Phone Pairing Handbook for Palm™ Tungsten™ T Handhelds

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Contents

Chapter 1: Using the Phone Link Application to Pair Your Handheld with a Mobile Phone 1

What is pairing? 1

What do I need to pair my phone with my handheld? 1

How do I pair my handheld with my phone? 2

Activating Bluetooth communication features on your handheld 2

Downloading phone files from the Internet to your handheld 3

Creating the connection between your phone and your handheld 6

Configuring a phone connection on your handheld 6

Preparing your phone for pairing 7

Configuring Bluetooth settings for your phone connection 9

Configuring network service settings for your phone 11

Chapter 2: Using the Preferences Screens to Pair Your Handheld with a Mobile Phone 15

Configuring the Connection Preferences on your handheld 16

Configuring the Bluetooth settings for your phone connection 17

Appendix A: Frequently Asked Questions 19

Technical support 21

CHAPTER 1

Using the Phone Link Application to Pair Your Handheld with a Mobile Phone

The fastest and easiest way to create a link or connection between your handheld and your mobile phone that is enabled with Bluetooth™ technology is to use the Phone Link application on your handheld.

What is pairing?

Pairing creates a secure communication channel between two devices enabled with Bluetooth technology. Pairing two devices, such as your handheld and your mobile phone, enhances security and saves time by enabling these two specific devices to automatically communicate with each other. The pairing process is also referred to as *creating a trusted pair*, or *bonding*.

When you create a trusted pair, you enter an identical secret code on both devices. This secret code is a number that you make up and it is called a *passkey.* If a paired device with a recognized passkey attempts to communicate with your handheld, it bypasses the discovery and authentication process and automatically accepts the transmission.

What do I need to pair my phone with my handheld?

To pair your phone with your handheld you need to have the following items and services:

- The name and model number of your phone that is enabled with Bluetooth technology
- A mobile phone carrier account with GPRS and data services
- A computer with Internet access

How do I pair my handheld with my phone?

Pairing your handheld with a mobile phone enabled with Bluetooth technology is a four-part process. Each section in this chapter covers one of these parts:

1. Activating Bluetooth communication features on your handheld
2. Downloading phone files from the Internet to your handheld
3. Creating the connection between your phone and your handheld
4. (Optional) Configuring network service settings for your phone

If you are an advanced user or you have difficulty pairing your handheld with your phone using the Phone Link application, see Chapter 2 in this handbook for instructions on using the Connection Preferences and Network Preferences screens to manually complete the pairing process.

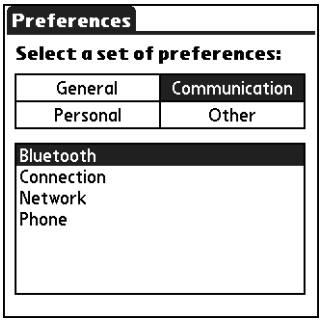
Activating Bluetooth communication features on your handheld

The first part of pairing your handheld with your phone is to use the Bluetooth Preferences screen to turn on Bluetooth communication, to assign a name to your handheld for Bluetooth communication, and to make your handheld discoverable by other devices enabled with Bluetooth technology.

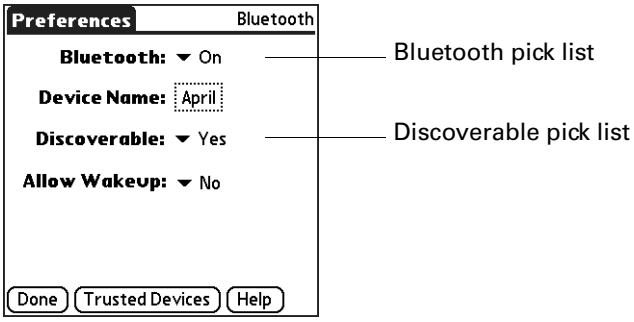
For additional information about the Bluetooth Preferences screen, see the "Bluetooth Preferences" section in the *Handbook for Palm™ Tungsten™ T Handhelds*.

To activate the Bluetooth communication features:

1. Tap the Home icon .
2. Tap the Prefs icon .
3. Tap Communication.



4. Select Bluetooth.



5. Tap the Bluetooth pick list and select On.

   This option turns on the Bluetooth radio inside your handheld.

6. Tap the Device Name box and enter a name for your handheld.

   This name appears on other devices during the discovery and authentication process, and it appears on your phone during the pairing process. Use a name that is easy for you to remember and that easily identifies you to other users.

7. Tap the Discoverable pick list and tap Yes.

   This option enables your phone and any other devices enabled with Bluetooth technology to discover your handheld. If you do not want other devices to discover your handheld, you can disable this option *after* you complete the pairing process.

8. Tap Done.

You are now ready to update the phone files on your handheld.

Downloading phone files from the Internet to your handheld

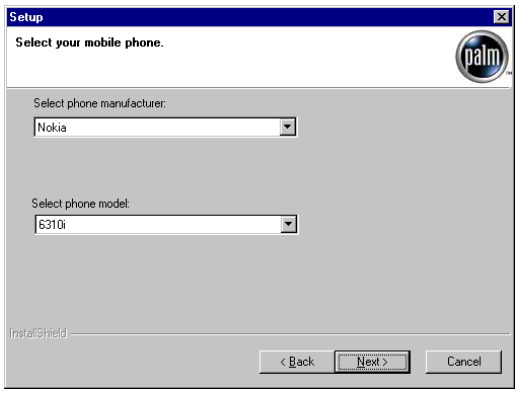
The Phone Link Updater application on your computer downloads the latest phone driver and settings from the Palm web site and installs them on your handheld. This ensures that you have the correct communication settings for your phone and carrier.

Before you complete the instructions in this section, you must do the following:

- Install the desktop software that came with your handheld as described in your *Handbook for Palm™ Tungsten™ T Handhelds*.
- Perform at least one HotSync® operation as described in your *Handbook for Palm™ Tungsten™ T Handhelds*.
- Activate Bluetooth communication on your handheld as described earlier in this chapter.
- Make sure you have Internet access to download the most recent phone files.

To install the phone files from your Windows computer:

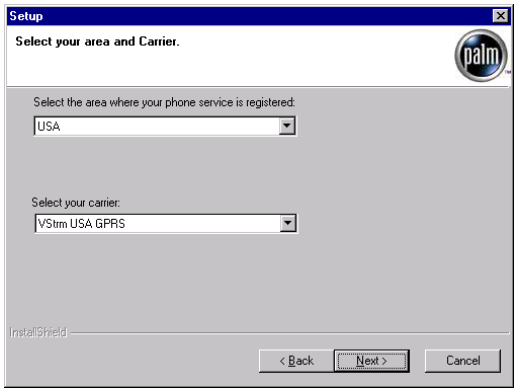
1. Insert the Software Essentials CD-ROM into the CD-ROM drive on your computer.
2. Click the Communications tab.
3. Click Phone Link Updater.
4. Click Install Now.
5. Follow the instructions on the screen and click Next and Back to navigate between the screens as you do the following:
   a. Download phone driver updates from the Internet.
   b. Select your phone's manufacturer and model.



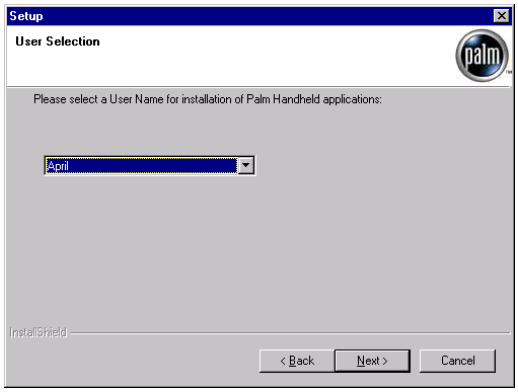
If your phone is not listed, you cannot create a connection to your phone at this time. We periodically update the list of supported phones. Please check back at a later date and repeat the steps in this procedure to run Phone Link Updater again and see if a new driver is available.

   c. Select your region and mobile phone carrier service.

If your region or carrier is not listed, you cannot create a connection to your phone at this time. We periodically update the list of supported regions and carriers. Please check back at a later date and repeat the steps in this procedure to see if new regions and carriers are supported.



d. Select your handheld's username.



6. When prompted, perform a HotSync operation.

   After the HotSync operation is complete, all the updated phone files are now installed on your handheld.

7. Click Finish.

8. If prompted, reset your handheld.

You are now ready to create a connection between your phone and your handheld.

To install the phone files from your Mac computer:

1. Download the correct files for your phone. In the United States, go to www.palm.com/support/bluetooth. In other countries, go to www.palm.com/xx/mobile/drivers and replace *xx* with your country code.

2. Install the phone files as you would install any other add-on application. Follow the instructions in the Support section of the Palm web site, or see "Installing and removing applications" in the *Handbook for Palm™ Tungsten™ T Handhelds* for details on installing the files.

3. Perform a HotSync operation.

4. If prompted, reset your handheld.

You are now ready to create a connection between your phone and your handheld.

Creating the connection between your phone and your handheld

To create a connection between your phone and your handheld, you need to complete the following steps:

1. Configure a phone connection on your handheld.
2. Prepare your phone for pairing.
3. Configure Bluetooth settings for your phone connection.
4. Configure network service settings for your phone.

The sections that follow describe each of these steps.

Configuring a phone connection on your handheld

The Phone Link application on your handheld guides you through the process of configuring a connection with your phone.

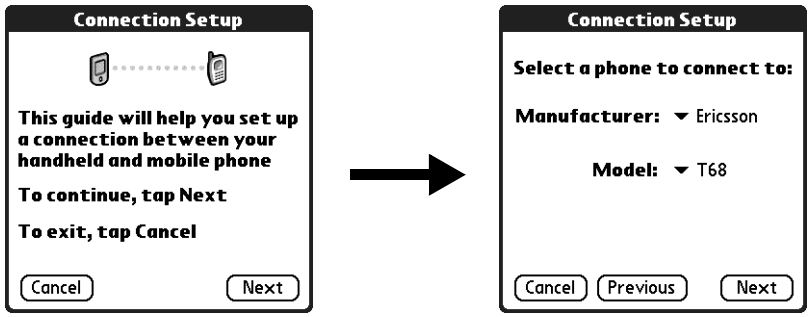
The instructions in this section assume that you have already activated Bluetooth communication and updated the phone files on your handheld as described in the previous two sections.

To configure a phone connection on your handheld:

1. Remove your handheld from the cradle/cable.

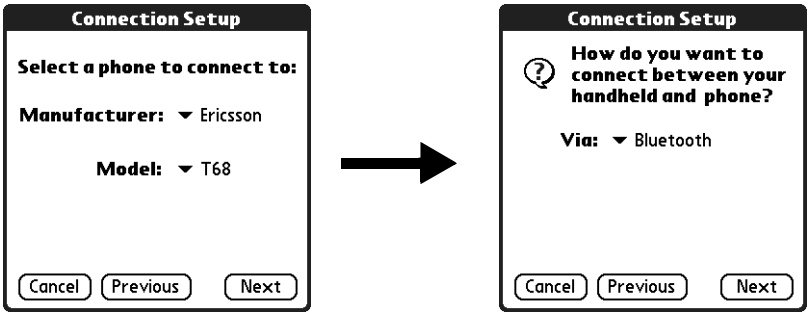
   The Connection Setup screen appears.

2. Tap Next.



3. Tap the Manufacturer pick list and select your phone's manufacturer.
4. Tap the Model pick list and select your phone model.

5. Tap Next.



6. Tap the Via pick list and select Bluetooth.

You are now ready to prepare your phone for pairing.

Preparing your phone for pairing

This section includes the procedures for preparing the following Bluetooth-enabled mobile phones for pairing with your handheld:

- Ericsson R520m
- Ericsson T39m
- Motorola 270c
- Nokia 6210
- Nokia 6310i
- Sony/Ericsson T68 and T68i

Before you begin the steps in this section, make sure that the keypad on your phone is unlocked and that your mobile phone carrier account includes GPRS and data services.

Ericsson R520m

The Ericsson R520m phone can be used on a GSM network.

To prepare your Ericsson R520m for pairing with your handheld:

1. On your phone keypad, press the right arrow.

   The Ericsson R520m menu appears.

2. Press the right arrow five times to highlight Extras, and then press Yes.
3. Press the down arrow four times to highlight Bluetooth, and then press Yes.
4. Press the down arrow to highlight Paired Devices, and then press Yes.
5. Press the up arrow to highlight Add Device, and then press Yes.
6. Press the down arrow to highlight Phone Accepts, and then press Yes.

You are now ready to configure Bluetooth settings on your handheld.

Ericsson T39m

The Ericsson T39m phone can be used on a GSM network.

To prepare your Ericsson T39m for pairing with your handheld:

1. On your phone, press the down arrow once.
2. Press the down arrow four times to highlight Extras, and then press Yes.
3. Press the down arrow five times to highlight Bluetooth, and then press Yes.
4. Press the down arrow to highlight Paired Devices, and then press Yes.
5. Press the up arrow to highlight Add Device, and then press Yes.
6. Press the down arrow to highlight Phone Accepts, and then press Yes.

You are now ready to configure Bluetooth settings on your handheld.

Sony/EricssonT68 and T68i

The Sony/Ericsson T68 and T68i phones can be used on a GSM network.

To prepare your Sony/Ericsson T68 or T68i for pairing with your handheld:

1. On your phone, press Down on the joystick to highlight Connect, and then press Select on the navigator.
2. Press Down on the navigator to highlight Bluetooth, and then press Select on the navigator.
3. Press Down on the joystick to highlight Paired Devices, and then press Yes.
4. Highlight Add Device, and then press Yes.
5. Press Down on the joystick to highlight Phone Accepts, and then press Yes.

You are now ready to configure Bluetooth settings on your handheld.

Motorola 270c with the Motorola Bluetooth Connectivity Kit

The Motorola 270c phone is currently available on the Verizon network. To enable the Motorola 270c with Bluetooth technology you must also purchase and install the Motorola Bluetooth Connectivity Kit.

NOTE The Motorola Bluetooth Connectivity Kit enables you to use data connectivity features such as an Internet connection and the Send data command, but you cannot use phone connectivity features such as tap dialing and SMS.

To prepare your Motorola 270c for pairing with your handheld:

1. On your phone, press Menu.
2. Use the joystick controller to scroll down to Settings. Press Select in the lower-right section of the phone screen.
3. Scroll down to Connection and press Select.
4. Scroll down to Bluetooth Link and press Select.

5. Scroll down to Setup and press Select.
6. Scroll down to Await Link and press Select. The phone is prepared to take a link for the next 60 seconds.

You are now ready to configure Bluetooth settings on your handheld.

Nokia 6210 with Connectivity Pack

Nokia 6210 is a dual-band phone that can be used on GSM networks in specific regions. To enable the Nokia 6210 with Bluetooth technology you must also purchase the Nokia Connectivity Pack and install the Bluetooth battery, which is included in the Nokia Connectivity Pack.

Your Bluetooth battery has a preassigned Bluetooth passkey, which is found on a label inside the Nokia packaging. Please find your Bluetooth passkey and note the number. You will need the passkey to pair your handheld with the Nokia 6210.

After you install the Bluetooth battery and locate your Bluetooth passkey, you are ready to configure Bluetooth settings on your handheld. You do not need to change any settings on your phone.

Nokia 6310i

Your Nokia 6310i is ready for pairing with your handheld, as long as Bluetooth technology is enabled.

To enable Bluetooth on your Nokia 6310i:

1. On your phone, select Menu.
2. Press the up arrow three times to highlight Bluetooth.
3. Press Select twice.
4. Scroll to On, and then press Select.

The text "Bluetooth switched on" appears on the phone screen. You are now ready to configure Bluetooth settings on your handheld.

Configuring Bluetooth settings for your phone connection

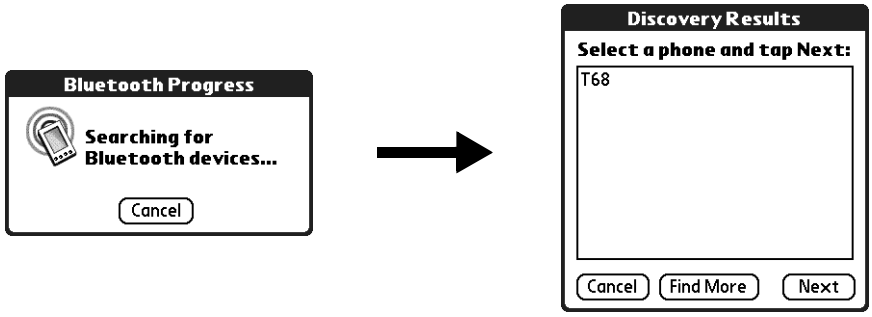
After you prepare your phone for pairing, you can continue using the Phone Link application on your handheld to continue the pairing process.

To configure Bluetooth settings for your phone connection:

1. After completing step 6 in the earlier section "Configuring a phone connection on your handheld," and preparing your phone for pairing, tap Next on the Connection Setup screen.

2. Wait for your handheld to discover your phone.

   The Discovery Results screen appears.



3. Select your phone from the list.

   If your phone doesn't appear on the list, tap Find More until it appears, and then select it.

4. Tap Next.

   Your handheld connects to your phone.

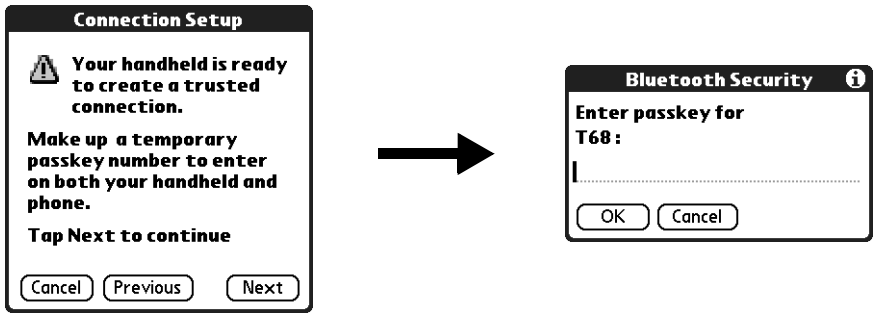
5. When prompted to create a trusted connection, tap Next.

6. Enter a passkey for this connection on your phone, and then tap OK.

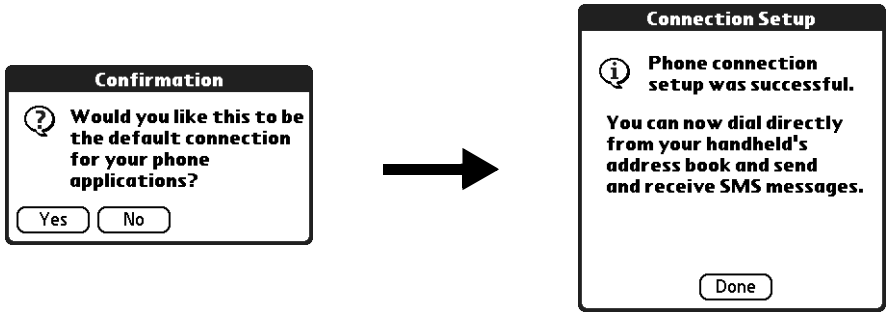
   A passkey is a unique identifier that enables secure data exchange between two Bluetooth devices that have formed a connection. Once you create a trusted pair during this setup process, the passkey is stored on both devices and you do not need to enter the passkey again. If Phone Link is unable to validate the same passkey on both your handheld and your phone, an error message appears and you are given the option to try connecting again.

   If you have a Nokia 6210 phone with the Nokia Connectivity Pack, enter the preassigned passkey located on a label inside the Nokia packaging.

7. When prompted to create a trusted connection, tap Next.



8. On your handheld, enter the same passkey that you entered on the phone, and then tap OK.



9. Tap Yes.

IMPORTANT If you tap No in the Confirmation dialog box, the link between your phone and handheld will not work.

10. Tap Done.

    The Network Service dialog box appears.

11. Tap Yes, and then follow the instructions in the next section to set up optional network services for your phone. If you do not want to set up network services, tap No.

You are now ready to configure network service settings on your handheld.

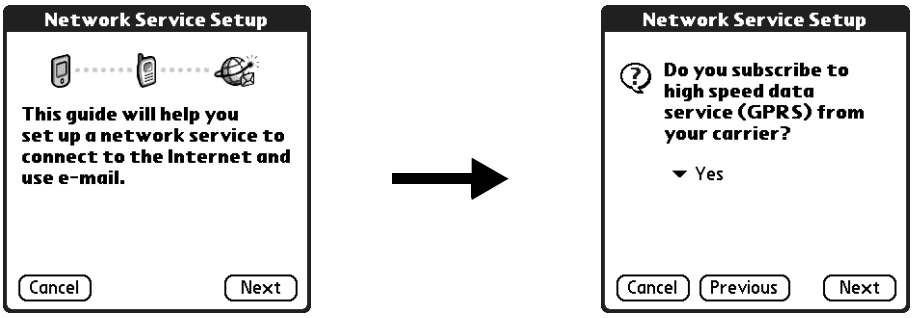
Configuring network service settings for your phone

If you want to use your handheld to connect to the Internet and to send and receive e-mail, you must configure network service settings for your phone. To connect to the Internet, your mobile phone carrier must support data services and you must also have one of the following:

- Access to a general packet radio service (GPRS) high-speed wireless data service network
- A dial-up account with an ISP
- Dial-up or Bluetooth access to a corporate network with Internet access

To configure a GPRS high-speed wireless data service connection for your phone:

1. After completing step 11 in the earlier section "Configuring Bluetooth settings for your phone connection," tap Next on the Network Service Setup screen.



2. Tap Yes when asked if you subscribe to a high-speed data service.
3. Tap Next.

4. Tap the Select the area… pick list and select your mobile phone carrier's location.
5. Tap the Select your carrier pick list and select your mobile phone carrier.

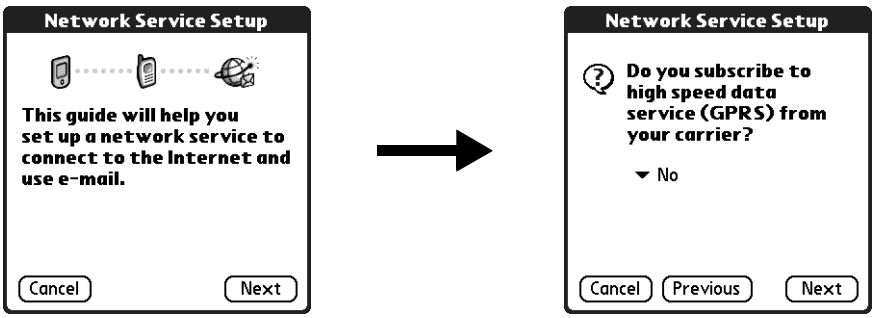
   If your region or carrier is not listed, you cannot create a connection to your phone at this time. We periodically update the list of supported regions and carriers. Please check back at a later date and repeat the steps in this procedure to see if new regions and carriers are supported. See "Downloading phone files from the Internet to your handheld" earlier in this chapter for instructions on downloading an updated list of carriers to your handheld.

6. Tap Next.

7. Tap Done.

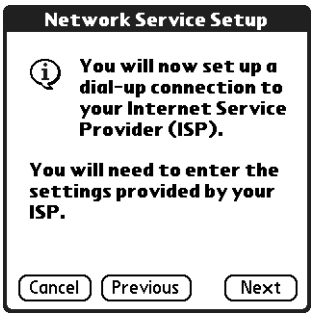
To configure a dial-up connection:

1. After completing step 11 in the earlier section "Configuring Bluetooth settings for your phone connection," tap Next on the Network Service Setup screen.



2. Tap No when asked if you subscribe to a high-speed data service.
3. Tap Next.

   A screen appears to inform you that you are about to set up a dial-up connection for your ISP.



4. Tap Next.

5. Tap the Phone # field and enter the phone number you use to connect to your ISP.
6. Tap the Username field and enter the name you use when you log in to your ISP account.
7. Tap the Password box and enter the password for your ISP account.
8. Tap Next.

9. Tap Done.

CHAPTER 2

Using the Preferences Screens to Pair Your Handheld with a Mobile Phone

If you are an advanced user or you have difficulty pairing your handheld with your mobile phone enabled with Bluetooth™ technology using the Phone Link application, you can use the Preferences screens to manually complete the pairing process as described in this chapter.

Manually pairing your handheld with a mobile phone enabled with Bluetooth technology consists of six stages:

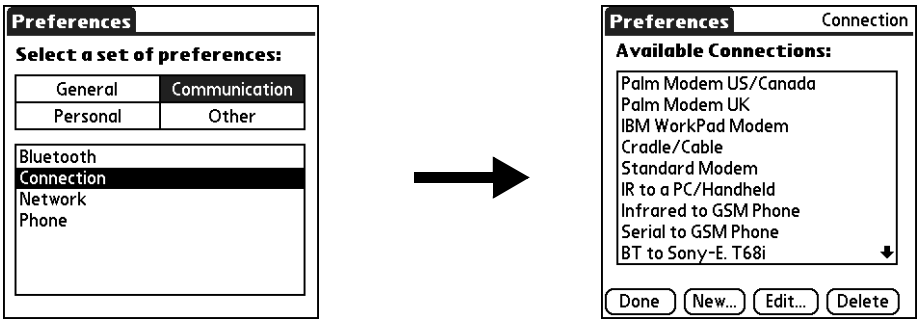
1. Activating Bluetooth communication features on your handheld. See "Activating Bluetooth communication features on your handheld" in Chapter 1 for details.
2. Updating the phone files on your handheld. See "Downloading phone files from the Internet to your handheld" in Chapter 1 for details.
3. Configuring the Connection Preferences on your handheld.
4. Preparing your phone for pairing. See "Preparing your phone for pairing" in Chapter 1 for details.
5. Configuring the Bluetooth settings for your phone connection.
6. (Optional) Configuring ISP settings on the Network Preferences screen on your handheld. See "Network preferences" in your *Handbook for Palm™ Tungsten™ T Handhelds* for details.

Configuring the Connection Preferences on your handheld

After you activate the Bluetooth communication features and update the phone files on your handheld, you are ready to configure the Connection Preferences on your handheld.

To configure the Connection Preferences on your handheld:

1. Tap the Home icon .
2. Tap the Prefs icon .
3. Tap Communication.
4. Select Connection.



5. Tap New.
6. Enter a name for your connection (such as "GSM Phone") in the Name field.
7. Tap the Connect to pick list and select Phone.
8. Tap the Via pick list and select Bluetooth.
9. Tap the Model pick list and select your phone model.

You are now ready to prepare your phone for pairing. See "Preparing your phone for pairing" in Chapter 1 for details. *Do not* close the Edit Connection screen because you will return to this screen to configure Bluetooth settings.

Configuring the Bluetooth settings for your phone connection

After you prepare your phone for pairing, you are ready to configure the Bluetooth settings for your phone connection.

1. On the Edit Connection screen on your handheld, tap the Device box.

   The discovery process begins, and the Discovery Results list appears when your handheld finds another device.

2. Select your phone from the list.

   If your phone is not listed, you cannot create a connection to your phone at this time. We periodically update the list of supported phones. Please check back at a later date and repeat the steps in this procedure to run Phone Link Updater again and see if a new driver is available.

3. Tap OK.

4. Tap Yes.
5. On your phone, press Yes to accept the pairing attempt.
6. Enter a passkey.

   Most phones only support numeric passkeys and you can use any number sequence of your choice.

7. On your handheld, enter the same passkey that you entered on the phone.

The phone verifies the link and returns to the Bluetooth setup screen. Your handheld returns to the Edit Connection screen, and the name you gave the phone appears in the Device box.

8. Tap OK.
9. Tap Yes to use this phone as the default phone for tap dialing and SMS. Or tap No.

If your handheld is not set up with an ISP, you are now ready to configure the Network Preferences settings. See "Network preferences" in your *Handbook for Palm™ Tungsten™ T Handhelds* for details.

APPENDIX A

Frequently Asked Questions

If you encounter a problem while pairing your handheld with your mobile phone enabled with Bluetooth™ technology, you can quickly find answers to many common questions in this appendix and in the following useful resources:

- The readme file located in the folder where you installed the Palm™ Desktop software on your Windows computer or on your installation CD for Mac users
- The *Palm Knowledge Library*, accessible at www.palm.com under the Support section
- The most recent Palm™ Tungsten™ T handheld HelpNotes located at www.palm.com/support/bluetooth

If you are still having problems after reviewing all of these resources, contact technical support or go to www.palm.com/support/bluetooth.

NOTE Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm™ handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld.

If you suspect that a third-party application is adversely affecting the operation of your handheld, contact the developer of the application. In addition, Palm, Inc. has information about the compatibility of some applications with your handheld. To find this information, do one of the following:

- Go to www.palm.com/support. Click the link for information about your handheld, and then find the information on compatibility of third-party applications.
- Read the readme file for your handheld. After you install Palm Desktop software on your computer, open the folder where you installed Palm Desktop software. The readme file is located in the Helpnote folder.

Problem	Solution
The Connection Setup screen does not appear after I update the phone files on my handheld.	1. Tap the Home icon. 2. Select the Phone Link icon. 3. Tap the Phone Connection box.
My passkey is rejected when I attempt to pair (or bond) my mobile phone with my handheld.	■ Some mobile phones require that you enter the passkey within a specific time frame. Make sure you have a passkey in mind and that you enter it immediately when prompted. ■ If your passkey is rejected, your phone may have a preassigned passkey; see the documentation included with your phone for information. The documentation might refer to a Bluetooth connection as a Bluetooth pair or a Bluetooth link.
My handheld cannot connect to my mobile phone.	Use the following steps to test the connection: 1. Tap the Home icon. 2. Select the Phone Link icon. 3. Tap Connect. 4. If the connection is successful, open the application that requires the connection and complete the desired task. If the connection is not successful, do the following: – Make sure the Connection for your mobile phone is selected in the Connection Preferences screen and in the Phone Preferences screen. – Make sure that Bluetooth is enabled on both your phone and your handheld and that the power is on.
My phone connection drops before I finish using it.	■ You need to increase the Idle timeout setting on the Network Preferences Details screen. For instructions, see "Adding detailed information to a network service profile" in the *Handbook for Palm™ Tungsten™ T Handhelds*.
I get an error message when I try to dial a phone number using my handheld.	■ Make sure that the proper phone driver is installed on your handheld. For instructions, see "Downloading phone files from the Internet to your handheld" in Chapter 1 of this handbook. ■ Check the Phone Preferences screen and make sure the correct phone connection is selected.

Technical support

If, after reviewing the sources listed at the beginning of this appendix, you cannot solve your problem, go to www.palm.com/support or send an e-mail to your regional technical support office.

Before requesting support, experiment a bit to reproduce and isolate the problem. When you do contact support, please provide the following information:

- The name and version of the operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of handheld software you are using and available memory

To find version and memory information:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Info from the App menu.
4. Tap Version to see version numbers, and tap Size to see the amount of free memory in kilobytes.