



# SMS Handbook

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Short Message Service (SMS) technology enables you to send and receive short text messages using your handheld and a GSM (Global System for Mobile Communications) phone. Most GSM mobile phone service providers have supported SMS technology for quite a while, and billions of SMS messages are exchanged each month. However, because it is so difficult to enter text on a cell phone keypad, many people don't take advantage of this feature. Now, with SMS, you can use Graffiti<sup>®</sup> 2 characters or the onscreen keyboard on your handheld to quickly create SMS messages, and you have the added benefit of a larger display when reading incoming messages.

SMS also enables you to receive records associated with your other Palm OS<sup>®</sup> applications. For example, your boss can send you a Date Book event for a meeting you need to attend. When you receive the message, you can choose to add it to your Date Book or view the information as a text message.

## Installing SMS

To use SMS, you must install the software files located on the Software Essentials CD-ROM.


### To install SMS (Windows):

1. Insert the Software Essentials CD-ROM into your computer's CD-ROM drive.
2. From the categories listed on the left side of the Install screen, click the Communications tab, and then click Telephony/SMS.

**NOTE** This step will automatically include the Phone Link application, as well as the SMS application.

3. Click Install Now to send the files to Palm<sup>™</sup> Quick Install.

**NOTE** If Palm Quick Install is not already open, a confirmation dialog box will appear. In the User drop-down list, select the name that corresponds to your handheld. Click OK to send the files to Palm Quick Install.

4. Connect your handheld to the cradle/cable and press the HotSync<sup>®</sup> button <sup>™</sup>.

**To install SMS (Mac computer):**

1. Insert the Software Essentials CD-ROM into your computer's CD-ROM drive.
2. Double-click the Software Essentials CD, open the Communications folder and then open the Telephony folder.
3. Select all files except the handbooks, and then double-click.

**NOTE** This step includes the Phone Link application, as well as the SMS application.

4. In the User drop-down list, verify that the user name corresponds to your handheld.

**NOTE** If the user name is not correct, reselect the files you selected in step 3 and then click Remove from List. Select the correct name and then begin again from step 3.

5. Connect your handheld to the cradle/cable and press the HotSync button .

## Configuring Phone Preferences

You need to configure the Phone Preferences for your handheld before using SMS. You can do this by running the Phone Link application, which was automatically included when you installed SMS. For more information, see the Phone Link documentation on the Software Essentials CD-ROM.

**NOTE** If you need updated phone drivers and settings, these can be obtained from the Phone Link Updater, which may be included on your Software Essentials CD-ROM. For more information, see the Phone Link Updater documentation on the Software Essentials CD-ROM.

## Making the connection

After you install the software on your computer from the Software Essentials CD, configure the Phone Preferences, and perform a HotSync operation, you are ready to start using SMS.

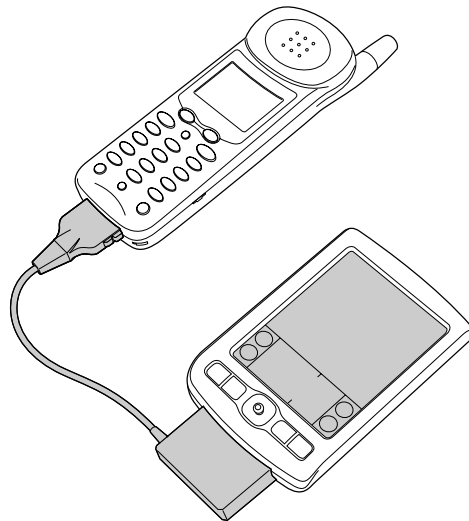
This section shows you how to connect your handheld and your mobile phone. This is not a procedure that you perform by itself. You do this only when you are ready to send or receive SMS messages as described in [“Making the connection”](#) later in this handbook.

**To prepare to connect:**

1. Turn on your handheld and your mobile phone.
2. Do one of the following:
  - Activate the infrared port on your phone, and align the infrared port on your handheld with the infrared port on your phone.



- Connect the cable to your phone and handheld.



- Activate the Bluetooth™ discovery process to find your Bluetooth phone. This option may not be available for all handhelds. Using this option requires a Bluetooth card, which is sold separately.

## Working with SMS

SMS is designed so that you can use the same skills you use in your basic handheld applications.

### Using the navigator

You can use the navigator on your handheld to work in SMS.

**To navigate in SMS list screens:**

- Press Up or Down on the navigator to scroll an entire screen of messages.
- Press and hold Up or Down to scroll quickly.

- Press Select to insert a highlight.
- When a message is highlighted, the navigator works as follows:
  - Press Select again to view the selected message.
  - Press Up or Down to scroll to the previous or next message.
  - Press Left to remove the selection highlight.


**To navigate in message screens:**

- Press Up or Down to scroll within the current message.
- Press Right or Left to scroll to the previous or next message.
- Press Select to return to the list screen.

## Opening SMS

When you install SMS on your handheld, it appears by default in the Main category of the Applications Launcher.

**To open SMS:**

1. Tap the Home icon .
2. Tap the pick list in the upper-right corner of the screen.
3. Tap Main.



4. Tap the SMS icon .

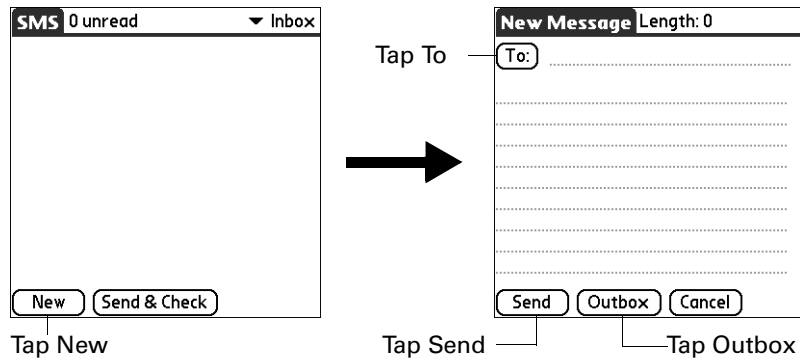
## Creating messages

When you create a message, the title bar indicates the number of characters the message contains.

**NOTE** Try to keep your messages shorter than 160 characters. If a message exceeds 160 characters, it is split into multiple messages. When the recipient receives the message, it is reassembled into a single message (provided the recipient's SMS software supports assembling multipart messages).

**To create a message:**

1. From any SMS list view, tap New.
2. Tap To.



3. Tap the recipient's name, and then tap Add.

**TIP** To send a message to someone who isn't in your Address Book, enter their mobile phone number on the To line.

4. Enter the message text.
5. Connect to your phone. See ["Making the connection"](#) earlier in this handbook for details.
6. Tap Send to send the message now, or tap Outbox to send the message later.

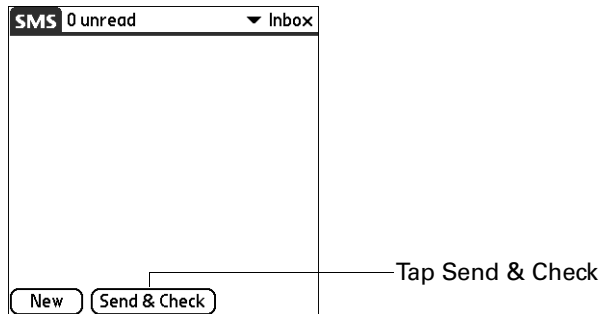
**NOTE** Tapping Send does not send any of the other messages in your Outbox. It sends only the current message.

## Sending and receiving messages

You can send all the messages in your Outbox and retrieve all the new messages from your mobile phone at the same time.


**To send and receive messages at the same time:**

1. Connect to your phone. See [“Making the connection”](#) earlier in this handbook for details.
2. From any SMS list view, tap Send & Check.




When the transmission finishes, a message appears that indicates the number of new messages you received.

**To send all messages in your Outbox:**

1. Connect to your phone. See [“Making the connection”](#) earlier in this handbook for details.
2. From any SMS list view, tap the Menu icon .
3. Tap Send from the Message menu.

**To download all messages from your phone:**

1. Connect to your phone. See [“Making the connection”](#) earlier in this handbook for details.
2. From any SMS list view, tap the Menu icon .
3. Tap Check from the Message menu.

## Viewing messages

SMS stores your messages in five different categories:

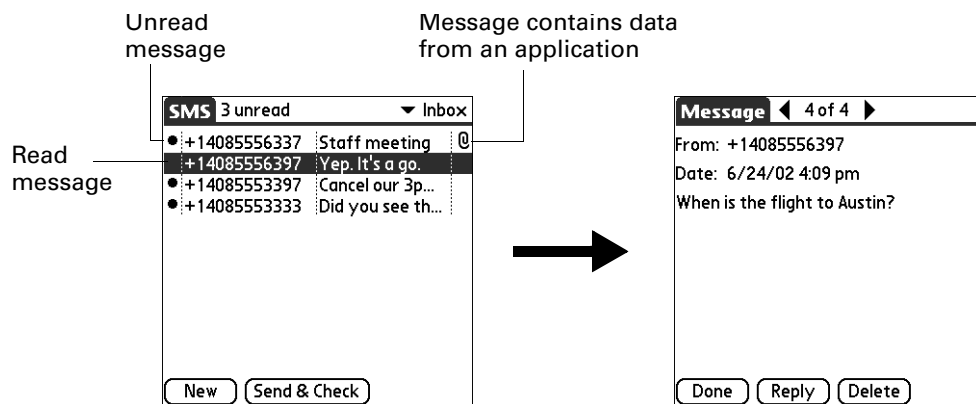
<b>Inbox</b>	Stores messages downloaded from your phone.
<b>Outbox</b>	Stores messages waiting to be sent.
<b>Trash</b>	Stores messages you deleted. You can restore deleted messages to their original category.

- Archive** Files messages you want to keep.
- Draft** Stores messages you want to change or review before you send them.

In the Inbox and Outbox, icons appear next to the message to indicate whether it has been read or sent. In the Inbox, additional icons indicate whether the message is incomplete and whether it contains data other than text that requires another application to read it.

**To view text messages in your Inbox:**

1. Tap the category pick list in the upper-right corner.
2. Tap Inbox.

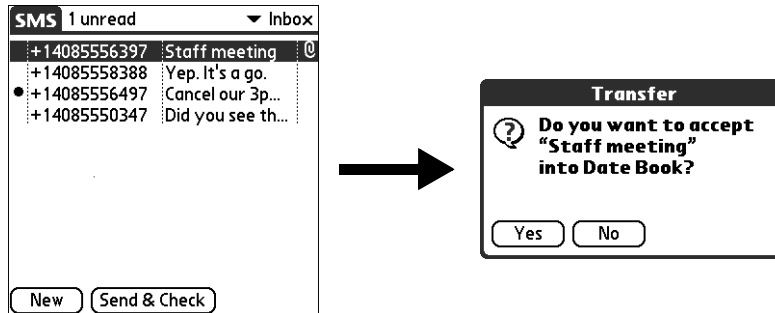


3. Tap the message you want to view.
4. Tap one of the following:

- Done** Returns to the list view.
- Reply** Creates a message to the sender and copies any selected text into the new message.
- Delete** Moves the message to the Trash category.

### To view data messages in your Inbox:

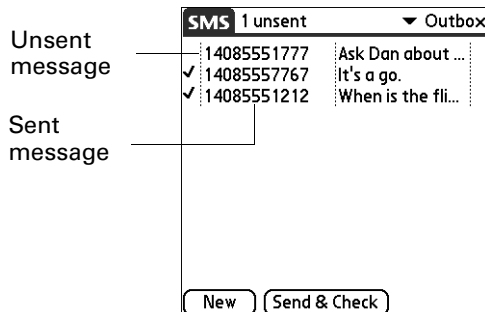
1. Tap the category pick list in the upper-right corner.
2. Tap Inbox.



3. Tap the message you want to view.
4. Tap Yes to add the data to the appropriate application, or tap No to view the raw data.

### To view messages in your Outbox or Archive categories:

1. Tap the category pick list in the upper-right corner.
2. Tap Outbox or tap Archive.

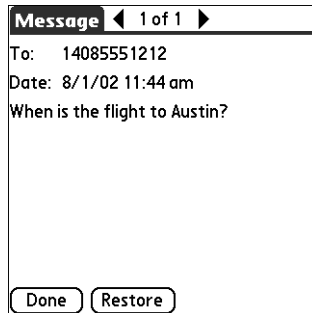


3. Tap the message you want to view.
4. Tap one of the following:

- Done** Returns to the list view.
- Edit** Opens the message so you can modify the contents.
- Delete** Moves the message to the Trash category.

**To view messages in your Trash:**

1. Tap the category pick list in the upper-right corner.
2. Tap Trash.
3. Tap the message you want to view.




4. Tap one of the following:

- |                |   |
|----------------|---|
| <b>Done</b>    | Returns to the list view without moving or changing the message.        |
| <b>Restore</b> | Moves the message back to the category it was in before you deleted it. |

## Working with draft messages

When you create a message, you can save it as a draft message. SMS does not send draft messages when you transmit the messages in your Outbox. You can store draft messages for as long as you like and review and edit them before you send them.

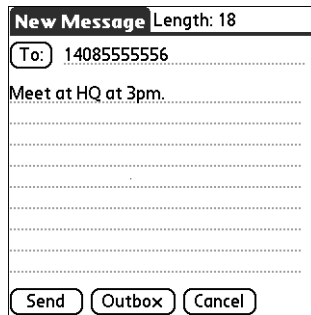
**To place a message in the Draft category:**

1. Create or open the message you want to store in the Draft category.
2. From the Message view, tap the Menu icon .
3. Tap Draft from the Message menu.

**To view or edit draft messages:**

1. Tap the category pick list in the upper-right corner.
2. Tap Draft.
3. Tap the message you want to edit.

- In the message view, tap Edit.




- Edit the message.
- Tap one of the following:

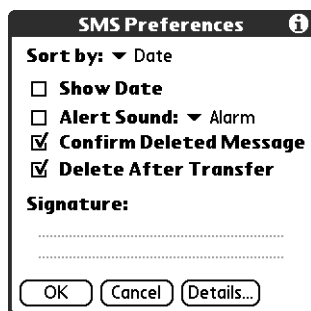
<b>Send</b>	Sends the message now.
<b>Outbox</b>	Moves the message to the Outbox to be sent later.
<b>Cancel</b>	Opens a dialog box that asks if you want to save the message in the Draft category. Tap Yes to keep your changes and return the message to the Draft category. Tap No to discard your changes and return the message to the Draft category.

## Adding a signature to a message

A signature is text that appears at the end of a message. You can define your own personal signature and then add it to a message using menu commands.

To define a signature:

- Tap the Menu icon .
- Tap Options, and then tap Preferences.




3. Enter your signature.

**NOTE** Try to keep your signature brief. If a message, including your signature, exceeds 160 characters, it is split into multiple messages. When the recipient receives the message, it is reassembled into a single message (provided the recipient's SMS software supports assembling multipart messages).

4. Tap OK.

**To add your signature to a message:**


1. Create or edit the message where you want to add your signature.
2. From the New or Edit Message view, tap the Menu icon .
3. Tap Options, and then tap Add signature.

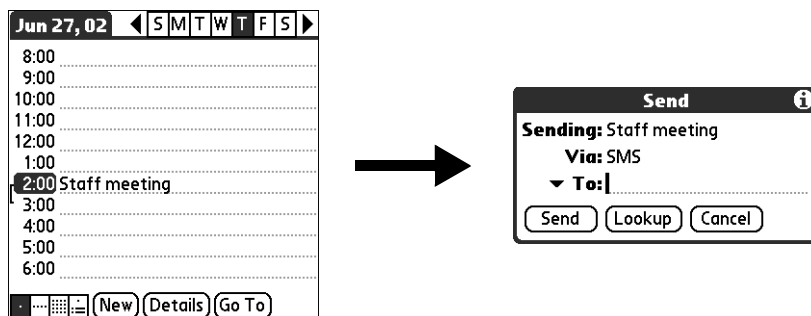
## Sending data from another application

In addition to creating text messages, you can create a message that contains data from an application on your handheld. For example, you can send a Date Book event to someone to remind them to add a meeting to their calendar. If the recipient receives the message on a Palm OS handheld, they can transfer the message directly to the appropriate application. If the recipient receives the message on another device, the data will appear as text.

**NOTE** Not all applications include a send command.

**To send data from another application:**

1. Open the record you want to send.
2. Tap the Menu icon .
3. Tap Send from the Record menu. (The name of the menu may be different, depending on which application you're sending data from. For example, tap Send from the Note menu in Note Pad.)
4. Tap SMS, and then tap OK.




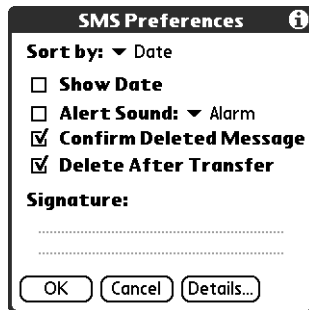
5. Tap To to select from a list of recent recipients, or tap Lookup to select a number from your Address Book.
6. Tap Send.

## Setting Preferences

The SMS Preferences screen enables you to customize several of the settings in the SMS application.

To view or change SMS Preferences:

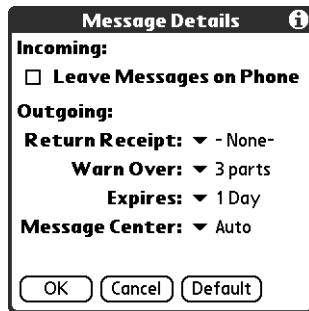
1. Tap the Menu icon .
2. Tap Options, and then tap Preferences.



3. Change any of the following options:

<b>Sort by</b>	Tap the pick list to sort messages in one of the following orders: Alphabetic, Date, Phone Number, and Status.
<b>Show Date</b>	To display dates in list views, select this check box.
<b>Alert Sound</b>	Indicates whether new messages trigger an alert and which alert they trigger. To trigger a new message alert, select this check box. Tap the pick list to select one of the following sounds: Alarm, Alert, Bird, Concerto, Phone, Sci-fi, and Wake up.
	<b>NOTE</b> When a new message triggers an alert sound, tap anywhere on your handheld screen to stop the sound.
<b>Confirm Deleted Message</b>	Indicates whether a confirmation message appears each time you delete a message or you select the Empty Trash option from the Message menu. To display confirmation messages, select this check box.
<b>Delete After Transfer</b>	Indicates whether data messages are deleted after you accept the data in the appropriate application. To keep data messages after you transfer them to the application, deselect this check box.
<b>Signature</b>	Enables you to enter a personal signature that you can add to your messages.

## 4. Tap Details.



## 5. Change any of the following options:

<b>Leave Messages on Phone</b>	Indicates whether messages are deleted from your phone after you download them to your handheld. To keep messages on your phone after you transfer them to your handheld, deselect this check box.
<b>Return Receipt</b>	Determines whether you receive receipt confirmation notices. Tap the pick list to select from the following options: None and Requested.
<b>Warn Over</b>	Determines whether you receive a warning when multipart messages exceed more than the specified number of parts. Tap the pick list to select from the following options: 1 part, 3 parts, 5 parts, 10 parts, 50 parts, and Never warn.
<b>Expires</b>	Indicates how long unsent messages remain in your Outbox. Tap the pick list to select from the following options: 4 Hours, 1 Day, 1 Week, 2 Weeks, 1 Month, and Max. Time.
<b>Message Center</b>	Indicates whether your handheld obtains your mobile phone service provider's Message Center number directly from the phone, or whether you need to enter the number manually. If your phone is already configured to use SMS, you do not need to change this setting. Tap the pick list to select from the following options: Auto and Custom.

**TIP** To restore all of these options to the original settings, tap Default.

6. Tap OK to close the Message Details dialog box.
7. Tap OK.

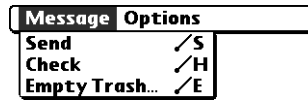
## SMS menus

SMS menus are shown here for your reference, and application features that are not explained elsewhere are described here. For information about Edit commands, see your handheld *Handbook*.

### Message menu



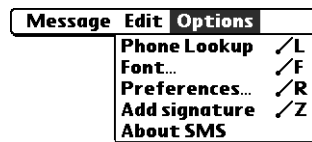
Message view



List view

- Send** Sends all messages in the Outbox.
- Check** Retrieves all messages stored on the phone.
- Empty Trash** Permanently removes all messages in the Trash category from your handheld.
- Archive** Moves the current message to the Archive category.

### Options menu



New Message view



List view

- Phone Lookup** Opens the Phone Lookup dialog box, where you can select a mobile phone number where you want to send a message.
- Font** Opens the Font dialog box, where you can choose different fonts for the list and message views.
- About SMS** Shows version information for the SMS application.

## Support and troubleshooting

If you experience problems with your handheld or with SMS, try these strategies to solve them.

### For your handheld



If you encounter a problem with your handheld or with the SMS application, please do the following:

- Check the troubleshooting information in your handheld *Handbook*.
- Check the settings on your handheld.
- Contact your mobile phone service provider.

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

- The name and version of your computer operating system
- The error message or problem you are experiencing
- The steps you took to identify or reproduce the problem
- The version of the handheld software you are using and the available memory on the device

**To find version and memory information:**

1. Tap the Home 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, in kilobytes.

You can access Palm technical support in the following ways:

- Palm, Inc. web site, in the U.S.: [www.palm.com/support](http://www.palm.com/support)
- Palm, Inc. web site, outside the U.S.: [www.palm.com/support/globalsupport](http://www.palm.com/support/globalsupport)
- E-mail, in the U.S.: Use the form on the web site at [www.palm.com/support/contact/email\\_support.html](http://www.palm.com/support/contact/email_support.html)

## For the SMS application

For problems encountered with the SMS application, review the following information:

<b>Problem</b>	<b>Solution</b>
I cannot connect to my SMS center.	<ul style="list-style-type: none"><li data-bbox="568 441 1416 546">■ Confirm that you have configured your phone correctly. See <a href="#">“Installing SMS”</a> earlier in this handbook for instructions on how to view the current phone driver.</li><li data-bbox="568 556 1416 735">■ You may need to enter the SMS center telephone number in the SMS Preferences Details dialog box. To find this number, check your mobile phone options screen or your service provider’s web site. See <a href="#">“Setting Preferences”</a> earlier in this handbook for details.</li></ul>
I get an error that says SMS can’t connect to my phone or that SMS is not supported.	<p data-bbox="568 766 1416 934">Make sure that you are using the correct phone driver for your mobile phone. If your Software Essentials CD-ROM includes Phone Link Updater, you can use this application to install phone drivers and settings. Updated phone drivers are also available from the Palm website.</p> <p data-bbox="568 955 1416 1052">In the U.S., access the Palm, Inc. web site at <a href="http://www.palm.com/support">www.palm.com/support</a>. Outside the U.S., access <a href="http://www.palm.com/support/globalsupport">www.palm.com/support/globalsupport</a>.</p>

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