

# HP iPAQ hx2000 series Pocket PC



Not all models available in all regions.

## How Do I...?

Look inside to find answers to frequently asked questions about product setup, features, and more.

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**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

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How Do I...?

HP iPAQ hx2000 Series Pocket PC

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This document is intended to answer the most frequently asked questions regarding the HP iPAQ hx2000 series Pocket PC. For complete setup and installation instructions, refer to the printed *Getting Started* document in the box or the *User's Guide* located on the Companion CD. For further support, visit [www.hp.com/support](http://www.hp.com/support) to chat with an HP support specialist.

## How Do I Find Out What's On My CD?



The Companion CD is located in the box and contains:

- Microsoft ActiveSync 3.7.1
- Microsoft Outlook 2002
- *HP iPAQ hx2000 Series Pocket PC User's Guide*
- *Know Your Options* (Accessories Information)
- *Important Safety Information*

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**Note:** All of the documents located on the Companion CD are in printable format if you prefer a hard copy document.

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All of the software and documents are designed to be installed on your personal computer to enhance your ability to use your HP iPAQ Pocket PC to its fullest potential. The CD also contains Pocket PC enhancements that can be installed directly onto your Pocket PC for use “on the go.”

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**Note:** It is recommended that you save the original packaging for the CD because the Microsoft product key for installing Microsoft Outlook is located on the sticker on the CD packaging. You will need that information if you ever need to reinstall Outlook on your personal computer.

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## How Do I Install Microsoft ActiveSync?

Microsoft ActiveSync, located on the Companion CD, is the software that allows your Pocket PC and your personal computer to communicate with each other.

Before you connect your Pocket PC to your computer, insert the Companion CD into your computer and let the **HP iPAQ Setup Wizard** guide you step-by-step in setting up your Pocket PC and computer.

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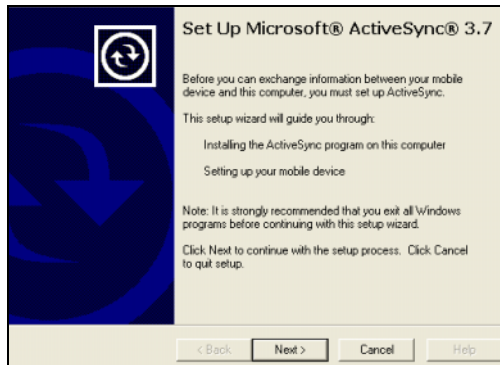
**Note:** If the **HP iPAQ Setup Wizard** detects an earlier version of ActiveSync or Outlook on your computer, it prompts you to install the most recent version from the Companion CD. It is recommended that you do so; however, be sure to back up your files before installation begins.

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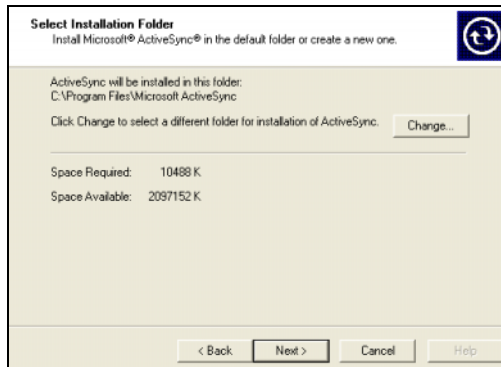
To run the **HP iPAQ Setup Wizard** and install Microsoft ActiveSync:

1. Before you connect your Pocket PC to your computer with the synchronization cable, insert the Companion CD that came with your Pocket PC into the CD-ROM drive on your computer. The **HP iPAQ Setup Wizard** starts automatically.

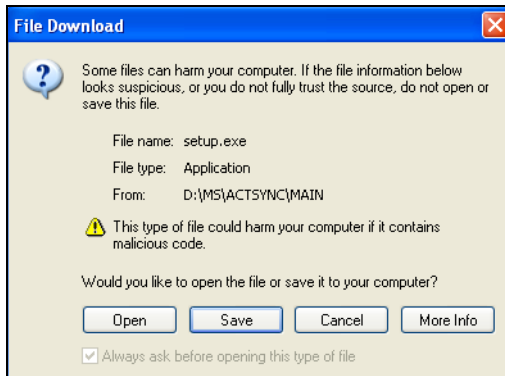
2. Select **Setup Wizard**.
3. Read the **Welcome** page, make sure your Pocket PC is not yet connected to your computer, and select **Next**.
4. The **Setup Wizard** scans your system and recommends programs for you to load. If the **Setup Wizard** detects an earlier version of Microsoft Outlook installed on your personal computer, it suggests installing Outlook 2002. If you want to synchronize your calendar, contacts, inbox, notes, and/or tasks, it is recommended that you allow the **Setup Wizard** to install Outlook 2002. Earlier versions (such as Microsoft Outlook Express) will not work with ActiveSync and the Pocket PC.
5. Likewise, the **Setup Wizard** scans your system to detect earlier versions of Windows Media Player and HP Image Zone. It is recommended that you allow the Wizard to install these programs in order to take advantage of all functions on your Pocket PC.
6. When the **Set Up Microsoft ActiveSync** window displays, click **Next**.



7. When the **Select Installation Folder** for Microsoft ActiveSync window displays, accept the default location offered, or select **Change...** to specify a different location.



8. When the **File Download** window displays, click **Open**.





You will know ActiveSync installed successfully when you see the **Set Up a Partnership** screen. Proceed to the next section, [“How Do I Create an ActiveSync Partnership?”](#)

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**Note:** If you are having trouble installing ActiveSync and have firewall software installed, try disabling the firewall software during ActiveSync installation and enabling it again after installation is complete. If you are connected to a corporate firewall, contact your IT Administrator for assistance.

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## How Do I Create an ActiveSync Partnership?

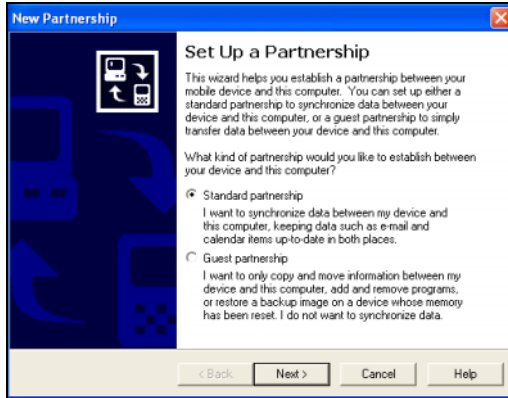
A Microsoft ActiveSync partnership allows your HP iPAQ Pocket PC and your personal computer to communicate with each other. To synchronize your Pocket PC and your personal computer, you must first create a partnership using ActiveSync. You only need to create a partnership once.

These instructions give information on creating a basic partnership. Other partnership options are available, and instructions can be found in Chapter 2, “Synchronizing with Your Computer,” of the *User’s Guide* located on the Companion CD.

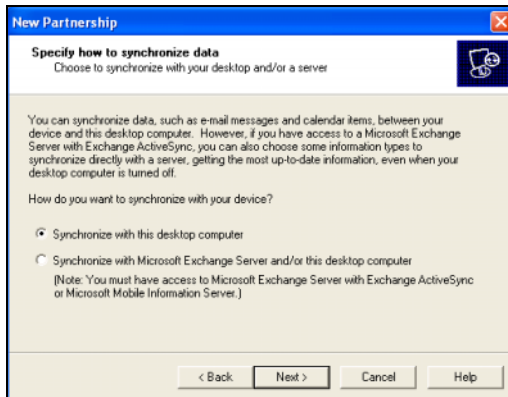
To create an ActiveSync partnership between your Pocket PC and your personal computer:

1. When the **Get Connected** screen is displayed during ActiveSync installation, connect the HP Desktop Cradle to your personal computer by attaching the free end of *either* the USB cable or the serial cable to either the USB port or the serial port on your personal computer. Then connect one end of the AC Adapter to the cradle and the other end to an electrical outlet.
2. Turn on your Pocket PC by pressing the **Power** button, then insert it into the desktop cradle.

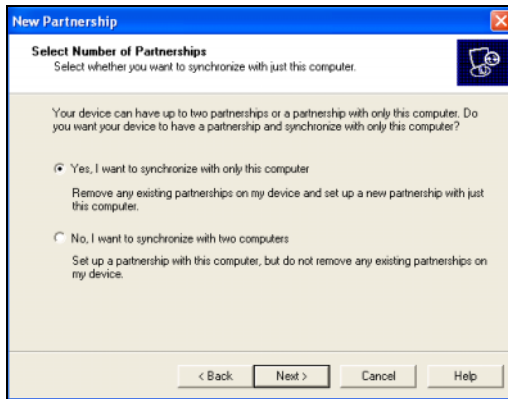
3. When the **Set Up a Partnership** screen displays, select **Standard Partnership** and click **Next**.



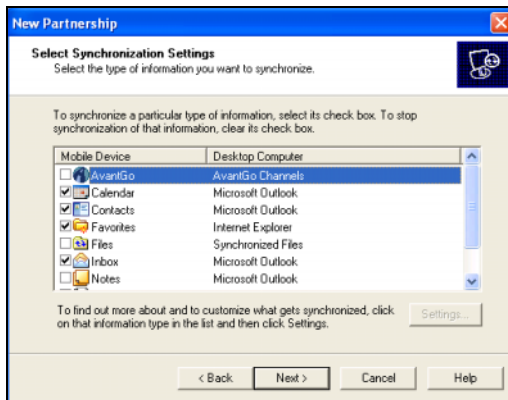
4. When the **New Partnership** screen displays, select **Synchronize with this desktop computer**, then click **Next**.



5. When the **Select Number of Partnerships** screen displays, choose whether you want to synchronize with one computer or two (e.g., home and office).



6. When the **Select Synchronization Settings** screen displays, check the items you want to synchronize between your Pocket PC and your personal computer.



7. When the **Setup Complete** screen displays, click **Finish**. ActiveSync immediately begins synchronizing.

## Do you want to learn more about:

- setting up a guest partnership?
- setting up a partnership with a server?
- setting up a partnership with two computers?
- setting up a partnership for two handheld devices?

Refer to the Microsoft Pocket PC 2003 Web site at

[www.microsoft.com/windowsmobile/resources/support/pocketpc](http://www.microsoft.com/windowsmobile/resources/support/pocketpc).

Select your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left side of the window, select **ActiveSync**.

# How Do I Synchronize My Pocket PC to a Personal Computer?

Synchronizing your Pocket PC and your personal computer allows you to keep the same information (such as calendar, contacts, and e-mails) in both places, making it available when you work on your personal computer or when you take your Pocket PC on the go. There are several ways to synchronize your Pocket PC with your personal computer:

- HP Desktop Cradle (not included with all models)
- Autosync cable (not included with all models)
- Bluetooth
- Infrared
- Wi-Fi and a server

To synchronize your personal computer and your Pocket PC using the desktop cradle:

1. Be sure ActiveSync is installed on your personal computer. Refer to [“How Do I Install Microsoft ActiveSync?”](#) earlier in this document for more information.
2. Plug the AC Adapter into an electrical outlet and connect the other end of the AC Adapter to the AC connector on the desktop cradle.
3. Slide the bottom of your Pocket PC into the desktop cradle and push firmly to seat it.

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**CAUTION:** To avoid damaging your Pocket PC or the cradle, check to be sure the Pocket PC and cradle connectors are properly aligned before pushing the Pocket PC into the HP Desktop Cradle.

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4. Connect the USB Cable to the USB port on your computer. Synchronization begins automatically.

To synchronize your personal computer and your Pocket PC using the autosync cable:

1. Be sure ActiveSync is installed on your personal computer. Refer to “[How Do I Install Microsoft ActiveSync?](#)” earlier in this document for more information.
2. Plug the AC Adapter into an electrical outlet, then connect the other end of the AC Adapter to the AC connector on the autosync cable.
3. Connect the 22-pin connector on the autosync cable to the universal sync connector on the bottom of your iPAQ Pocket PC.



**CAUTION:** To avoid damaging your Pocket PC or the autosync cable, be sure the Pocket PC and cable connectors are properly aligned before pushing the cable into the universal sync connector.

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4. Connect the other end of the autosync cable to the USB port on your computer. Synchronization begins automatically.



**Note:** If you must log onto a server such as your company’s Virtual Private Network, you may receive a message from ActiveSync telling you it is unable to synchronize. You must first log onto the server for ActiveSync to synchronize.

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If ActiveSync does not begin synchronizing, start it manually:

On your personal computer, open ActiveSync by clicking from the **Start** menu > **Programs** > **Microsoft ActiveSync** > **Sync**.

Occasionally when attempting to synchronize to a personal computer, you might receive an “Unable to Detect Device” error message. This usually means your desktop cradle is not properly connected to the synchronization cable, or your Pocket PC is not seated firmly in the desktop cradle.

If you get this error:

1. Make sure the USB connector on the synchronization cable is securely connected to your desktop cradle and your personal computer.
2. Make sure that your Pocket PC is connected to the communications port in the desktop cradle.

Once the connection issue is resolved, ActiveSync begins synchronizing automatically.

To find out how to resolve other error messages, see Chapter 12, “Troubleshooting,” in the *User’s Guide* located on the Companion CD.

### **Do you want to learn more about:**

- synchronizing using Bluetooth?
- synchronizing using Infrared?
- synchronizing using Wi-Fi and a server?

Refer to the *User’s Guide* on the Companion CD.

# How Do I Synchronize My Messaging, Contacts, or Calendar?

If you did not previously set up your Messaging, Contacts, or Calendar to synchronize with your Pocket PC when ActiveSync was first loaded, you can set it or remove the setting whenever you want.

To synchronize a new selection with your Pocket PC:

1. Double-click the **Microsoft ActiveSync** icon in the system tray of your personal computer.
2. In the ActiveSync Window, click **Options > Sync Options** tab.
3. On the **Sync Options** page, check the items you want synchronized and uncheck those you do not want synchronized.

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**Note:** It is recommended that you check the Synchronize mobile device clock upon connecting so your Pocket PC and your personal computer always agree on the date and time. If this box is not checked, files can accidentally be overwritten during synchronization due to differences in dates and times on the files.

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4. Under the Schedule tab, choose whether you want to synchronize Continuously, On connection, or Manually. If necessary, you can also select options for scheduling synchronization with a server, or using a wireless connection.
5. Click **OK** to save the settings and minimize the ActiveSync window.
6. The items selected automatically synchronize with the Pocket PC when it is inserted in the HP Desktop Cradle and the computer is turned on.



# How Do I Troubleshoot Outlook Errors When Attempting to Synchronize Messaging, Contacts, or Calendar?

When synchronizing, you may receive various error messages. For answers to troubleshooting these errors, refer to the Microsoft Windows Mobile 2003 Web site at [www.microsoft.com/windowsmobile/resources/support/pocketpc](http://www.microsoft.com/windowsmobile/resources/support/pocketpc). Select your region, your device, and your operating system; then click the **Get Support** button. Select the Support Topic that best describes the error message you received.

# How Do I Find the Product ID and Serial Number of My Pocket PC?

The Product ID and Serial Number for your iPAQ Pocket PC can be found on the label under the battery or in the Asset Viewer program. It is recommended that you have this information available before contacting HP Customer Support, particularly if you are calling for in-warranty support.

## Option A: Locating the Product ID and Serial Number in Asset Viewer

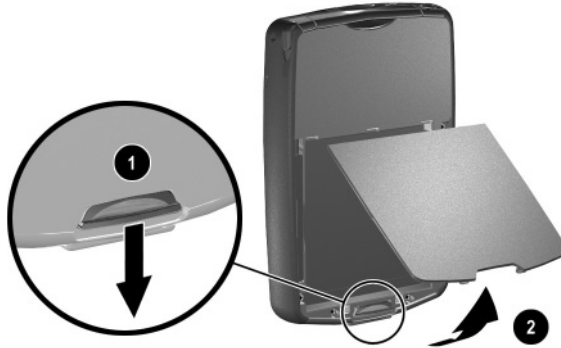
To use Asset Viewer to locate the Product ID and Serial Number:

1. Tap **Start > Settings > System tab > HP Asset Viewer**.
2. To locate the Product ID, tap **System**.
3. To locate the Serial Number, tap **Identity**.

## Option B: Viewing the label

To use the label under the battery to locate the Product ID and Serial Number:

1. Remove the battery cover by pressing the battery button down **1**, then swinging the door up and removing it **2**.



2. Remove the battery by lifting the left side of the battery up, then removing it from the unit.



3. The label containing the Product ID and the Serial Number is beneath the battery.



**CAUTION:** Because most of the applications and data you install on your iPAQ Pocket PC are held in memory (RAM), you need to reinstall them if the battery completely discharges or if the battery is removed from the unit for extended periods of time.

You do not need to reinstall applications and data installed in the iPAQ File Store folder because they are saved in ROM.

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# How Do I Manage Available Storage?

Your Pocket PC normally manages storage for you by moving available space back and forth between storage memory (memory used to store data and document files) and program memory (memory used to run programs) as needed. If your Pocket PC is running low on memory, there are a variety of ways you can manage storage space to maximize the memory capacity of your Pocket PC. You can choose any or all of the options below.

## Option A: Changing Storage Settings Manually

To temporarily change the storage settings manually:

1. On your Pocket PC, tap **Start > Settings > System tab > Memory**.
2. Use the stylus to slide the **Storage/Program** bar as necessary.
3. Tap **OK** to save your changes.

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**Shortcut:** If you have set your Pocket PC to display the TodayPanel Lite on the Today screen, tap the **Memory** icon located halfway down the Today screen to change your memory settings.

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## Option B: Stopping Running Programs

To stop programs that are running in the background:

1. Tap **Start > Settings > System tab > Memory > Running Programs** tab.
2. Select one or more of the programs in the **Running Program List**.

3. Tap **Stop > OK**.

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**Shortcut:** If you have set your Pocket PC to display the TodayPanel Lite on the Today screen, tap the **Memory** icon located halfway down the Today screen and tap the **Running Programs** tab.

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## **Option C: Removing Unused Programs**

To permanently uninstall programs you have installed yourself:

1. Tap **Start > Settings > System tab > Remove Programs**.
2. Select a program to remove.
3. Tap **Remove > OK**.

## **Option D: Using iPAQ File Store**

You can install programs and save files to the iPAQ File Store folder, which is accessed from File Explorer on your iPAQ Pocket PC.

Programs and files stored in iPAQ File Store are held in ROM and are saved if you perform a full reset of your iPAQ Pocket PC or if the battery discharges completely.

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**CAUTION:** If you have HP ProtectTools enabled and forget your PIN or password, resetting the unit will result in loss of data stored in iPAQ File Store. For more information on HP ProtectTools, refer to Chapter 7, "Using Security Features," in the *User's Guide* located on the Companion CD.

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Some units also come with High Speed File Store, a faster version of iPAQ File Store. If your iPAQ Pocket PC has more than 30 MB of File Store space, it has High Speed File Store.

To find out how much File Store memory is on your unit:

1. From the **Today** screen, tap the **Memory** icon > **Storage Card** tab.
2. Select **iPAQ File Store** in the drop down list box. If the amount is 30 MB or more, then you have High Speed File Store.

To save to iPAQ File Store or High Speed File Store:

1. Copy the file(s) to be saved to the iPAQ File Store folder.
2. Tap **Start > Programs > File Explorer > My Device > iPAQ File Store**.
3. Tap **Edit > Paste** to paste the selected files.

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**CAUTION:** If you format iPAQ File Store, do not perform a hard or soft reset. Doing so may prevent your Pocket PC from operating normally. For more information on formatting iPAQ File Store, refer to Chapter 1, "Performing a Hard ("Full") Reset," in the *User's Guide* located on the Companion CD.

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**Note:** Before saving files to the iPAQ File Store folder, it is a good idea to determine how much memory is available in the folder. To view the amount of memory, from the **Today** screen, tap the **Memory** icon > **Storage Card** tab, then select **iPAQ File Store** from the drop down menu.

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## **Option E: Using Optional Storage Expansion Cards**

There are a variety of storage expansion cards available for purchase, such as Secure Digital (SD) cards or CompactFlash (CF) cards. These cards can be installed in the Expansion Slot on the top of your Pocket PC.

For more information on purchasing expansion cards, visit the HP Web site at [www.hp.com/go/ipaqaccessories](http://www.hp.com/go/ipaqaccessories).

### **Do you want to learn more about:**

- what you can do with optional expansion cards?
- using expansion cards in your iPAQ Pocket PC?

Refer to the *User's Guide* located on the Companion CD.

# How Do I Maximize Battery Life?

To help your battery last as long as possible between charges, you can change the battery settings on your Pocket PC.

Adjusting these settings will maximize your battery life:

- Leave your device connected to AC power at all times when not using it.
- On the **Today** screen, in the **TodayPanel Lite**, use your stylus to adjust the **Backlight Brightness Level** slider, located under the **Light bulb** icon, halfway across to the **middle** position.

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**IMPORTANT:** Adjusting the **Backlight Brightness Level** slider to the lowest level that is still useable for the given lighting conditions can be the single most important thing you can do to preserve battery life.

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- Turn off the backlight. On the **Today** screen, tap the **Light bulb** icon > **Battery Power** tab; then set the backlight to turn off soon after you stop using the device.
- Leave the device set to turn off after not being used for a short time. On the **Today** screen, tap the **Battery** icon > **Advanced** tab. On battery power, set the device to power off in the shortest acceptable time.
- Turn off Wi-Fi power when not in use. To turn off Wi-Fi, tap the **iPAQ Wireless** icon in the lower right corner of the Today screen, then, on the iPAQ Wireless screen, tap the **Wi-Fi** icon to turn it off.
- Turn off Bluetooth power when not in use. To turn off Bluetooth, tap the **iPAQ Wireless** icon in the lower right corner of the Today screen, then, on the iPAQ Wireless screen, tap the **Bluetooth** icon to turn it off.



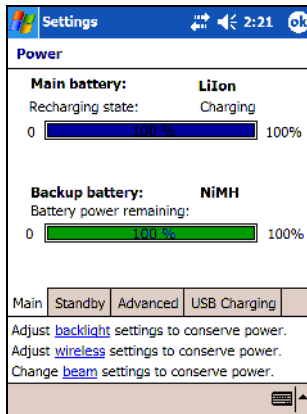
- Set the device to receive incoming infrared beams manually. On the **Today** screen, in the **TodayPanel Lite**, tap the **Battery** icon > **Adjust beam settings to conserve power**, then uncheck **Receive all incoming beams**.
- Assign a program button to turn off the screen display while listening to music. Tap **Start** > **Programs** > **Windows Media** > **Tools** > **Settings** > **Buttons**. From the **Select Function** drop-down list, tap **Screen Toggle**. Press a program button and tap **OK**. Then, when listening to music, press that program button to turn off the screen display.
- Tap **Start** > **ActiveSync** > **Tools** > **Options** > **Mobile Schedule** tab. Select **Manually** for both Peak times and Off-peak times. Selecting automatic synchronization can cause you iPAQ Pocket PC to “wake up” regularly causing your battery to drain.
- To ensure you always have battery power available, an optional standard or extended battery is recommended. For more information on purchasing optional batteries, visit the HP Web site at [www.hp.com/go/ipaqaccessories](http://www.hp.com/go/ipaqaccessories).

# How Do I Know the Battery is Charging?

There are two ways to see if the battery is charging.

- When the Pocket PC is connected to the AC Adapter and the battery is recharging, the power indicator light on the front of the Pocket PC flashes amber. When the battery is fully recharged, the light turns solid amber.
- To view it on screen, from the **Today** screen, tap the **Battery** icon. On the **Power** screen, under **Main battery**, the **Recharging state** displays **Charging** until a full charge is reached. When it is fully charged, it displays **Battery power remaining**.

If the power indicator light is not flashing while you are trying to recharge, disconnect and reconnect the AC Adapter to your Pocket PC to make sure you have a proper connection.

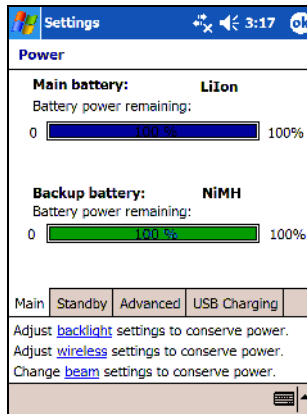


# How Do I Check the Battery Charge Level?

To use a shortcut to view your battery charge level, tap the **Battery** icon located in the TodayPanel Lite on the Today screen plug in.

You can view this same information by performing the following steps from the Today screen:

1. Tap the **Battery** icon > **Main** tab, or tap **Start** > **Settings** > **System** tab.
2. Tap **Power** > **Main** tab. You can view the amount of battery power remaining for both the Main battery and the Backup battery.



If the battery charge level is low, recharge the battery by connecting the Pocket PC to AC power using the HP Desktop Cradle or the AC Adapter, or change the battery. When the Pocket PC turns off due to low battery level and does not turn on again, you have **only** up to 72 hours to recharge the battery before you lose data.

For information on purchasing an optional standard or extended battery, visit the HP Web site at [www.hp.com/go/ipaqaccessories](http://www.hp.com/go/ipaqaccessories).

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**CAUTION:** Do not allow the battery installed in your Pocket PC to discharge completely. Doing so will not harm your Pocket PC or battery, but your Pocket PC will lose all data not stored in File Store (ROM). Discharging the battery completely is similar to performing a hard reset. Refer to “[How Do I Perform a Hard \(“Full”\) Reset?](#)” later in this document for more information.

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# How Do I Perform a Soft (Normal) Reset?

A soft reset does not erase any programs or saved data, but be sure to save any **unsaved** data before performing a soft reset since any unsaved data will be lost.

Perform a soft reset when:

- you want to stop all running applications
- after installing a new application
- if your iPAQ Pocket PC “locks up”

To perform a soft reset:

1. Locate the recessed **Reset** button on the bottom of your iPAQ Pocket PC.



2. Use the stylus to lightly press the **Reset** button. The Pocket PC restarts and displays the **Today** screen.

# How Do I Perform a Hard (“Full”) Reset?

Perform a hard reset when you want to clear all settings, programs, and data from RAM (Random Access Memory), where data and programs you have loaded are stored.

If the battery installed in your iPAQ Pocket PC discharges completely, your Pocket PC will operate as if a hard reset had been performed once the battery has been recharged. Refer to [“How Do I Check the Battery Charge Level?”](#) earlier in this document for more information.



**CAUTION:** If you perform a hard reset, your iPAQ Pocket PC returns to its default settings and loses all information (files, settings, etc.) that is not recorded in ROM. Information stored in iPAQ File Store will not be lost. For more information on using iPAQ File Store, refer to Chapter 4, “Using the iPAQ File Store Folder,” in the *User’s Guide* located on the Companion CD.

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To perform a hard reset:

1. Press and hold the **Calendar** and **iTask** buttons.
2. While holding these buttons, use the stylus to lightly press the **Reset** button on the bottom of the iPAQ Pocket PC for about two seconds.



3. When the Pocket PC screen begins to fade, release the **Calendar** and **iTask** buttons first, and then remove the stylus from the **Reset** button.



**CAUTION:** If you push and hold the **Reset** button for more than two seconds, the battery disconnects. To restart the unit, either plug the unit into the AC Adapter or press the **Reset** button again.

---

4. The Pocket PC resets and powers on.

# How Do I Use the TodayPanel Lite to Monitor My System Resources?

The TodayPanel Lite displays halfway down the Today screen as icons or as text bars for quick and easy accessibility to the following:

- Today settings and Options
- Battery power
- Storage memory
- Memory used in the iPAQ File Store folder
- Pocket PC backlight

## You select how you want the shortcuts displayed by:

1. Tapping the **File folder** icon on the far left of the **TodayPanel Lite** bar.
2. Tapping **Options** from the drop-down menu.
3. On the **TodayPanel Lite** screen, next to **Display Mode**, tap the drop-down arrow and select **Icons** or **Compact**.
4. Tap **OK** to save the changes.

## You select if you even want the shortcuts displayed on the Today screen by:

1. Tapping **Start > Settings > Today** icon > **Items** tab.
2. Under **Checked items appear on the Today screen**, tap in the **TodayPanel** checkbox to remove the checkmark if you do not want the TodayPanel to appear on the Today screen, or place a checkmark in the checkbox to display the TodayPanel.
3. Tap **OK** to save the changes.



# How Do I Enable/Disable HP ProtectTools on My Pocket PC?

HP ProtectTools helps protect your Pocket PC by providing authentication and encryption of e-mail, calendar, contacts, notes, tasks, and/or all files stored in the My Documents folder. It can also be used to encrypt data stored on expansion cards.

When you enable HP ProtectTools, you have the option of enrolling a fingerprint or entering a PIN and/or password to access the Pocket PC. If you are unable to successfully swipe your fingerprint or you forget your PIN or password, you can access the device with a backup question and answer.



**CAUTION:** HP ProtectTools helps protect your Pocket PC and the data stored on it. If you are unable to access your device with any of the above methods, there is no way to unlock your device. You have to restore your device to factory settings, resulting in the loss of **all** data on your iPAQ Pocket PC, including data stored in iPAQ File Store. It is recommended that you remember your PIN/password and question/answer.

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## Setting Up Security

You should only need to set up security one time. You can make changes to any of your security settings at a later time without going through the setup procedure again. For more information, refer to the “Manage Security Settings” section in Chapter 7 of the *User’s Guide* located on the Companion CD.

To set up security on your iPAQ Pocket PC:

1. Tap **Start > Settings > Personal tab > HP ProtectTools**.
2. The security configuration screen displays the message “Do you want to configure HP ProtectTools security on your device?” Tap **Yes**.

3. On the **Lock Settings** screen, select your choices for the following:

- Lock device**—secures device by requiring your PIN or password to authenticate access to the HP iPAQ.
- Log off**—secures device by requiring your PIN or password, stops running all programs, and encrypts your data. You can also select the amount of time between when you last used the device and when the data is encrypted.

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**Note:** Because encryption/decryption can take some time, if you use your device frequently, you may want to select a longer period of time.

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4. Tap **Next**.

5. From the **Unlock Settings** screen, select the method in which you want to unlock your HP iPAQ, along with the number of attempts allowed for each setting:

- Simple 4-digit PIN**—enter a minimum four-digit number
- Password**—enter a combination of numbers and/or letters of any length
- Strong alphanumeric password**—enter a minimum of eight characters including at least one uppercase letter, one lowercase letter, and one number
- Fingerprint**—successfully enroll a fingerprint
- Fingerprint OR PIN**—successfully enroll a fingerprint OR enter a minimum 4-digit PIN
- Fingerprint AND PIN**—successfully enroll a fingerprint AND enter a minimum 4-digit PIN

- ❑ **Fingerprint OR Password**—successfully enroll a fingerprint OR enter a combination of numbers and/or letters of any length
- ❑ **Fingerprint AND Password**—successfully enroll a fingerprint AND enter a combination of numbers and/or letters of any length
- ❑ **Fingerprint OR Strong Password**—successfully enroll a fingerprint OR enter a minimum of eight characters including at least one uppercase letter, one lowercase letter, and one number
- ❑ **Fingerprint AND Strong Password**—successfully enroll a fingerprint AND enter a minimum of eight characters including at least one uppercase letter, one lowercase letter, and one number

---

**Note:** The Fingerprint Reader options are not available on all models.

---

6. Tap **Next**.

7. From the **Fail-Safe Settings** screen:

- ❑ Select the number of attempts you have to answer your hint question correctly.
- ❑ Select what the device should do if you fail to answer your hint question correctly after the associated number of attempts.

---

**Note:** It is recommended that you select the default, **Pause before retrying question**.

---

- Select whether to keep security after a hard reset.

---

**Note:** It is recommended that you select this option to ensure that the data stored in your iPAQ Pocket PC remains secure after a hard reset.

---

8. Tap **Next**.

9. From the **Encryption Settings** screen:

- Select the encryption strength.
  - ◆ **Lite** is the fastest but least secure algorithm.
  - ◆ **Blowfish** is both fast and secure.
  - ◆ **Triple DES** and **AES** are the most secure, but AES encrypts data faster than Triple DES.

---

**Note:** It is recommended that you use the default, **AES**.

---

- Select which data you want encrypted. If you select to have the My Documents folder encrypted, you can also choose whether to encrypt media files (for example, audio, video, or picture files). Media files often take longer to encrypt and decrypt than other file types.
- Select whether you want the encryption status displayed. Selecting this option allows you to monitor the encryption/decryption process. For more information, refer to Chapter 7, “Using HP ProtectTools,” in the *User’s Guide* located on the Companion CD.

10. Tap **Next**.

11. From the **Security Configuration Complete** screen, tap **Continue** to enroll your fingerprint, create your PIN or password, and answer your hint question.

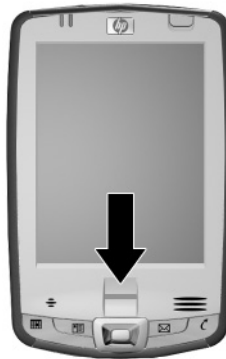
12. Prior to enrolling your fingerprint and/or entering your PIN or password, you are asked for a passphrase. Tap **OK**, then follow the onscreen instructions to create a passphrase.

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**Note:** The passphrase is not something you need to remember on a daily basis, but you should remember it for future reference. For more information on passphrases, tap the **More Information...** button.

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13. Tap **OK**.
14. If requested, swipe two fingers until you are told both are enrolled successfully.



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**Note:** The Fingerprint Reader is not available on all models.

For more information on enrolling fingerprints, refer to [“How Do I Use the Fingerprint Reader on my Pocket PC?”](#) discussed later in this document. For information on using the training to successfully enroll your fingerprints, refer to the “Using the Fingerprint Reader” section in Chapter 7 of the *User’s Guide* located on the Companion CD.

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15. Tap **OK**.
16. If requested, enter your PIN or password two times for verification purposes.
17. From the **Set up Passwords** screen, select your hint question by tapping the left and right arrow buttons near the question. Answer the question two times for verification purposes.
18. Tap **OK**. Your iPAQ Pocket PC resets itself after a few seconds, or you can tap the **Reset Device** button to reset the device immediately.

---

**Note:** After the device has completed the reset process, you are asked for your fingerprint, PIN, and/or password before you can begin using it again.

---

## Disabling Security

You can disable security or make changes to any of the settings you selected during setup.

To make changes to security settings:

1. Tap **Manage Security Settings**.
2. Swipe your finger or enter your PIN or password to authenticate yourself.
3. To disable security, tap the **Disable Security** button.
4. To change any previously selected security settings, tap the appropriate tab at the bottom of the screen and follow the onscreen instructions. The screens match those used during the setup process. For more information, refer to “[Setting Up Security](#)” discussed earlier in this document.

5. Use the **Programs** tab to select any programs you do not want to stop running when you log off. For more information, tap the Programs tab, then tap Help at the bottom of the screen.

## **Do you want to learn more about:**

- unlocking your Pocket PC?
- encrypting/decrypting data?
- changing your HP ProtectTools settings?

Refer to Chapter 7, “Using HP ProtectTools,” in the *User’s Guide* located on the Companion CD.

# How Do I Use the Fingerprint Reader on my Pocket PC?

HP ProtectTools suggests fingers for you to use during the swiping activity. You can select a different finger at any time. To select a different finger, tap the finger you want to swipe in the **Hand** icon. The new finger is highlighted in light blue.

It is recommended that you enroll at least two fingers (index fingers are suggested). It can take between two and eight finger swipes to enroll a fingerprint, depending on the fingerprint quality.

## Enrolling a Fingerprint

The **Fingerprint** screen uses color coding to display the status of your fingerprint swipe.

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### Fingerprint Status

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<b>If the color around the oval is...</b>	<b>Then...</b>
Blue	No fingerprint has been taken for the finger.
Green	The fingerprint swipe was good quality.
Red	The fingerprint swipe was poor quality.

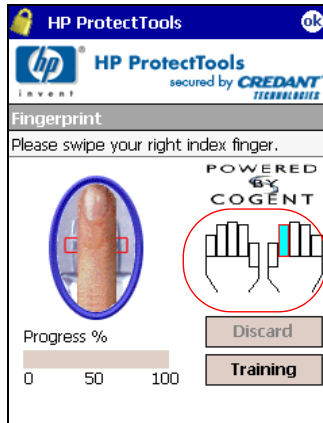
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Fingerprint Reader enrollment training is available on the iPAQ Pocket PC to assist you in proper enrollment of your unique fingerprint. To access the training, tap the **Training** button when the **Fingerprint** screen displays during HP ProtectTools setup.



To enroll a fingerprint:

1. On the **Fingerprint** screen, use the diagram to tap the finger that you are going to enroll.



2. Swipe the selected finger, as instructed.



---

**Note:** Maintain a firm, consistent pressure against the sensor when swiping a finger. One way to do this is to press your thumb against the bottom of the iPAQ Pocket PC while swiping your index finger. You should begin the swipe at the first joint of your finger and continue downward with a smooth slow motion, taking one to two seconds to complete the swipe.

If you need additional assistance at any time, tap the **Training** button.

---

3. Monitor the status to see if your fingerprint was correctly swiped.
4. Repeat steps 2 and 3 to continue enrolling your fingerprint.
5. When that fingerprint is enrolled successfully, repeat steps 1 through 4 to enroll a second fingerprint.
6. When both fingerprints are successfully enrolled, tap **OK** twice to continue setting up HP ProtectTools.

# How Do I Set Up My Pocket PC to Use Wi-Fi?

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**Note:** Wireless Fidelity (Wi-Fi) is not available in all models.

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Certain iPAQ Pocket PC models come with the 802.11b standard; otherwise known as Wireless Fidelity (Wi-Fi). This means you do not need to use cables or plug in to a network wall connection to access the Internet with your Pocket PC. All you need are wireless access points to transmit data to and from your Pocket PC using Wi-Fi.

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**Note:** Most private corporations already have wireless access points installed in their buildings. Visit your local computer store for information on installing wireless access points in your home.

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## Powering Wi-Fi On or Off


To use Wi-Fi on your Pocket PC, you need to turn on Wi-Fi and set up your device.

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**Note:** The Wi-Fi antenna for the Pocket PC is located in the top of the unit. If you cover up the top of the Pocket PC after you have turned on Wi-Fi, signal strength diminishes.

---

To turn Wi-Fi on or off:

1. From the **Today** screen, tap the **iPAQ Wireless** icon () in the Command bar located at the bottom of the screen.
2. Tap the **Wi-Fi** button on the iPAQ Wireless screen.

When Wi-Fi is powered on, the **Wi-Fi** icon on the iPAQ Wireless screen turns from gray to amber to green and the Wi-Fi light-emitting diode (LED), located on the top left corner of the unit, flashes blue indicating Wi-Fi or Bluetooth is powered on.

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**Note:** Even though the indicator is blue to indicate Wi-Fi is turned on, it does not necessarily mean a connection has been established with another device or access point.

---

If Wi-Fi is off, the **Wi-Fi** icon turns from green to gray.

**Battery Saving Tip:** Turn Wi-Fi off when you are not using it. When Wi-Fi is powered on, be sure one of the Wi-Fi power saving modes is selected. For more information, refer to Chapter 8, “Powering Wi-Fi On or Off,” in the *User’s Guide* located on the Companion CD.

## Automatically Connecting to a Network

1. If one or more broadcast networks are present, the **Network Indicator** icon (  ) appears in the Navigation bar. Tap the network you want to connect to, and then tap whether the network connects to the Internet (does not use proxy settings) or Work (uses proxy settings).
2. If you are prompted for a Network Key (WEP), enter it and tap **Connect**. If you are not sure, contact your network administrator.

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

**CAUTION:** A new network that does not request an encryption key may not be a secure network. To check whether an existing network uses encryption, check the Encryption Status of the network. Tap **Start > iPAQ Wireless > Wi-Fi** icon > **Manager** button. For more information, refer to the “Monitoring Signal Strength and Status” section in Chapter 8 of the *User’s Guide* located on the Companion CD.

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## Manually Entering New Network Settings

A wireless network can be added either when the network is detected (the **Network Indicator** icon is showing in the Navigation bar) or manually by entering setting information.

To manually add a wireless network:

1. Be sure Wi-Fi is powered on.
2. In the Navigation bar, tap the **Connections** icon (  or  ) > **Settings** > **Advanced** tab > **Select Networks** button.
3. Enter or select the network name (or tap **New**) you want to use to either connect to the Internet using an ISP or My Work Network for work. Tap **OK** once completed.
4. Set up your **Dialing Rules** and **Exceptions** and press **OK**.

The next step is to set up your network interface cards.

5. From the **iPAQ Wireless** screen, tap (Wi-Fi) **Settings**.
6. Select **Add New ...** in the list box on the **General** tab to start configuring wireless networks.

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**Note:** If a network is detected in step 3, the Security Set Identifier (SSID) is automatically entered and cannot be changed.

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7. Enter an SSID into the **Network name** box.
8. In the **Connects to:** box, select where your network connects to (**The Internet** or **Work**).
9. If you want to connect to an ad-hoc connection, tap the **This is a device-to-device (ad-hoc) connection** checkbox.
10. If authentication information is needed, from the **Configure Wireless Network** screen, tap the **Network Key** tab.

---

**Note:** To determine whether authentication information is needed, see your network administrator.

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11. To configure the type of network authentication to use, select:
  - a. To use Shared Key authentication, tap the **Authentication (Shared mode)** listbox. Type the network key in the **Network Key:** box.
  - b. To use data encryption, tap the **Data encryption (WEP enabled)** listbox.

- c. If a network key is provided by your network automatically, tap the **The Key is provided for me automatically** checkbox.
12. For increased security, tap **802.1x** tab and select the **Use IEEE802.1x network access control** checkbox. You should only check this option if it is supported by your network environment. Ask your network administrator if you are unsure.
13. Select EAP type (PEAP or Smart Card/Certificate) from the listbox.
14. Once you have completed entering the network settings, tap **OK** and **OK** again to exit this menu.

## Searching for Networks to Access

Networks that you have already configured are preferred networks and can be found on the **iPAQ Wireless** screen by tapping the **Wi-Fi** button > **Settings** > **Wireless Networks** list box. You can choose whether to connect only to preferred networks or to have your Pocket PC search for and connect to any available network (preferred or not).

1. From the **iPAQ Wireless** screen, tap the **Wi-Fi** button > **Settings** > **Wireless** tab.
2. In the **Networks to access** box, tap the type of network you want to connect to (**All Available**, **Only access points**, or **Only computer-to-computer**).
3. To connect only to networks that have already been configured, clear the **Automatically connect to non-preferred networks** checkbox.

---

**Note:** If you check the **Automatically connect to non-preferred networks** checkbox, your Pocket PC detects any new networks and provides you the opportunity to configure them.

---

## Do you want to learn more about:

- automatically connecting to a network?
- manually entering new network settings?
- searching for networks to access?

Refer to the *User's Guide* located on the Companion CD. For more information on any of the wireless screens, tap **Start > Help** from any screen to get help on that screen.

Your HP iPAQ Pocket PC can connect to a network using Wi-Fi.

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**Note:** Before connecting, familiarize yourself with the following wireless technology terms.

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<b>Term</b>	<b>Definition</b>
802.11 standard	An approved standard specification of radio technology from the Institute of Electrical and Electronic Engineers (IEEE) used for wireless local area networks (WLANs).
Device-to-computer or ad-hoc	A mode that does not use access points. It provides independent peer-to-peer connectivity in a wireless LAN.
Domain Name System (DNS)	The way that Internet domain names are located and translated into IP addresses. It is an easy to remember name for an Internet address. Every website has its own specific IP address on the Internet.
Encryption	An alphanumeric (letters and/or numbers) conversion process of data primarily used for protection against any unauthorized person(s).

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<b>Term</b>	<b>Definition</b>
Hotspots	Public or private areas where you can access Wi-Fi service. These wireless connections can be located, for example, at a library, cyber cafe, hotel, airport lounge, or convention center. This service can be free or sometimes requires a fee.
Infrastructure	This connection mode uses wireless access points to connect to networks.
Internet Protocol (IP) Address	A 128-bit number that identifies each sender or receiver of information that is sent in packets across the Internet. For example, when you request an HTML page or send e-mail, the Internet Protocol part of TCP/IP includes your IP address in the message. In this example, this information identifies your computer as the sender and/or receiver of information.
Media Access Control (MAC) Address	A computer's unique hardware number in a network, which also can provide security for wireless networks. When a network uses a MAC table, only the 802.11 radios (wireless devices) that have had their MAC addresses added to that network's MAC table can access the network.
Security Set Identifier (SSID)	A sequence of 32 characters uniquely defining (naming) a WLAN. Basically, each set of wireless devices communicating with each other is called a basic service set (BSS). Several BSSs can be joined to form one logical WLAN, called an extended service set (ESS). An SSID is the 1-32 alphanumeric, case-sensitive name given to each ESS.

*(Continued)*



*(Continued)*

<b>Term</b>	<b>Definition</b>
Wi-Fi Protected Access (WPA)	The Wi-Fi encryption method that protects unauthorized network access by using a setup password (for personal use) or by verifying network users through a server (for enterprise use).
Windows Internet Naming Service (WINS)	A way of managing the association of workstation names and locations with IP addresses.
Wired Equivalent Privacy (WEP)	Basic wireless security provided by Wi-Fi. This security uses an encryption key that automatically encrypts outgoing wireless data. On the receiving side, the same encryption key enables the computer to automatically decrypt the information so it can be read.
Wireless Access Point	A wireless LAN transceiver or "base station" that can connect a wired LAN to one or many wireless devices. In addition, access points can also bridge to each other.
Wireless Fidelity (Wi-Fi)	A certification for wireless LAN products based on the IEEE 802.11 standard.

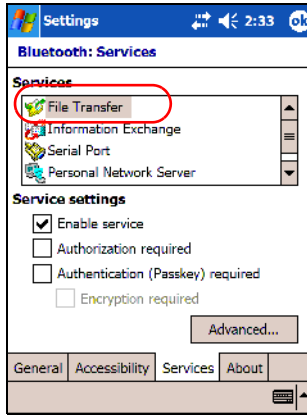
# How Do I Use Bluetooth to Transfer Files to Another Pocket PC, Computer, or Printer?

Your Pocket PC comes with built-in Bluetooth technology that allows short-range connections and provides fast, reliable, and secure wireless communication with other Bluetooth-enabled devices. Bluetooth allows you to exchange information with other Bluetooth-enabled devices located within 30 feet (10 meters) of your Pocket PC.

To transfer files from your Pocket PC to another Bluetooth-enabled device, such as another Pocket PC, personal computer, or printer:

1. On your Pocket PC, tap the **iPAQ Wireless** icon in the lower right corner of the **Today** screen.
2. On the iPAQ Wireless screen, tap **Bluetooth > Settings > Services** tab.

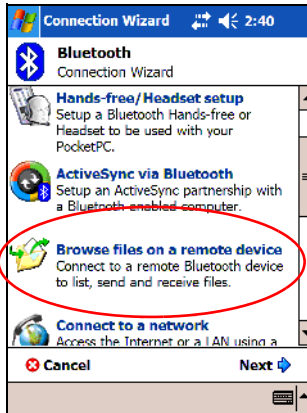
3. Under Services, tap the **File Transfer** tab. The **Service Settings** checkboxes are automatically enabled when you select a service.
4. Leave only the **Enable service** checkbox checked, and uncheck the other checkboxes, then tap **OK**.



5. On the iPAQ Wireless screen, tap the **Bluetooth Manager** button.



6. Tap **New > Browse files on a remote device > Next** and allow the Bluetooth Connection Wizard some time to browse for the Bluetooth-enabled device.



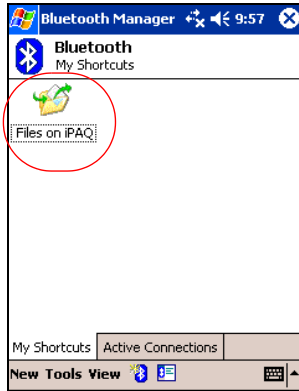
7. Once the Bluetooth device icon appears on the Bluetooth Connection Wizard screen, tap it to begin the discovery process and follow the Bluetooth Connection Wizard instructions.

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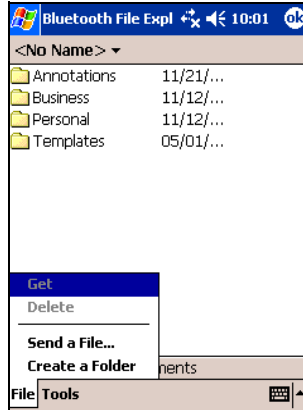
**Note:** Be sure the Bluetooth-enabled device you are connecting to has enabled the same service feature.

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8. Once a connection has been established, tap the **device icon**, then tap and hold a file transfer shortcut icon.



9. Tap **Connect**.
10. Tap **File**, then tap **Send a File... .**



11. Locate a file to send.
12. Tap the file to automatically send it.
13. Tap **OK**.

## **Do you want to learn more about:**

- exchanging contacts, calendar items, and tasks?
- sending or exchanging business cards?
- synchronizing with a computer through an ActiveSync connection?
- partnering with a Bluetooth-enabled cell phone and using as a wireless modem?
- connecting to other Bluetooth devices (Virtual COM port)?
- connecting to Bluetooth wireless local area networks (WLANs)?
- printing to a Bluetooth printer?
- creating a personal area network (PAN) to chat, play games, etc.?

Refer to the *User's Guide* located on the Companion CD.

# How Do I Use Bluetooth to Print?

You can print e-mails and notes from your Pocket PC using a Bluetooth printer.

To set up your Pocket PC to print to a Bluetooth printer:

1. To open Mobile Printing, from the **Today** screen, tap **Start > Programs > Print Manager**.
2. Be sure your Pocket PC is located within 30 feet (10 meters) of the Bluetooth printer you are using.
3. From the **Today** screen, tap the **iPAQ Wireless** icon in the lower right corner, then tap the **Bluetooth** button on the **iPAQ Wireless** screen.
4. Tap the **Bluetooth Manager** button.
5. Tap **New > Explore a Bluetooth Device > Next**.  
Allow some time for your device to browse for the Bluetooth printer.
6. Once the Bluetooth printer is listed on the Bluetooth Browser screen, tap **OK** in the upper right corner to close the screen.
7. From the **Today** screen, tap **Start > Programs > Print Manager > Tools > Configuration > Printers** tab.
8. Tap **Add > Bluetooth printer > Choose printer > Search for a Bluetooth printer > Next** button.
9. Select the Bluetooth printer you want to print to, then tap **Add**.
10. You might receive a message that says, "Unable to determine printer model. Do you still want to select a printer model from the printer list?" Tap **OK**.
11. Select the printer, then tap **Add > OK > Printer added > OK**.

12. Tap **OK** in the upper right corner to exit Print Manager.

---

**Note:** You should only need to perform the above steps one time for each Bluetooth printer you wish to use.

---

To print to a Bluetooth printer:

1. Tap **Start > Programs > Print Manager**.
2. Tap the **E-mail** icon to search for an e-mail to print, or tap the **Search** icon to search for another document to print.
3. Select the document to print, then tap the **Print Now** button.



# How Do I Use a Global Positioning System (GPS) Device with My Pocket PC?

There are a number of GPS Navigation Systems on the market that can be used with your Pocket PC. The following instructions apply to the HP iPAQ Navigation System, which is available from and supported by HP. For information on using other GPS devices with your Pocket PC, refer to the instructions that came with the product.

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**Note:** The Global Positioning System package is an optional feature and sold separately from the Pocket PC.

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To use the HP iPAQ Navigation System with your Pocket PC:

1. Insert your Pocket PC into the HP Desktop Cradle.
2. Close all applications on your personal computer and your Pocket PC.
3. Install Disc 1 that came with your HP iPAQ Navigation System into the CD drive on your personal computer and follow the on-screen instructions.

4. When the **Map Loader** screen appears, determine how you want to load maps and follow the instructions to load whichever maps you choose.



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**Note:** Be sure you have enough memory available to load the maps you choose. You can monitor available memory by referring to the **Available Memory** and **Selected Size** boxes. Refer to [“How Do I Manage Available Storage?”](#) earlier in this document for information on increasing memory availability.

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5. Click **Generate Map** to transfer the map to your Pocket PC. When prompted, insert Disc 2 into your CD drive and click **OK**.
6. Be sure the GPS receiver is charged and the power is on. To verify that the receiver is charged, plug it in. If the yellow LED is on, it is still charging. If it goes out, the charge is complete. To verify that the power is on, look for the flashing GPS or Bluetooth LED.
7. Turn Bluetooth on by tapping the **iPAQ Wireless** icon in the Command bar > **Bluetooth** button on the iPAQ Wireless screen > **OK**.
8. Tap **Start > Programs > iPAQ Navigation System > OK**.

9. To check whether your iPAQ Navigation System and iPAQ Pocket PC have partnered, tap the **iPAQ Wireless** icon > **Bluetooth Manager > My Shortcuts** tab. Two green arrows on the BT-GPS Receiver icon indicate an active connection.
10. Position the HP Bluetooth GPS receiver in your vehicle window so that the receiver has an unobstructed view of the sky. When the green LED flashes, the satellites have located the receiver.

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**Note:** The Bluetooth GPS receiver may take 5-10 minutes to acquire a fix on the three satellites needed to accurately position the vehicle. If the GPS receiver does not acquire a fix within 5-10 minutes, reposition the GPS receiver and try again.

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11. From the **iPAQ Navigation System**, tap **View** at the bottom of the screen, and then tap **Map**. A map displays centered on your current location. Your current location is depicted as a green arrow in a blue circle.
12. Tap **Menu > Destination**, then select the type of destination (e.g., Address, Points of Interest, Recent, Intersection, Favorites). Enter the necessary information to input your destination.
13. Follow the voice prompts and map display to your destination.

For detailed instructions on using the HP iPAQ Navigation System, refer to the *Getting Started Guide* and the *User's Guide* that came with the iPAQ Navigation System or visit the HP Web site at <http://www.hp.com/support>.

For information on purchasing the HP iPAQ Navigation System, visit the HP Web site at <http://www.hp.com/go/ipaqaccessories>.

# How Do I Migrate Data from Palm Desktop to Pocket PC 2003, 2nd Edition?

If you used a Palm Operating System (OS) based device before purchasing your iPAQ Pocket PC, you need to migrate your data from the Palm Desktop software to Microsoft Pocket PC 2003, 2nd Edition.

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**Note:** Do not insert your iPAQ Pocket PC into the HP Desktop Cradle until you have installed ActiveSync and are prompted to do so.

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To migrate data from Palm Desktop to Pocket PC 2003, 2nd Edition:

1. If you do not already have Microsoft Outlook 98 or higher installed on your personal computer, install Outlook 2002 from the Companion CD as described in “[How Do I Install Microsoft ActiveSync?](#)” earlier in this document.
2. Insert the Companion CD that came with your Palm device into your computer’s CD-ROM drive. From the **Discover Your Handheld** screen, select **Install Microsoft Conduits**. Alternatively, you may reinstall the Palm Desktop software.

During the configuration process, select **Synchronize your handheld with Microsoft Outlook and Palm Desktop software.**

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**Note:** Microsoft Outlook must be set as your default e-mail program to properly synchronize with the Palm Desktop software. If you need to change your settings, open Microsoft Outlook, then click **Tools > Options > Other** tab and check the **Make Outlook the default program for E-mail, Contacts, and Calendar** checkbox. Click **Apply > OK**, and then restart your personal computer.

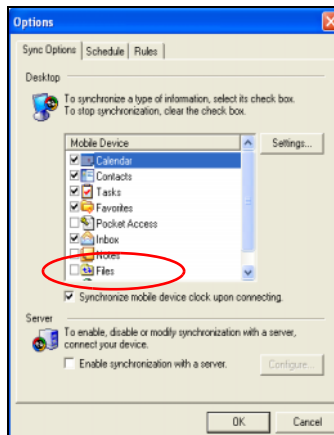
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3. Use the HotSync software located on the Companion CD that came with your Palm unit to synchronize your Palm information with Outlook. Refer to the instructions that came with your Palm unit for help installing or using Hotsync.
4. When Outlook is synchronized with your Palm device, uninstall Hotsync from your personal computer. Click **Start > Control Panel > double-click Add or Remove Programs**. Select **Palm Desktop**, then click **Remove**. Follow the on-screen instructions.
5. Install ActiveSync on your personal computer as described in [“How Do I Install Microsoft ActiveSync?”](#) earlier in this document.
6. Create a partnership between your Pocket PC and your personal computer as described in [“How Do I Create an ActiveSync Partnership?”](#) earlier in this document.
7. Synchronize your Pocket PC with Outlook as described in [“How Do I Synchronize My Pocket PC to a Personal Computer?”](#) earlier in this document.

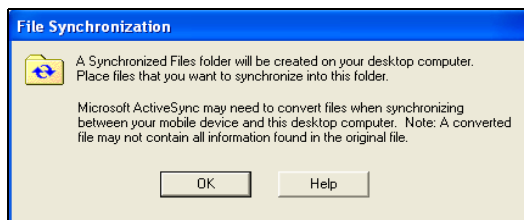
# How Do I Transfer Files from My Personal Computer to My Pocket PC?

You may want to take files you create on your personal computer with you on your Pocket PC. To do this:

1. On your personal computer, click **Start > Programs > Microsoft ActiveSync**.
2. In ActiveSync, click **Tools > Options**.
3. Under the **Sync Options** tab, check the **Files** checkbox.



4. A message is displayed stating that a Synchronized Files folder will be created on your personal computer's desktop. Click **OK**.



5. Click **OK** to save your changes, then click **File > Close** to close ActiveSync.
6. If your Pocket PC is in the HP Desktop Cradle, synchronization begins automatically, and a folder is created on your desktop which is named after the name you gave your Pocket PC when you set up your partnership (for example, Pocket\_PC My Documents). If your Pocket PC is not in the cradle, synchronization begins and the folder is created when you place your Pocket PC in the cradle.

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**Note:** If synchronization does not begin automatically, on your personal computer open ActiveSync and click **File > Options > Schedule** tab. Under **Desktop schedule**, select either **Continuously** or **On connection** from the drop-down list box, and then click **OK** to save the changes.

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7. Copy any files you want to transfer to your Pocket PC to the Synchronized Files folder for transfer during synchronization.
8. To verify that the files were transferred successfully, on your Pocket PC, tap **Start > Programs > File Explorer > My Documents** folder.

# How Do I Protect My Pocket PC From Screen Damage or Cracking?



**CAUTION:** The screen on your Pocket PC is made of glass and can be damaged or broken by drops, impacts, or pressure.

To reduce the risk of damage to the internal components, do not spray liquid directly on the screen, or allow excess liquid to drip inside your Pocket PC. Using soap or other cleaning products on the screen might discolor the finish and damage it.

**Note:** HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your Pocket PC for more information.

You should observe the following guidelines to protect the screen on your iPAQ Pocket PC from damage:

- Do not sit on your Pocket PC.
- When transporting your Pocket PC in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, or hit.
- When not in use, close the flip cover on your Pocket PC and store it in a case. You can select from a wide variety of case options at [www.hp.com/go/ipaqaccessories](http://www.hp.com/go/ipaqaccessories).
- Do not place anything on top of your Pocket PC.
- Do not bang your Pocket PC against hard objects.



- Never use any device other than the stylus that comes with the Pocket PC or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can order extras at [www.hp.com/go/ipaqaccessories](http://www.hp.com/go/ipaqaccessories).
- Clean your Pocket PC by wiping the screen and the exterior with a soft, damp cloth lightly moistened only with water.

# How Do I Find Information On Topics Not Covered in This Booklet?

For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. The *User's Guide* is in a printable format if you prefer a hard copy document.

If you have questions on using your Pocket PC that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at [www.hp.com/support/ipaqforums](http://www.hp.com/support/ipaqforums).

To receive support from an HP-qualified technical support specialist, visit the HP support Web site at [www.hp.com/support](http://www.hp.com/support). To find information on the support Web site for your specific product, be sure to have your model or product name available.

To access HP Instant Support:

1. On your personal computer, open your Web browser (for example, Internet Explorer) and type in the URL [www.hp.com/support](http://www.hp.com/support).
2. Select your country or region.
3. Select **See support and troubleshooting information**, and then type your product model number.
4. Click the >> button.
5. Click **contact support**.

