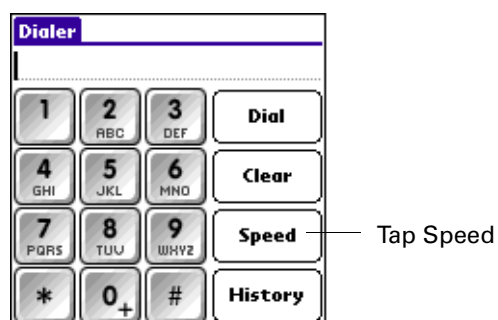
Speed dialing allows you to quickly dial your most commonly used numbers. You can enter up to 10 numbers into the Speed Dial screen.

**TIP** The Buttons Preferences screen enables you to assign Palm Dialer to the Favorite icon or to one of the application buttons on the front of the handheld. Once Palm Dialer is assigned, pressing the icon or button opens the Palm Dialer application at the Speed Dial screen.

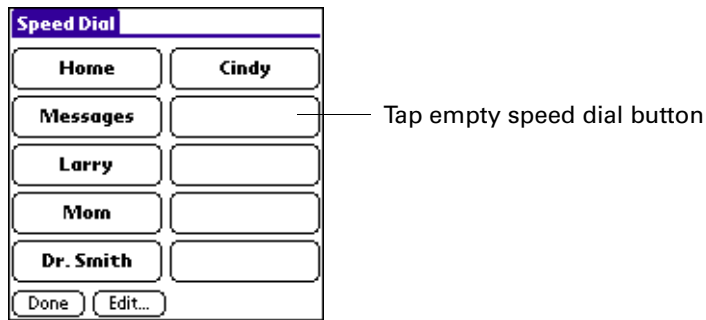
## Adding a speed dial entry

To add a speed dial entry:

### 1. Tap Speed.

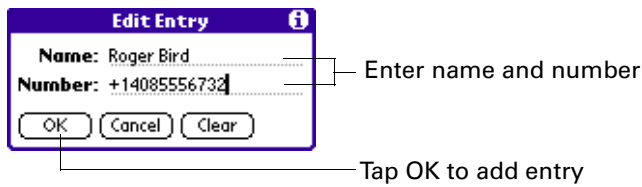


2. Tap an empty speed dial button.



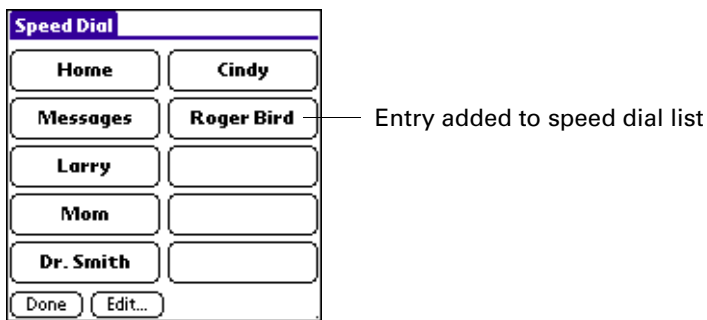
3. Enter a name and telephone number.

**TIP** You can add a number from your Palm Dialer numeric display or from other Palm applications by using the cut and paste feature on the Edit menu.



4. Tap OK.

The name appears on the speed dial button.

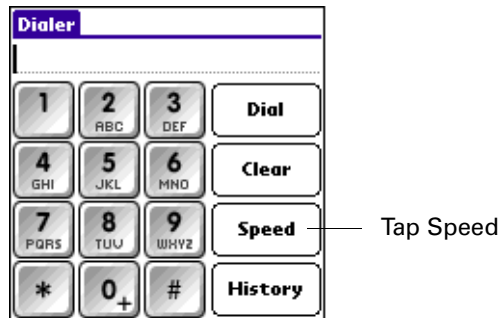


5. Tap Done.

## Dialing a speed dial entry

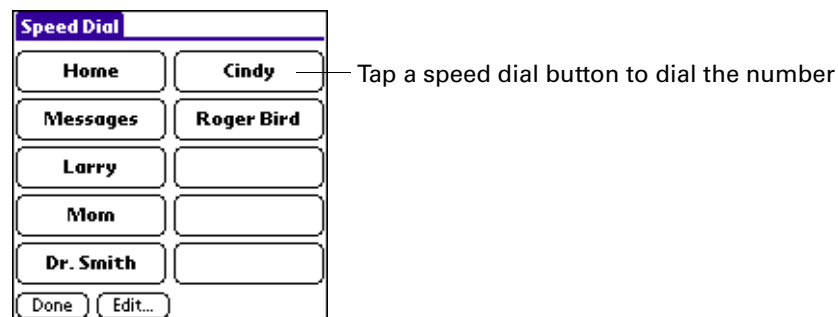
To dial a speed dial entry:

1. Tap Speed.



2. Tap one of the speed dial buttons.

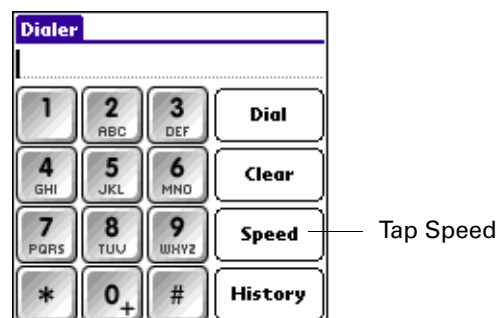
The number is dialed and added to the Call History list. You are now ready to communicate over your mobile phone.



## Editing a speed dial entry

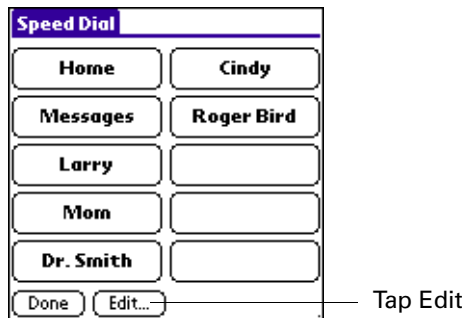
To edit a speed dial entry:

1. Tap Speed.

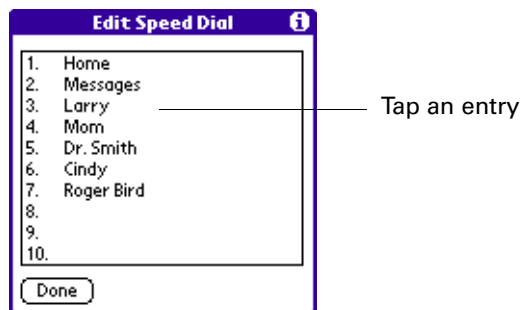


2. Tap Edit.

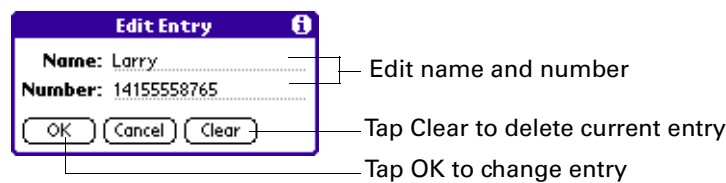
**TIP** You can also go directly to the Edit Entry dialog box by tapping and holding a speed dial button.



3. Tap an entry.



4. Edit the entry and tap OK.



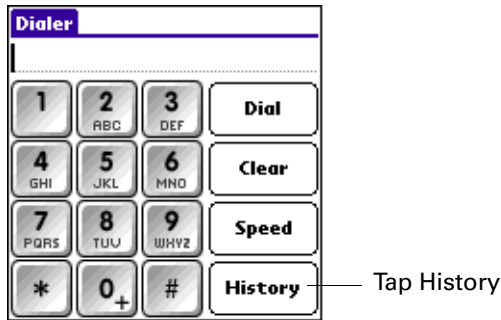
## Dialing a number from the Call History list

Palm Dialer keeps a list of 11 of the most recently dialed numbers. If the number is a speed dial entry, the name from speed dial entry appears in the Call History list.

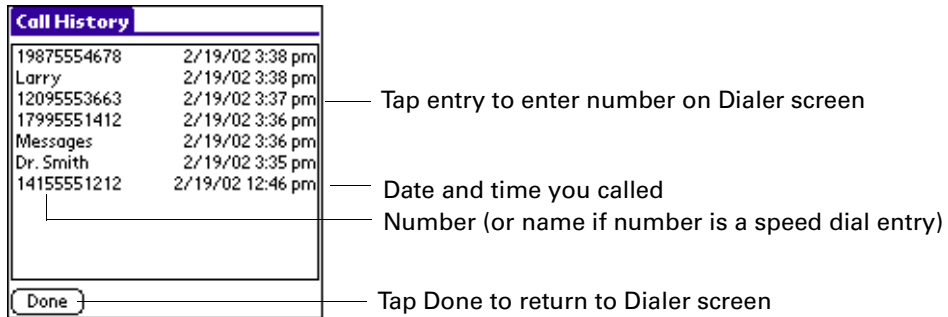
You can dial a number using the Call History list.

To dial a number from the Call History list:

1. Tap History.

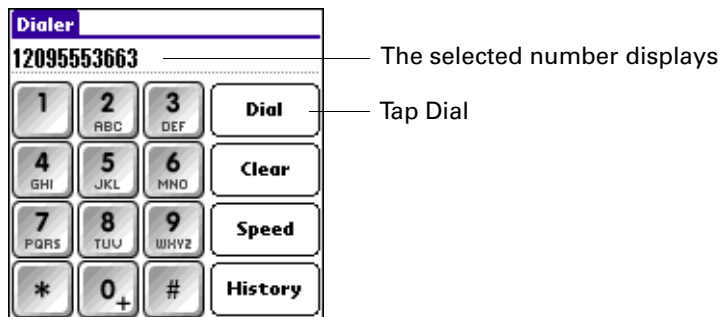


2. Tap an entry from the list.



3. Tap Dial.

The number is dialed and you are now ready to communicate over your mobile phone.





# Support and Troubleshooting

This chapter provides information for getting help with your Palm™ Dialer.

## If you encounter a problem




If you encounter a problem with your Palm Dialer, please do the following:

- Check the troubleshooting information in this handbook.
- Check the settings on your handheld.
- Check the settings on your mobile phone.
- Check the connections between your mobile phone and your handheld.



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

- The name and version of your Palm Dialer
- The error message or problem you are experiencing
- The steps you took to identify or reproduce the problem
- The version of the Palm OS® you are using and the available memory on the device

### To find Palm Dialer version information:

1. Tap the Applications icon .
2. Tap the Palm Dialer icon .
3. Tap the Menu icon .
4. Tap Options, and then tap About Palm Dialer.

### To find the version of the Palm OS and available memory information:

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

You can access handheld and Palm Dialer support in the following ways:

- Palm web site at [www.palm.com/support](http://www.palm.com/support)
- E-mail, in the U.S.: Use the form on the web site at [www.palm.com/support/contact/contactform.html](http://www.palm.com/support/contact/contactform.html)
- E-mail, outside the U.S.: Locate the applicable regional e-mail address on the web site at [www.palm.com/support/globalsupport.html](http://www.palm.com/support/globalsupport.html) and use the form supplied there
- English-only real-time chat on the web site at [www.palm.com/support](http://www.palm.com/support)
- Technical support phone numbers are available at [www.palm.com/support](http://www.palm.com/support)

**NOTE** Fees or charges may apply when seeking telephone support for some products.

## FAQs

For general problems with Palm Dialer, review the following information:

<b>Problem</b>	<b>Solution</b>
I cannot connect to my mobile phone.	<ul style="list-style-type: none"><li>■ Verify your mobile phone is a GSM phone.</li><li>■ Verify that the Mobile Connectivity software is installed on your handheld. Mobile Connectivity Software comes with most Palm™ handhelds and can be installed from the Bluetooth installation CD. If your handheld does not have Mobile Connectivity Software, you can not use Palm Dialer.</li></ul>
Does Palm Dialer work with all phones?	Palm Dialer works only with GSM mobile phones.
I connect to my mobile phone service provider, but the number doesn't work.	Be sure the telephone number you are dialing has all the digits required by your mobile phone service provider. If you are dialing an international telephone number, a + (plus) sign might be required at the beginning of the telephone number.
My mobile phone doesn't dial.	<ol style="list-style-type: none"><li>1. Verify the Mobile Connectivity Software is installed on your handheld.</li><li>2. Verify the connection between the mobile phone and handheld is functional.<ul style="list-style-type: none"><li>– Is IR or Bluetooth on?</li><li>– Is the serial cable attached?</li></ul></li><li>3. Verify the correct mobile phone is selected in the Phone Preferences screen on your handheld.</li></ol>