

# **C-SERIES REFERENCE GUIDE**

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## REFERENCE GUIDE

### C-Series Handheld PC

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## BEFORE YOU BEGIN

Congratulations on your selection of the Compaq C-Series, the first professional handheld PC. Before using your C-Series, be sure to read this chapter for information about:

- documentation and online help
- customer registration
- symbols and conventions used in this guide

### **For More Information**

References are provided as printed materials and as online information that is accessible from your handheld PC. In addition to this reference guide, the following printed references come with your handheld PC:

- *Quick Setup* card
- *Accessories Flier*
- Microsoft *The Handheld PC Companion*
- *Important Safety Information*
- *Register Now* card (North America only)
- Warranty and service information

The following online and electronic references are also available.

<b>Name:</b>	<b>Location:</b>
Microsoft <i>H/PC Help</i>	Handheld PC
Microsoft <i>Windows CE Services Help</i>	Microsoft <i>Desktop Software for Windows CE</i> CD (to be installed on your computer)
Microsoft Handheld PC Home Page	<a href="http://www.microsoft.com/windowsce/hpc">www.microsoft.com/windowsce/hpc</a>
C-Series Home Page	<a href="http://www.compaq.com/products/handhelds">www.compaq.com/products/handhelds</a>

## For Updated Information

To learn about updates that may have occurred to your C-Series device after this document was printed, tap the **Start** menu on your handheld device, then tap **My Documents** and select **Compaq Updates**.

**NOTE:** If no updated information is available, **Compaq Updates** will not appear on the screen.

## Locating Information Quickly

To quickly find the information you're looking for, use this table as a starting point.

<b>To Find Information About:</b>	<b>Look Here:</b>
Using your C-Series	<i>C-Series Reference Guide</i>
Using the Compaq software on your C-Series	<i>C-Series Reference Guide</i>
Using the Windows CE operating system and software on your C-Series	Microsoft <i>The Handheld PC Companion</i> Microsoft <i>H/PC Help</i>
Using Windows CE Services on your computer	Microsoft <i>Windows CE Services Help</i>
The latest information and offers for your C-Series device and accessories	C-Series Home Page ( <a href="http://www.compaq.com/products/handhelds">www.compaq.com/products/handhelds</a> )

## Ordering Software on Diskette

If the computer on which you are installing Microsoft Windows CE 2.0 does not have a CD-ROM drive, you can purchase diskettes containing the Windows CE software necessary for operating your handheld PC.

To order Windows CE software diskettes, contact Compaq at 1-800-841-2761 (U.S. only) or fax a request to 510-327-4070.

**NOTE:** Some Windows CE applications (such as the Guided Tour and Exchange Update) are not available on diskette. To obtain these applications, visit the Microsoft web site at [www.microsoft.com](http://www.microsoft.com).

Compaq C-Series software is available only on CD-ROM.

## Customer Registration

### In North America

To receive the latest information on your C-Series handheld PC, as well as receive special offers on C-Series accessories and software, be sure to register with Compaq by completing and mailing the *Register Now* card included with your handheld PC.

### Outside of North America

Outside of North America, use the Compaq Info Messenger service to obtain Internet and e-mail access to the latest software updates and service documentation for your C-Series.

Once you register with this free service at [www.compaq.com/infomessenger](http://www.compaq.com/infomessenger) and build your profile(s), Info Messenger searches the Compaq web site and collects information specific to your handheld PC environment. Info Messenger then sends an e-mail alerting you when new and/or updated information is available on a Compaq customized web page.

# Symbols and Conventions

Some or all of the following format conventions may be used in this guide to distinguish elements of text:

- Names of keys are shown in bold type as they appear on the keyboard, for example, **Ctrl**, **Backspace**, **Tab**.
- Keys that you should press at the same time are represented by the key names and the plus (+) symbol, for example, **Ctrl+Alt+Delete**.
- Commands are presented in lowercase, bold type as shown here: **install** or **a:\install**.
- An arrow is used to separate icons or menu options that you should select in succession; for example, tap **Start→Settings→Control Panel**.
- When you need to type information without pressing the **Enter** key, you are directed to “type” the information.
- When you need to type information *and* press the **Enter** key, you are directed to “enter” the information.



**WARNING:** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.



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

---

**IMPORTANT:** Text set off in this manner presents clarifying information or specific instructions.

**NOTE:** Text set off in this manner presents commentary, sidelights, or interesting points of information.

# *chapter 1*

## **GETTING STARTED**

This chapter provides information about getting started with your C-Series handheld PC, such as:

- unpacking the box
- setting up for the first time
- learning about the handheld PC features

# Unpacking the Box



*Contents of the Box*

Before setting up your handheld PC, be sure your shipping box includes the following items:

- ❶ handheld PC
- ❷ AC Adapter
- ❸ stylus (housed in the handheld PC)
- ❹ auto-sync cable
- ❺ batteries (two AA alkaline or one rechargeable NiMH, depending on your C-Series model)

Not pictured:

- modem cable (available with some models)
- CD-ROM discs (2)
- documentation

**NOTE:** To order accessories that did not come with your C-Series model, refer to the *Accessories Flier* included in the shipping box.

## Setting Up for the First Time

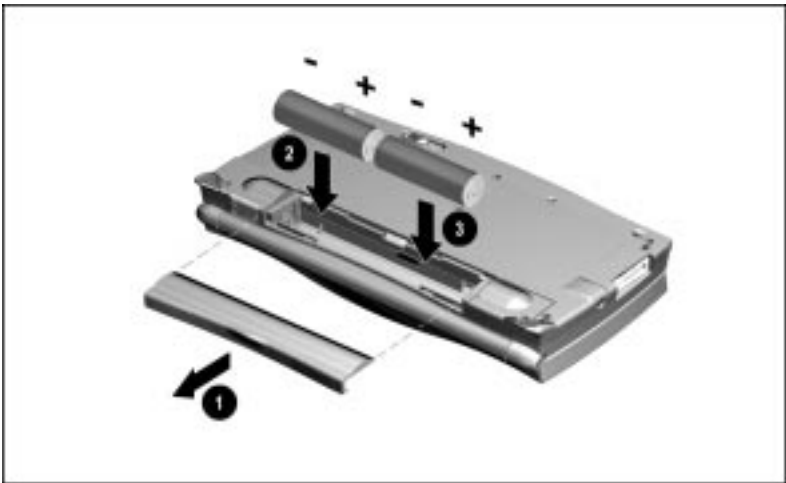
To set up your handheld PC for the first time, follow the instructions below. When it is ready to use, read “C-Series at a Glance” later in this chapter to learn more about the special features of your device.

1. Turn over the handheld PC.
2. Do one of the following:
  - If your C-Series comes with AA alkaline batteries, follow the steps in the illustration below. Remove the main battery cover and install the batteries as illustrated below. Be sure the positive and negative end of each battery is correctly oriented.



**CAUTION:** Do not install AA alkaline batteries in C-Series models that have color screens. Install only a Compaq-approved rechargeable battery pack in these models.

---



*Installing the Alkaline Batteries*

- If your C-Series comes with a rechargeable NiMH battery pack, follow the steps in the illustration below. Be sure the flat side of the battery is facing in toward the battery compartment as indicated.



*Installing the NiMH Battery Pack*

3. Replace the main battery cover.



*Replacing the Main Battery Cover*

4. Pull out the backup battery tape to activate the backup battery.



*Removing the Backup Tape*

5. If using a rechargeable NiMH battery pack, connect the unit to AC power and allow the battery pack to charge for three hours. If using AA alkaline batteries, proceed to step 6.
6. Turn over the handheld PC and raise the lid.



*Raising the Lid*

7. Press the power button to turn on power.



*Pressing the Power Button*

8. Follow the instructions on the screen to complete the setup process.
9. To learn more about your handheld PC, take the Welcome Tour by pressing **Fn+Alt**.

Once setup is complete, you may want to connect your handheld PC to a computer and load valuable Compaq software. To do so, follow the instructions provided in Chapter 2, “Forming a Partnership.”

# C-Series at a Glance

Your handheld PC is equipped with many convenient features that make using it quick and easy. This section familiarizes you with the location and function of these features.

## Screen and Left Side Components



*Screen and Left Side Components*

Item	Component	Function
①	Screen	Displays on-screen information and interprets stylus taps.
②	Modem connector	Connects an RJ-11 modem cable (available on some models only).
③	PC Card slot	Accepts a 16-bit Type I or Type II PC (PCMCIA) Card. For more on this feature, see Chapter 6, "Using PC Cards."

## Front and Right Side Components



*Front and Right Side Components*

Item	Component	Function
①	Dual brightness backlight button	Provides increased lighting for better viewing of the screen. For more information, see “Using the Dual Brightness Backlight Button” in Chapter 3.
②	Power button	Press once to turn on the device. Press again to turn off.
③	AC power connector	Connects to external (AC) power via the AC Adapter.
④	Serial connector	Connects serial devices such as the auto-sync cable or a printer cable.
⑤	Stylus slot	Holds and protects the stylus when stylus is not in use.
⑥	Alarm button	Press once to stop the alarm when it goes off. For instructions on using the alarm, see “Setting the Alarm” in Chapter 8.
⑦	Record button	Press and hold this button while speaking into the microphone to record a voice memo.

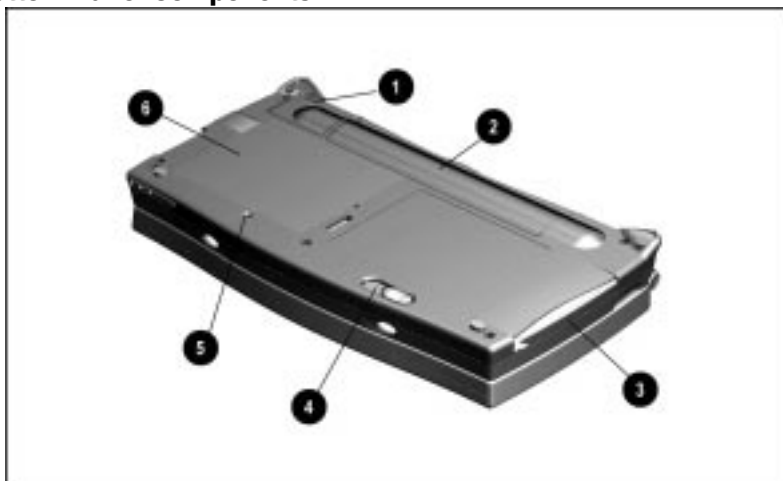
# Top and Rear Panel Components




*Top and Rear Panel Components*

Item	Component	Function
1	Battery charge light (amber)	<ul style="list-style-type: none"> <li>■ Turns on when the optional rechargeable NiMH battery pack is being recharged; also turns on when the device is connected to external power</li> <li>■ Turns off when charging is complete.</li> </ul>
2	Alarm light (green)	<ul style="list-style-type: none"> <li>■ Blinks once when the device is turned on.</li> <li>■ Blinks continuously when an alarm you have set goes off.</li> <li>■ Turns off when you press the alarm button or stop the alarm through the software.</li> </ul>
3	Speaker	Produces sound for the alarm, playback of voice memos, and other audio effects. For information on setting the speaker level, see “Controlling Volume” in Chapter 8.
4	Microphone	Speak into the microphone while pressing the record button to record a voice memo. Works whether device is open or closed.
5	Infrared (IR) port	Allows for wireless infrared communication.

## Bottom Panel Components



*Bottom Panel Components*

Item	Component	Function
①	Backup battery compartment	Contains the CR2032 lithium coin battery which acts as a backup battery when the main batteries are drained or removed.
②	Main battery compartment	Holds two AA alkaline batteries or a rechargeable NiMH battery pack for supplying primary battery power to the device.
③	PC Card slot	Accepts a Type I or Type II PC (PCMCIA) Card. For more on this feature, see Chapter 6, "Using PC Cards."
④	PC Card eject lever	Ejects a PC Card from the PC Card slot.
⑤	Reset button	Restarts the operating system.  <b>CAUTION:</b> Pressing the reset button will permanently delete all of your unsaved information.
⑥	Expansion compartment	Contains the RAM module. Accepts optional RAM upgrades.

# chapter 2

## FORMING A PARTNERSHIP

Your C-Series handheld PC acts much like a “computer assistant”—it supplements the capabilities of your regularly used computer when you cannot be at your desk. The handheld PC does this through “partnering” with your regular computer. A *partnership* is the process of establishing a connection with your regularly used computer for the purpose of synchronizing and transferring data between the computer and the handheld PC.

Forming a partnership involves five steps, each of which is discussed in this chapter:

Step 1: Determine computer requirements

Step 2: Install Windows CE Services on the computer

Step 3: Configure the computer’s communications port

Step 4: Connect the handheld PC to the computer

Step 5: Install the Compaq C-Series software

Additional information on forming a partnership can be found in Microsoft’s *Handheld PC Companion* and in the *Windows CE Services Help* that you installed on your computer.

# Step 1: Determine Computer Requirements

Before establishing a partnership, be sure your computer meets the minimum configuration requirements listed below:

- 486/33DX or higher processor
- Microsoft Windows 95 (or later)  
or  
Windows NT Workstation 4.0 (or later)
- 8 MB of memory (Windows 95)  
12 MB of memory (Windows NT Workstation 4.0)
- 10 MB of available hard disk space
- Available 9- or 25-pin serial port (adapter required for 25-pin serial port)
- CD-ROM drive
- VGA or higher resolution graphics card
- Microsoft Mouse or compatible pointing device

**NOTE:** Some third-party applications may have additional configuration requirements. Refer to the documentation included with these applications for more information.

## Step 2: Install Windows CE Services

Windows CE Services is the software that allows you to synchronize data between your handheld PC and your computer. Follow the steps below to install Windows CE Services on your computer.

**IMPORTANT:** Before installing this software, be sure your computer meets the minimum configuration requirements listed earlier in this chapter.

1. Insert the Microsoft CD into the computer's CD-ROM drive. (If your computer does not have a CD-ROM drive, see "Ordering Software on Diskette" for information on obtaining Windows CE diskettes.)
2. Follow the instructions included with the CD and on the computer screen to install Windows CE Services and other software.

## Step 3: Configure the Communications Port

Before connecting, you must configure your computer's COM port so that it can communicate with your handheld PC.

**NOTE:** This procedure covers only the configuration for an auto-sync cable (serial cable) connection. For information on connecting with an infrared port, RAS, or network, refer to Chapter 7, "Using the Infrared Feature," or see "Get Connected" in the *Windows CE Services Help* that you installed on your computer.

### Using Windows NT Workstation

Select **Start**→**Settings**→**Control Panel**. Choose the **Ports** icon. Configure a COM port for your handheld PC with the following settings: 19200 baud, 8 data bits, 1 stop bit, no parity.

### Using Windows 95

Select **Start**→**Settings**→**Control Panel**. Choose the **System** icon, then select the **Device Manager** tab. Configure a COM port for your handheld PC with the following settings: 19200 baud, 8 data bits, 1 stop bit, no parity.

## Step 4: Connect the Handheld PC to the Computer

Once Windows CE Services is installed on your computer and the communications port is configured, you are ready to connect your handheld PC to the computer. To do so, follow the steps below.



**CAUTION:** Route cords and cables so that they will not be walked on, tripped over, or pinched by items placed upon or against them. Pay particular attention to the power plug, electrical outlet, and the point where cords and cables exit the device.

---

1. Connect the 16-pin end of the auto-sync cable to the serial connector on your handheld PC ❶.
2. Connect the 9-pin end of the auto-sync cable to the serial connector on your computer ❷. (Some computers may require a 9-to-25 pin adapter in order to connect the auto-sync cable).



*Connecting the Handheld PC to a Computer*

**NOTE:** The first time you connect your handheld PC to the computer, the New Partnership Wizard appears on the screen. Follow the instructions to establish a connection between the two devices. The next time you connect, your data will be synchronized automatically, provided that you accept the default settings.

**IMPORTANT:** Refer to *The Handheld PC Companion* for more information on establishing a connection and synchronizing data.

## Step 5: Install the Compaq C-Series Software

After connecting to the computer, follow the steps below to install the Compaq software. Some software will be installed on your computer and some on your handheld PC.

1. Insert the Compaq CD into the computer's CD-ROM drive.
2. Follow the instructions included with the CD and on the computer screen to install the Compaq software.

**IMPORTANT:** To avoid draining the batteries, use external power whenever your handheld PC is connected to the computer.

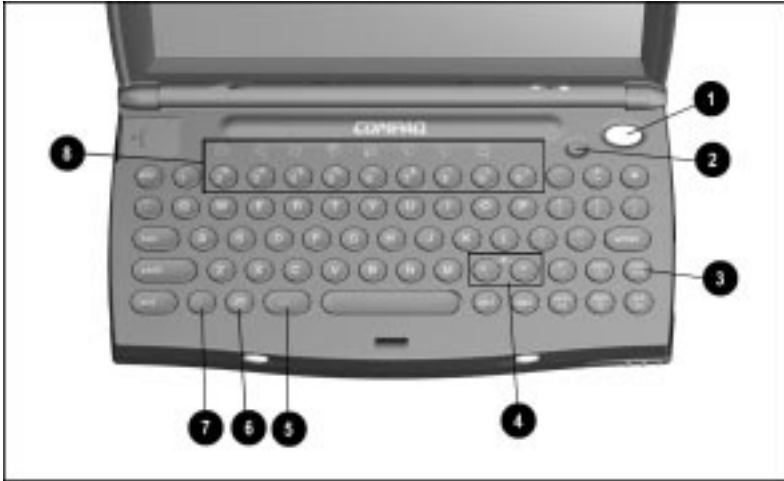
# *chapter 3*

## **USING THE KEYBOARD AND STYLUS**

Your C-Series handheld PC contains several keys and buttons that perform special functions. This chapter describes the following features:

- special keyboard keys and buttons
- stylus functions

# Special Keyboard Features



*Special Keyboard Features*

**NOTE:** Location and legends of keys vary by geographic region.

Item	Component	Function
❶	Power button	Press once to turn on the device. Press again to turn off.
❷	Dual brightness backlight button	Provides increased lighting for better viewing of the screen. For more information, see “Using the Dual Brightness Backlight Button” later in this chapter.
❸	<b>Caps Shift</b> key	When pressed with the <b>Shift</b> key, works like a <b>Caps Lock</b> key (produces capital letters or characters indicated on the upper section of the keys). <b>NOTE:</b> An icon appears in the status area of the taskbar when this function is on.
❹	Contrast keys (<) (>)	Press <b>Alt</b> + (<) to decrease contrast. Press <b>Alt</b> + (>) to increase contrast. Press <b>Alt</b> + both contrast keys simultaneously to recenter contrast.
❺	<b>Alt</b> key	Press in conjunction with the contrast keys to adjust screen contrast. Press in conjunction with the <b>Fn</b> key to start the Welcome Tour. May perform application-specific functions.

*Continued*










*Continued*

<b>Item</b>	<b>Component</b>	<b>Function</b>
6	Windows key	Press once to bring up the Start menu.
7	<b>Fn</b> key	<ul style="list-style-type: none"><li>■ Press in conjunction with the number keys (2–9 and 0) to open applications quickly.</li><li>■ Press in conjunction with the backlight button to toggle to a different backlight level (monochrome models only).</li><li>■ Press in conjunction with the <b>Alt</b> key to start the Welcome Tour.</li></ul>
8	Application launch keys	Press in conjunction with the <b>Fn</b> key to open applications quickly. For more on this, see “Using the Application Launch Keys” in the following section.

# Using the Application Launch Keys

The application launch keys provide a fast and convenient way to get to many of your favorite programs. To start a program, hold down the **Fn** key and press the number key below the icon for the program you want to start. (For example, press **Fn+2** to start Pocket Word.) For instructions on using a program once it's started, see *The Handheld PC Companion* or the online Help included with the program.

The following table lists the application launch keys and their corresponding icons and programs.

Fn + Key	Icon	Program Launched
2		Pocket Word
3		Pocket Excel
4		Pocket PowerPoint
5		Calendar
6		Contacts
7		Tasks
8		Inbox
9		World Wide Web (www)
0		Voice Memo

**NOTE:** Once a program is open, pressing **Fn** + the application's launch key will quickly switch you to that application.

## Using the Dual Brightness Backlight Button

The dual brightness backlight button provides you with two levels of backlighting (the light that illuminates the screen). The following table describes how to use the backlight button according to the handheld PC model you have.

Function	Monochrome screen model	Color screen model
Press backlight button	Toggles backlight on and off.	Toggles between normal and high backlight.
Press <b>Fn</b> + backlight button	Toggles between normal and high backlight and sets the selected level as the default.	

### Backlight Tips

- Using the backlight drains battery power. To conserve battery power, use the backlight on the lowest setting that is comfortable for you, and use it only when necessary.
- To save battery life, you can set the device to automatically turn off backlighting when using battery or external power. Tap **Start**→**Settings**→**Control Panel**→double-tap **Display Properties**. Select the **Backlight** tab and choose the settings you want.
- To automatically turn on the backlight whenever a key is pressed or the screen is touched, select **Advanced** from the **Backlight** tab and choose the settings you want. (Applies to monochrome models only.)

# Using the Stylus

Compaq recommends using the stylus to touch the screen and when pressing the reset button. There's no harm in using your fingertip, but many features require the stylus for finer pointing. Below are some tips for using the stylus:

Make sure the screen is calibrated so that the device interprets the stylus taps correctly. If you need to recalibrate after the initial setup calibration, select **Start→Settings→Control Panel→Stylus** and follow the instructions on the screen.

**TIP:** To quickly open the Stylus calibration page, press the Windows key + i.

- To remove the stylus from the stylus slot, slide the stylus to the right.
- To replace the stylus, slide the stylus into the slot, point first and ridges facing out, until it is all the way in.
- When instructed to tap the screen, use a quick, light touch. Leaving the stylus on the screen, skidding it across the screen, or tapping too hard can cause the device to misinterpret the taps.
- When instructed to double-tap, use two quick, light taps in succession.
- For applications that require a right click, press the **Alt** key while tapping with the stylus.
- To adjust tap speed and sensitivity, select **Start→Settings→Control Panel→Stylus→Double-Tap** and follow the instructions on the screen.



**CAUTION:** To avoid damaging the screen, do not use sharp instruments such as keys or ballpoint pens to touch the screen.

---

# *chapter* 4

## **USING POWER**

This chapter discusses the following topics:

- using battery power
- replacing batteries
- disposal and recycling of used batteries
- using AC power
- resetting the C-Series handheld PC

# Using Battery Power

Your C-Series has a dual power supply that consists of:

- main batteries (two AA alkaline batteries or a rechargeable NiMH battery pack)
- backup battery (CR2032 lithium cell battery).

The main batteries power the handheld PC when it is not connected to an external power source. The backup battery, which comes preinstalled in the handheld PC, protects your saved data when the main batteries are drained or have been temporarily removed (for example, when you are replacing the main batteries).

**IMPORTANT:** Be sure to install the main batteries before using the handheld PC.

## Checking Battery Power Levels

To see the estimated amount of remaining battery power for both the main and backup batteries, tap **Start**→**Settings**→**Control Panel**. Double-tap the **Power** icon, then tap the **Battery** tab.

**NOTE:** The amount of remaining battery power is an estimate; the actual amount of remaining power can vary, depending on your C-Series usage and operating conditions.

For factors that affect battery life, see “Conserving Battery Power” later in this chapter.

## Recognizing Low Battery Indicators

To protect against data loss, the following set of precautionary measures is built into your handheld PC:

- Low battery icons notify you when the condition of any battery drops below Good.
- A warning message appears on screen when any battery reaches a critical low level.
- A final warning message and a low battery shutdown (which saves all data in memory) occur when the batteries are too low to run the device.

## Low Battery Icons

The C-Series displays various battery icons in the status area of the taskbar when batteries are low. When you see a low or very low battery icon, save your work, turn off the device, and replace the old batteries with fresh ones as soon as possible.

## Critical Low Battery Warning

If no action is taken to resolve the low battery condition described above, a critical low battery warning will appear on the screen when the batteries enter a very low state. When you see this warning, take immediate action by saving your data, then do one of the following:

- Turn off your handheld PC and replace the batteries.
- Connect the AC Adapter to your handheld PC until new batteries are available.



**CAUTION:** To avoid losing data stored in memory, do not allow the backup battery to run down. Replace the backup battery as soon as you are notified that backup battery power is low.

Do not remove both the main and backup batteries at the same time. Doing so will cause data, configuration settings, and user-installed programs to be lost.

---

## Low Battery Shutdown

When the main batteries are too low to run the device, a final warning message appears notifying you that your handheld PC can no longer run and will be shut off. This is followed by an automatic shutdown which saves all data and suspends operation until new batteries are installed or until the device is connected to external power.

## Conserving Battery Power

To get the longest life from your batteries, follow these guidelines when using your C-Series:

### ■ Use external power for PC Card operations

PC Card modems and other PC Cards use large amounts of power to operate and can quickly drain the batteries in your device. Use AC power or automobile power for PC Card operations whenever possible.

### ■ Limit PC Card use when you must use battery power

When using battery power, limit the amount of time that you use the PC Card, and remove it from the PC Card slot when it is not in use.

### ■ Use external power for communications connections

Extended connections (communicating via the modem, serial port, or IR port) can quickly drain batteries. Use the AC Adapter to connect to an external power source when your handheld PC is communicating through one of these channels.

### ■ Limit the use of backlight

- Minimize backlight use when you are operating on battery power.
- When using the backlight and battery power, use the lowest level of backlight needed to see the screen.
- Use **Display Properties** in the Control Panel to turn off the backlight automatically when running on battery power.

### ■ Shorten auto-suspend time

Your handheld PC automatically suspends operation to conserve battery power if you have not used the keyboard or the stylus after three minutes. To shorten auto-suspend time, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**, then double-tap the **Power** icon.
2. Tap the **Power Off** tab, then select another auto-suspend setting.

**NOTE:** Your handheld PC will not auto-suspend while it is communicating through the modem, serial port, or IR port.

### ■ **Enable suspend while on external power**

To auto-suspend the device while it is connected to AC power or automobile power, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**, then double-tap the **Power** icon.
2. Tap the **Power Off** tab, then place a check in the appropriate checkbox.

### ■ **Turn off sounds**

Tap **Start**→**Settings**→**Control Panel**→**Sounds** and turn off sound events that you do not need.

## **Replacing Batteries**

Improper handling of batteries can cause fire, personal injury, or damage to the C-Series. Observe the following precautions when replacing batteries:

- Be sure the polarity (+ and - ends) of each battery is correct when you install it in the handheld PC.
- Do not mix old batteries with new ones.
- Use only the types of batteries specified in this chapter.
- Keep track of the main and backup battery life by frequently checking battery status via the Power Properties box in the Control Panel. If the batteries used for both power supplies are low at the same time, data stored in memory can be corrupted or lost.

**IMPORTANT:** Before replacing any batteries, Compaq recommends performing a data backup. For complete instructions on this, see “Using the Backup and Restore Utilities” in Chapter 8, “Using Compaq Software.”

# Replacing the Main Batteries

When replacing the main batteries, use two AA alkaline batteries or a rechargeable NiMH battery pack.



**WARNING:** This device may contain a nickel metal hydride battery pack. There is a risk of fire and chemical burn if the battery pack is handled improperly. Do not disassemble, crush, puncture, short external contacts, dispose in water or fire, or expose to temperatures higher than 140°F (60°C). Do not attempt to open or service the battery pack.



**CAUTION:** Do not remove both the main and backup batteries at the same time. Doing so will cause data, configuration settings, and user-installed programs to be lost.

**TIP:** To protect against data loss, be sure you have fresh batteries on hand before removing the old ones. Also connect the device to external power before removing the batteries.

To replace the main batteries, follow these steps:

1. Save your work.
2. Turn off the handheld PC by pressing the power button.
3. Close the handheld PC and turn it over.
4. Slide the main battery cover off the battery compartment ❶, then remove the old batteries from the battery holder ❷.



*Removing the Old Main Batteries*

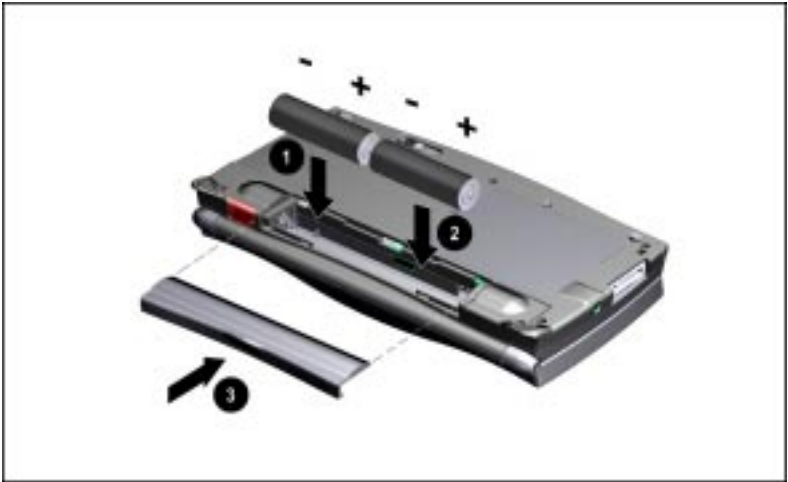
5. Do one of the following:

- If replacing with AA alkaline batteries, follow the steps in the illustration below. Be sure the positive and negative ends of the batteries are oriented correctly.



**CAUTION:** Do not install AA alkaline batteries in C-Series models that have color screens. Install only a Compaq-approved rechargeable battery pack in these models.

---



*Installing New Alkaline Batteries*

- If replacing with a rechargeable NiMH battery pack, follow the steps in the illustration below. Be sure the flat side of the battery is facing in toward the battery compartment as indicated.



*Installing the NiMH Battery Pack*

6. If using a rechargeable NiMH battery pack, connect the device to AC power and allow the battery pack to charge for three hours. If using AA alkaline batteries, proceed to Step 7.
7. Turn over the handheld PC, raise the lid, and press the power button to resume operation.

## Replacing the Backup Battery

A CR2032 lithium coin backup battery (available through your local reseller) comes preinstalled in the handheld PC. Be sure to replace the backup battery as soon as possible when it shows signs of low power (such as when the low battery icon appears in the status area of the taskbar).



**WARNING:** This device contains an internal lithium battery-powered real-time clock circuit. There is a risk of explosion and injury if the battery is incorrectly replaced or improperly handled. Do not attempt to recharge, disassemble, immerse in water, dispose of in fire, or expose to temperatures higher than 140°F (60°C). Do not attempt to open or service the battery. Replace the battery only with a battery designated for this product and approved by Compaq.

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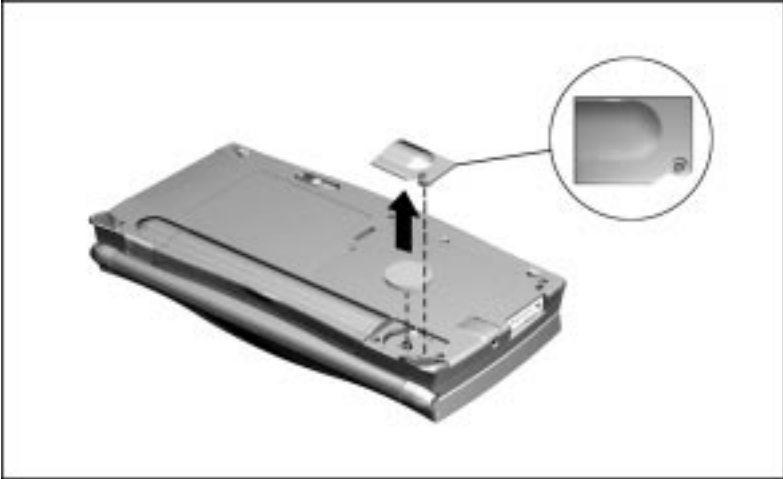
**CAUTION:** Do not remove both the main and backup batteries at the same time. Doing so will cause data, configuration settings, and user-installed programs to be lost.

---

To replace the backup battery, follow these steps:

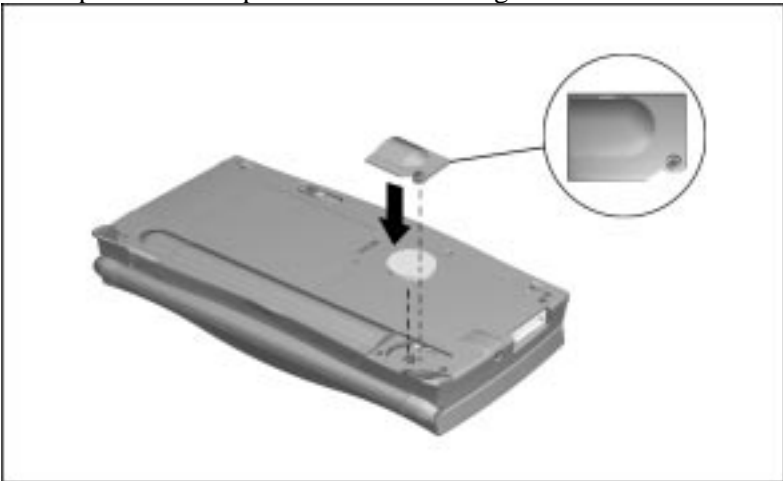
1. Save your work.
2. Turn off the handheld PC by pressing the power button.
3. Close the handheld PC and turn it over.
4. Loosen the screw on the backup battery compartment cover using a small Phillips head screwdriver.

5. Remove the compartment cover and old battery.



*Removing the Old Backup Battery*

6. Wipe the surface of the new backup battery with a soft cloth, then place it in the backup battery compartment with the positive (+) side facing up.
7. Replace the compartment cover and tighten the screw.



*Installing the New Backup Battery*

8. Turn over the handheld PC, open it, and press the power button to resume operation.

# Disposal and Recycling of Used Batteries

Disposal of batteries should comply with country, state, province, and local regulations.

For information about disposal and recycling requirements, see Appendix C, “Agency Regulatory Notices.”

## Using AC Power

The AC Adapter included with your handheld PC allows you to connect to AC power via an electrical outlet. When connected to AC or other external power (such as automobile power), the device functions normally, except that battery power is not used. A plug icon appears in the status area of the taskbar to indicate that the device is connected to external power.



**WARNING:** To reduce the risk of electrical shock, fire, or damage to the device, do not use converter kits sold for appliances to power the device.

---

**NOTE:** If you are using a rechargeable NiMH battery pack, it will automatically recharge while the device is connected to external power. The amber indicator light turns on and the battery charging icon appears in the taskbar while the battery pack charges.

## Connecting to AC Power

It is not necessary to turn off your handheld PC before connecting to AC power. To connect to AC power, follow the steps below.



**CAUTION:** Ensure that the electrical outlet you plug the AC Adapter into is easily accessible at all times. To disconnect power from the device, unplug the AC Adapter from the electrical outlet.

---

1. Connect one end of the AC Adapter cable to the AC connector on your handheld PC ①.
2. Plug the other end of the cable into an electrical outlet ②.



*Connecting to AC Power*

The device automatically switches to AC power without interrupting operation.

# Resetting Your C-Series Handheld PC

During a severe system lockup or when a malfunction cannot be corrected any other way, you may need to completely reset and restart your handheld PC. Your C-Series can be reset two different ways, depending upon your situation and the action that is called for: *normal* reset, which does not affect data that has been saved in memory, and *full* reset, which erases memory contents and settings.

## Performing a Normal Reset

A normal reset restarts your handheld PC much like pressing **Ctrl+Alt+Del** restarts a computer. To perform a normal reset, follow these steps:

1. Save all work (if possible).

**IMPORTANT:** Do not press the power button to turn off the device; the device must remain on in order to reset.

2. Close the lid and turn over the device.



*Pressing the Reset Button*

3. Using the stylus tip, press the reset button.
4. The device will automatically restart.

## Performing a Full Reset

A full reset restarts your device and removes all information that was stored in memory, such as your data files and your system settings.

**NOTE:** If you saved your data using one of the backup and restore utilities provided with your C-Series, it is possible to restore your saved data after performing a full reset. For more on using the backup and restore utilities, see Chapter 8, “Using Compaq Software.”

To perform a full reset, follow these steps:

1. If using external power, disconnect the device from the AC Adapter.
2. Close the lid and turn over the device.
3. Remove both the main and backup batteries.
4. Wait at least 5 minutes, then replace the batteries.
5. Turn over the device, open it, and press the power button to restart the handheld PC.
6. Run through the Setup Wizard again to reestablish your system and calibration settings.

**NOTE:** If you previously saved data using the Compaq Flash Memory Manager backup utility, you will be prompted to restore your saved data. Select ‘Yes’ if you wish to do so.

# chapter 5

## USING THE MODEM

Depending on your model and geographic region, your C-Series handheld PC may include a built-in modem for making dial-up connections over an analog telephone line (the kind used in most homes and offices). You can use the modem to send and receive e-mail, explore the Internet, send faxes, and connect to other services. Additional software and services may be required in order to perform some tasks.

See Appendix C, “Agency Regulatory Notices,” for information on the Compaq Series number for your handheld PC.

**NOTE:** If your model does not have an internal modem, you can use a PC Card modem or an external modem to perform modem tasks. For information on using a PC Card with your handheld PC, see Chapter 6, “Using PC Cards.”

# Safety Precautions for Modems

Always follow these basic safety precautions when using a modem or telephone that is not cordless.



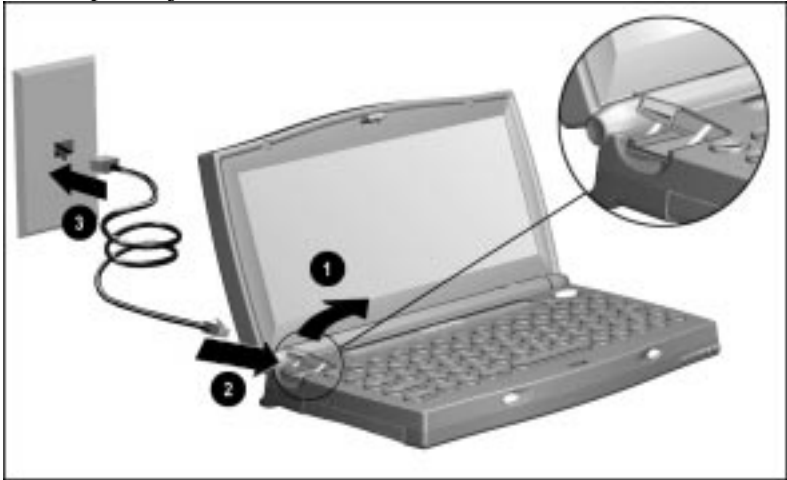
**WARNING:** To reduce the risk of personal injury, electric shock, or fire:

- Never connect or use a modem or telephone during a lightning storm. There may be a remote risk of electric shock from lightning.
  - Never connect or use a modem or telephone in a wet location.
  - Never use a modem or telephone to report a gas leak in the vicinity of the leak.
  - Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack, or internal components.
-

# Connecting the Modem

To connect the built-in modem, follow these steps:

1. Lift up the modem jack cover (indicated by a telephone icon) ❶.
2. Plug one end of the modem cable that came with your handheld PC into the modem jack ❷.
3. Plug the other end of the modem cable into the analog telephone jack ❸.



*Connecting the Modem*

4. Establish a dial-up connection through the Remote Networking application. (Select **Start**→**Programs**→**Communications**→**Remote Networking**.)

**NOTE:** For information on the software and COM port settings needed to create a dial-up connection, refer to the *Windows CE Services Help* that you installed on your computer.

For problems making a dial-up connection, see “Modem Problems” in Chapter 10, or see the troubleshooting section of *The Handheld PC Companion*.

# Using an External Modem

An external modem can be used when you do not have a built-in modem in your handheld PC or when you do not have a PC Card modem. An external modem can also be used when you want to consume less battery power than using other modem alternatives.

## Connecting an External Modem

To use an external modem, you must provide a null-modem cable and a 9-pin to 25-pin adapter. Follow these steps to connect the external modem to the handheld PC:

1. Connect your C-Series to external power, then connect the auto-sync cable to your handheld PC, leaving the 9-pin end (the end that usually connects to your computer) open.
2. Connect the 9-pin end of the null-modem cable to the open end of the auto-sync cable.

**IMPORTANT:** Use only a null-modem cable for this connection.

3. Connect the other end of the null modem cable to the 9-pin to 25-pin adapter. Then connect the adapter to your modem.
4. Connect the modem cable to external power.

## Configuring and Using the External Modem

When using an external modem with your device, be sure the modem is turned on before configuring a dial-up connection. Unlike some PC Card modems, your handheld PC does not recognize specific types of external modems. Your device recognizes the external modem only as a generic modem on COM1.

# Using the Modem to Access the Internet

To use the Internet with your handheld PC, you will need to do the following:

1. Connect and configure your modem.
2. Establish an Internet Service Provider (ISP) profile using the Internet Setup Utility. (See Chapter 8, “Using Compaq Software,” for more on this.)
3. Make a dial-up connection by tapping **Start→Programs→Communication→Remote Networking**.

## Browsing the Internet

Browsing the Internet on a handheld PC can be different from browsing it on a computer. Below are some tips for using the Internet more efficiently with your C-Series.

- To see an entire web page on the screen, tap the vertical and horizontal scroll bars that appear on screen.
- The C-Series does not support large amounts of graphics. To avoid problems while browsing, disable the **Show Picture** option in Pocket Internet Explorer. This allows you to open web pages that contain graphics without the graphics being displayed.
- Performance with (and support for) Windows CE varies among Internet service providers. If you experience difficulty accessing the Internet, call your service provider to determine if they support the Windows CE 2.0 operating system.

For more information on accessing the Internet, see the *Windows CE Services Help* that you installed on your computer.

# chapter 6

## USING PC CARDS

Your C-Series handheld PC comes equipped with a versatile feature that allows you to connect credit-card sized options called PC Cards (PCMCIA Cards). PC Cards expand the capability of your handheld PC by providing modem, network, ATA flash storage, VGA, and other capabilities. And because they are small and light-weight, PC Cards are mobile.

### Supported PC Cards

There are three types of PC Cards, each of which vary in thickness (Type I, Type II, and Type III). The PC Card slot in your device accommodates a Type I or Type II PC Card. In addition, the handheld PC supports 16-bit PC Cards.

Some PC Cards consume large amounts of power. When a PC Card drains too much power from the batteries, the C-Series automatically shuts down to protect against data loss.

To avoid draining the batteries when using a PC Card with your C-Series, do the following:

- Connect the handheld PC to external power.
- Use lower-voltage PC Cards, which consume less power.

For a list of PC Cards that have been tested and approved for use with the C-Series, visit the C-Series web site at [www.compaq.com/products/handhelds](http://www.compaq.com/products/handhelds).

# PC Card Software

Your handheld PC automatically recognizes a wide range of PC Cards approved for use with Windows CE. If you are instructed to install card-specific device drivers provided by a PC Card manufacturer, be sure to install only device drivers specifically designed for Windows CE. Do not install card and socket service enablers. If you are unclear about installation instructions, call your PC Card manufacturer for more information.

## Operating Guidelines

- Do not save data to a PC Card when the batteries on your handheld PC are low, as this can result in loss of data. Be sure the batteries are in good condition or connect to external power before attempting to save your data.
- Do not turn off your handheld PC while the PC Card is performing an operation (such as saving data), as this can result in data loss.
- Do not eject a PC Card while it is performing an operation, as this can result in data loss.
- Do not expose the PC Card to dirt, moisture, or liquids.
- Always carry PC Cards in protective cases or sleeves when they are not being used.

# Inserting a PC Card

To insert a PC Card, follow these steps:

1. With the 68-pin connector facing in and the label containing the arrow facing up, insert the card into the PC Card slot.
2. Gently push the card into the slot until it is seated. If inserted correctly, the card is ready to use right away.



**CAUTION:** Forcing a PC Card into the PC Card slot can damage the slot.

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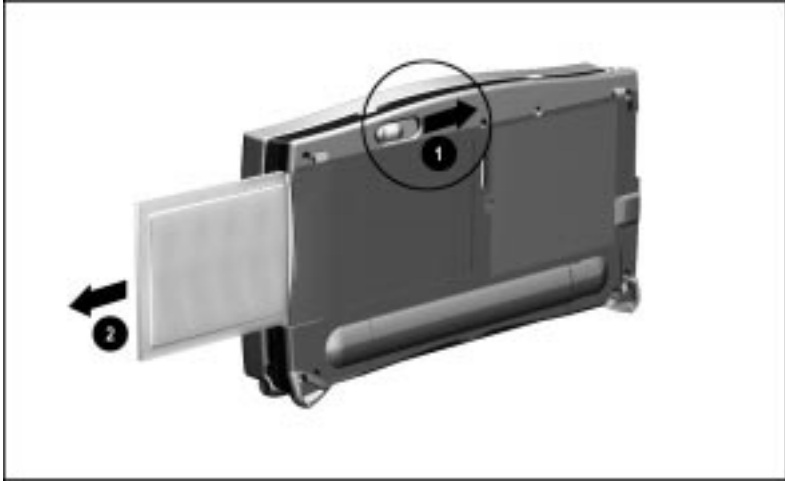
*Inserting a PC Card*

# Removing a PC Card

You do not have to stop a PC Card from running before removing it from the card slot. However, you should wait until a PC Card operation is complete before attempting to remove the PC Card.

To remove a PC Card, follow these steps:

1. Slide the eject lever ❶ on the bottom of the device *away* from the PC Card slot until the PC Card ejects.
2. Remove the PC Card from the card slot ❷.



*Removing a PC Card*

# chapter 7

## USING THE INFRARED FEATURE

The built-in infrared (IR) port on your C-Series handheld PC provides a convenient, “wireless” way to send and receive data. Through the lens on the back of the device, an invisible beam of IR light creates a point-to-point link with other infrared-equipped devices such as computers, printers, and other handheld PCs.



*Using the Infrared Feature*

# Establishing an Infrared Connection

Establishing an infrared connection involves three steps:

Step 1: Configure the software

Step 2: Set up the infrared devices

Step 3: Transfer information

## Step 1: Configure the Software

To set up the IR communications ports on the sending and receiving devices, refer to “Connecting with an Infrared Port” in the *Windows CE Services Help* that you installed on your computer.

## Step 2: Set Up the Infrared Devices

To prepare for IR communication between your handheld PC and another IrDA-compliant device, follow these guidelines:

- Be sure the IR ports on both devices are turned on and facing each other at a distance no greater than one meter (3.28 feet) and no less than 5 centimeters (2 inches) apart.
- Aim the ports directly at each other. (The maximum capture angle is 30 degrees. Do not point one port more than 15 degrees away from the center line of the other port.)
- Remove all obstacles between the IR ports.
- Do not swing the device lid completely open, as this may block the IR port.
- Certain types of fluorescent lamps can interfere with IR communication. If this happens, turn off the lights or move to another location with different lighting.
- When transmitting to another handheld device, tap **Receive** on the Windows CE Explorer **File** menu of the receiving device *before* sending.
- When transmitting to a computer or another handheld PC, ensure that each device has a unique computer (machine) name. See the online Help for the operating system you are using for instructions on assigning a computer name.
- Do not transfer more than one file (or 25 Contact cards) at a time.

### Step 3: Transfer Information

Your handheld PC is designed to transfer information to other computers and handheld devices that have Windows CE installed.

To transfer files from your C-Series once the devices have been properly set up, follow these steps:

1. On the device sending the file, go to Windows CE Explorer and select the file you want to transfer.
2. On the **File** menu, tap **Send To**, then tap **Infrared Recipient** to begin the transfer process. A dialog box appears on screen displaying the status of the file as it is sent.
3. On the device receiving the file, go to Windows CE Explorer and tap **Receive** on the **File** menu. A dialog box appears on screen while the data is transferred.

The transferred file will be stored in the root folder of the Windows CE Explorer.

**NOTE:** It may take several attempts before the devices establish an IR connection and begin transferring information.

# Printing with the IR Port

Your C-Series handheld PC can print directly to a printer equipped with an IR port. You can print the following kinds of information from your handheld PC:

- Pocket Word and Pocket Excel files
- Contacts and Tasks lists
- A view of your schedule or agenda in Calendar
- Inbox messages

For more information about printing, see “Printing” in Chapter 8, as well as the *Windows CE Services Help* that you installed on your computer.

# chapter 8

## USING COMPAQ SOFTWARE

This chapter provides information on using the Compaq applications included with your C-Series handheld PC. Some Compaq applications are preinstalled on your C-Series, and some are installed from the Compaq CD. For instructions on installing applications, refer to “Step 5: Install the Compaq C-Series Software” in Chapter 2. For help using the applications, read this chapter or refer to the online Help supplied with the applications.

To learn about updates that may have occurred to your C-Series device after this document was printed, tap the **Start** menu on your handheld device, then tap **My Documents** and select **Compaq Updates**.

**NOTE:** If updated information is not available, **Compaq Updates** will not appear on the screen.

# Using Voice Memo

The Voice Memo application allows you to record, play, and manage voice messages much like you would manage data files in Windows CE Explorer.

When a voice message is recorded, your handheld PC automatically saves it in .WAV format. However, you can choose to save your messages in other formats as well. The following table provides a brief description of the voice memo file formats and features.

Format	Playback Quality	File Size
.VSELP	Lower	Smaller
.GSM	Medium	Medium
.WAV	Higher	Larger

To select a format before recording, tap **Tools** from the Voice Memo toolbar, then select **Wav**, **Vselp**, or **Gsm**.

To convert a previously recorded memo to another format, select **Tools**→**Convert**. Then select **Wav**, **Vselp**, or **Gsm**.

**NOTE:** Conversions that are not available for the selected memo are grayed out.

## Recording A Message

To record a voice message, follow these steps:

1. Press and hold the record button (located on the left front panel of the device).
2. After you hear the beep, speak into the microphone to record your message.
3. When finished recording, release the record button.

You can also record a message by launching Voice Memo via the application launch keys (**Fn+0**). Once the Voice Memo is open, tap the **Record** button at the top of the screen to start recording. Tap **Stop Recording** when you're done.

**NOTE:** You can record a message while the lid is open or closed. When the lid is open, you will see a message on the screen showing the duration, size, and available space for the recording. Use this information to allow yourself enough space to make a complete recording. If your handheld PC runs out of space, it will stop recording and display an error message.

**IMPORTANT:** Each message can be up to 10 minutes in duration. The total amount of time available for recordings depends on the amount of available space remaining in memory.

## Playing a Message

To listen to a message once it's been recorded, follow these steps:

1. Open the Voice Memo application.
2. In the left pane of the Voice Memo window, open the folder containing the file you want to play, then select the file.

**NOTE:** All newly recorded messages are stored in the New Memos folder by default.

3. To play the message, tap the **Play** button on the toolbar or double-tap the file name.

## Managing Messages

You can manage voice messages much like you manage files in Windows CE Explorer—you can view, rename, delete, copy, and organize messages by dragging and dropping them into folders that you create. This flexibility provides a quick and easy way to keep track of your messages.

## Adjusting Audio Levels

To adjust audio levels before and after you record, open the Voice Memo application and tap **Control**, then tap **Volume**. Move the sliders to adjust the input (recording) level and speaker volume.

## Using Internet Setup Utility

Configuring a device for Internet access can be a complicated, time-consuming process. The Internet Setup Utility simplifies this process by automating the way you set up profiles to use when accessing the Internet on your handheld PC.

The Internet Setup Utility allows you to transfer your existing Internet service provider (ISP) profile information from your computer to your handheld PC, select profiles from a list of pre-defined ISPs, or create new, custom profiles for use on your handheld PC.

The Internet Setup Utility consists of two major components: the Internet Setup Utility client and the Internet Setup Utility server. The client (which must be installed on your computer from the Compaq CD) collects ISP information and provides you with an easy-to-understand user interface. The server (which is preinstalled on your C-Series) runs on the handheld PC and transfers ISP information to and from the handheld PC.

### Setting Up a Profile

To set up a profile, follow these steps:

1. Be sure the Internet Setup Utility is installed on your computer. For more on this, see “Step 5: Install the Compaq C-Series Software” in Chapter 2.
2. Connect the handheld PC to your computer via the auto-sync cable or an infrared link.
3. On the computer, open Internet Setup Utility by selecting **Start→Programs →Compaq C-Series→Internet Setup Utility**. A welcome screen appears.
4. Follow the instructions on the screen to begin the setup process.

5. When the profiling options screen appears, select the type of profiling you want:
  - **Express**—Select this to automatically transfer your computer ISP profile to the handheld PC with very little involvement from you.
  - **Pre-Defined**—Select this when you don't have any ISP information on your computer or when you want a different ISP configuration for your handheld device. With this option, Internet Setup Utility gives you a pre-defined list of ISPs to select from.

**NOTE:** You may need to obtain the following information from your provider: ISP name, dial-up number (country code + area code + number), server (TCP/IP) settings, authentication data, Internet mail settings, proxy server settings for Web browser, and DNS (domain name server). You may also need to provide a diskette of the latest script files for your ISP if prompted by the program.

**IMPORTANT:** Because Internet service providers often change their settings, the pre-defined ISP profile you want may not be valid. If your provider has recently changed settings, use the Custom ISP option to set up the profile. Contact your provider for assistance in setting this up.
  - **Custom**—Select this to modify or create your own ISP profile. Internet Setup Utility guides you through the process, providing recommended configuration settings but letting you modify them as needed. Be sure you have the following information from your Internet service provider: ISP name, dial-up number (country code + area code + number), server (TCP/IP) settings, authentication data, Internet mail settings, proxy server settings for Web browser, and DNS (domain name server).
6. Once the necessary information is supplied, Internet Setup Utility begins the profiling process. A progress bar appears on screen indicating that the profile data is being compiled and transferred to your handheld device.

## Getting On the Internet

Once the new profile is copied to your handheld PC, make a dial-up connection by tapping **Start→Programs→Communication→Remote Networking**. For more information on accessing the Internet, see Chapter 5, “Using the Modem,” and see the *Window CE Services Help* that you installed on your computer.

# Using Internet Favorites Synchronizer

The Internet Favorites Synchronizer lets you share favorite Internet addresses (bookmarks) between the browser on your computer and the browser on your handheld PC. Using this program, you can:

- synchronize bookmarks (put the same list of bookmarks and folders on the computer and handheld PC)
- copy selected bookmarks and folders by dragging and dropping them between the two devices.

**NOTE:** The Internet Favorites Synchronizer only works with Microsoft Internet Explorer and Netscape Navigator.

## Synchronizing Bookmarks

To synchronize the bookmarks and folders on both devices, follow these steps:

1. Be sure the Internet Favorites Synchronizer is installed on your computer. For more on this, see “Step 5: Install the Compaq C-Series Software” in Chapter 2.
2. Connect the auto-sync cable or establish an infrared link between the computer and your handheld device.
3. On the computer, open the application by selecting **Start → Programs → Compaq C-Series → Internet Favorites Synchronizer**.
4. From the **Bookmark** menu, place a check mark next to the Internet browser (Explorer or Netscape) installed on your computer.
5. Select **Synchronize** to begin the synchronization process. A status indicator appears on the computer screen to track progress.

**NOTE:** To determine the currently selected communications port and the connection status, select **Communications** from the **Bookmark** menu.

## Copying Bookmarks

To copy selected bookmarks or folders from one device to another, follow these steps:

1. Be sure the Internet Favorites Synchronizer is installed on your computer. For more on this, see “Step 5: Install the Compaq C-Series Software” in Chapter 2.
2. Connect the auto-sync cable or establish an infrared link between the computer and your handheld device.
3. On the computer, open the application by selecting **Start → Programs → Compaq C-Series → Internet Favorites Synchronizer**.
4. From the **Bookmark** menu, place a check mark next to the Internet browser (Explorer or Netscape) installed on your computer.
5. Using the mouse or pointing device, drag and drop the item(s) you want to copy from one pane to another. (The left pane represents the Pocket Internet Explorer, the right pane represents your computer Internet browser).
6. An indicator appears on the computer screen as the files are copied from one device to another.

# Using Dictionary Synchronizer

The Dictionary Synchronizer lets you synchronize the custom dictionary used in Microsoft Word with the custom dictionary used in Pocket Word on the handheld PC. Sharing a custom dictionary is useful when performing spell checking in either application.

To synchronize dictionary terms, follow these steps:

1. Be sure the Dictionary Synchronizer is installed on your computer. For more on this, see “Step 5: Installing the Compaq C-Series Software” in Chapter 2.
2. Connect the auto-sync cable or establish an IR link between the computer and handheld PC.
3. On the computer, select **Start→Programs→Compaq C-Series→Dictionary Synchronizer**.
4. In the screen that appears, tap **Synchronize**.
5. A status indicator appears while the synchronization occurs.
6. When synchronization is complete, select the **OK** button to close the application.

Your custom dictionaries are now synchronized. You can update the dictionaries at any time by repeating this process.

# Using the Backup and Restore Utilities

The handheld PC stores your personal information (data you have entered and third-party applications you have installed) in the device's RAM (random access memory). However, a power loss or other disruption of power can cause your data to be deleted from the handheld PC.

Your C-Series provides you with several ways to protect against this kind of data loss. You can:

- back up data to the computer
- back up data to an ATA Flash RAM PC Card
- back up data to flash memory located in your C-Series. (Flash memory is an area in your device that securely stores saved information even if there is a power loss.)

You can back up and restore your C-Series data using the following utilities:

- **Microsoft Backup/Restore.** For comprehensive and secured backup protection, use this Windows CE Services utility to periodically back up your handheld PC data onto your computer's hard drive. You can manually back up data or set this utility to back up automatically each time you connect to your handheld PC. For detailed instructions, see "Backup and Restore" in the *Windows CE Services Help* that you installed on your computer.
- **Compaq Backup and Restore.** For comprehensive and convenient backup protection, these utilities (preinstalled on your C-Series) let you back up and restore your entire handheld PC memory contents to an ATA Flash RAM PC Card (purchased separately). You can then carry a PC Card-based copy of your data with you at all times for quick retrieval. For more on this, see the next section, "Using Compaq Backup and Restore."
- **Compaq Flash Memory Manager.** When you do not have access to your computer or a PC Card, use the Flash Memory Manager utility (preinstalled on your C-Series) to back up as much data as possible onto your handheld PC. Use this utility for emergency backups when both the main and backup batteries are almost depleted. Depending on the amount of space available in memory, your Contacts, Tasks, Calendar, and other application and system data can be backed up. For more on this, see "Using Compaq Flash Memory Manager" later in this chapter.

**NOTE:** To avoid losing your data in the event that your C-Series is lost, stolen, or becomes defective, Compaq recommends periodic backups to the computer or ATA Flash RAM PC Card. Depending on your handheld PC usage, you may want to perform a backup as often as once a day.

## Using Compaq Backup and Restore

Use the Compaq Backup and Restore utilities to save the entire contents of your handheld PC memory to a PC Card (purchased separately), which can be carried everywhere your handheld PC goes for easy retrieval while on the road.

**NOTE:** These utilities are designed for use with ATA Flash RAM PC Cards which are approved by Microsoft as Windows CE 2.0 compatible. A minimum card size of 10 MB is recommended. For information on ordering the Compaq ATA Flash RAM PC Card, see the *Accessories Flier* included in the shipping box. For a list of other Compaq-tested PC Cards, visit the C-Series home page at [www.compaq.com/products/handhelds](http://www.compaq.com/products/handhelds).

### Backing Up Data

Each time you use the Compaq Backup utility, your data files, databases, preferences, Windows CE system data, and applications are copied to the ATA Flash RAM PC Card. The subdirectories on your handheld PC are also duplicated on the PC Card.

To perform a backup, follow these steps:

1. Connect to external power or ensure that you have good batteries in your handheld PC.
2. Insert the ATA Flash RAM PC Card into the PC Card slot on your handheld PC.
3. Tap **Start**→**Programs**→**Compaq Applications**→**Backup**.
4. At the prompt, close all active programs before proceeding.
5. In the dialog box that appears, Check **Dual Backup** if you want to operate in dual backup mode. (Dual backup creates two top-level folders on the PC Card: \BackupA and \BackupB. It toggles between these folders each time it copies data, thus retaining copies of the last two backups that you have made. Single backup copies only to \BackupA and always overwrites the last backup.)
6. Tap the **Backup** button to begin the backup process.
7. When backup is complete, remove the PC Card and keep it close by for easy retrieval.

## Backup Tips

- Use dual backup mode if you have sufficient space on your PC Card.
- If you run out of space on your PC Card when using dual backup mode, delete the \BackupB folder on the PC Card and use single backup mode.

## Restoring Data

To restore a backup onto your C-Series, follow these steps:

1. Reset your handheld PC to its original factory settings by following the procedure in “Performing a Full Reset” in Chapter 4, “Using Power.”
2. Turn on the handheld PC and insert the ATA Flash RAM PC Card into the PC Card slot.
3. Run the Restore utility by tapping **Start→Programs→Compaq Applications→Restore**.
4. Follow the instructions that appear on the screen.
5. When the restore process is complete, press the reset button to restart your handheld device.
6. Set the correct time and date using the World Clock applet in the Control Panel.

## If Errors Occur

If Restore detects that you don't have a good backup file from which to perform the restore, you can still perform a manual restore by copying selected files and folders from your PC Card to your handheld PC.

For more information on this and other errors, visit the Compaq web site at [www.compaq.com/products/handhelds](http://www.compaq.com/products/handhelds).

## Using Compaq Flash Memory Manager

Compaq Flash Memory Manager is a collection of programs that allows you to track and manage the information unique to your handheld PC. The Flash Memory Manager consists of:

- Database Backup/Restore utility
- Flash Memory Manager Control Panel application.

### Database Backup/Restore Utility

The Database Backup/Restore utility icon always resides in the system tray of the handheld PC. This utility lets you manually back up the data stored in your Contacts, Tasks, Calendar, and Appointment databases, as well as e-mail and selected system information.

To use the Backup/Restore utility, follow these steps:

1. Double-tap the icon in the system tray to open the utility.
2. A popup box appears with three choices: “Backup Now,” “Restore Now,” and “Delete Backup.” Select an option to manually perform any of these database operations.

## Flash Memory Manager Control Panel Application

Use the Flash Memory Manager Control Panel application to track and manage information unique to your handheld PC, as well as to specify periodic backups of data.

To use Flash Memory Manager, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel** and double-tap **Flash Memory Manager**. The Flash Memory Manager Properties dialog box appears.
2. Select one of the following tabs:
  - **Database Backup**—Backs up the Contacts, Tasks, Calendar, Appointments, and selected system data directly to your C-Series so that this information can be easily retrieved in case of a power failure or other disturbance to the system. Using Database Backup, you can also:
    - Specify the number of days between backups. (The default value is 7 days.)
    - Enable or disable the Auto Backup feature. Auto Backup tells the system to perform a database backup each time it transitions from battery power to AC power, provided that at least 12 hours have elapsed since the last backup was done. Using Auto Backup decreases the number of periodic backups that must be performed while using battery power.
    - View the date and time of the last backup, as well as the amount of space occupied by the current backup.
  - **Pocket Asset Management**—Provides information specific to your handheld PC, such as model number, serial number, and memory size. This information is useful when making a technical support phone call and to give system administrators the data needed to understand their inventory.
  - **Administration**—Allows an administrator to control the administration password and asset tag number so that corporations can track the device as a capital asset.

**NOTE:** When the administrator password is enabled, it can be used to access the C-Series at any level of password security except Administrator Lockout mode. For more on this, see the next section, “Using Compaq Enhanced Security.”

# Using Compaq Enhanced Security

To help protect against unauthorized use of your handheld PC, four levels of password security are provided.

**IMPORTANT:** For immediate protection, Compaq recommends setting up the first two levels of security (login password and password reminder) through the Password utility in the Control Panel of your handheld PC.

For a detailed explanation of the four levels of Compaq security, read the following topics in this section.

## Understanding the Password Levels

- **Login Password**—The most basic level of protection. If set, your login password or the administrator password must be entered to access Windows CE. This occurs each time you turn on your device (provided you have not set the password delay feature). You are allowed five attempts to enter this password. If the correct password is not entered on the fifth attempt, one of two things happens:
  - If you set a password reminder, the Compaq Password Reminder screen appears. See “Password Reminder” for more on this.
  - If you did not set a password reminder, the device prompts you to erase your passwords and all of your data, or to enter one of two lockout modes (Lockout or Administrator Lockout). See the following sections for more on this.
- **Password Reminder**—If set, this screen appears after you have made five unsuccessful attempts in a row to enter the login password. It displays a question that you have created, to which your response phrase or the administrator password must be entered.

You have five attempts to enter the correct response. If the correct response is not entered on the fifth attempt, the device prompts you to erase your passwords and all of your data, or to enter one of two lockout modes (Lockout or Administrator Lockout). See the following section for more on this.

- **Lockout**—If an administrator password has been enabled, the device enters Lockout mode. To gain access to the device again, the administrator password or the unlock key (a character combination) must be entered. After ten unsuccessful entries in succession, the device transitions to Administrator Lockout mode.

**NOTE:** Refer to the Compaq CD for information on obtaining the unlock key for a nominal fee.

- **Administrator Lockout**—This mode occurs when all password attempts have been unsuccessful. You will not be able to access your handheld PC until the unlock key is entered.

**IMPORTANT:** When the unlock key is used to gain access to your handheld PC, your login password and the administrator password are removed. To reestablish security, you will need to reset these passwords.

For information on setting the various passwords, see the next section, “Setting Passwords.”

## Setting Passwords

For maximum security, you can set three different kinds of passwords on your C-Series. All passwords are set through the Control Panel. The login password and password reminder are set in the Passwords application. The administrator password is set in the Flash Memory Manager application.

**NOTE:** The passwords are not case-sensitive; however, any punctuation used when setting the passwords must also be used when subsequently entering the passwords in order for the passwords to be recognized.

### Setting the Login Password

To set your login password, follow these steps:

1. On your handheld device, tap **Start**→**Settings**→**Control Panel**. Double-tap the **Password** icon.
2. In the **Password** box, type your login password (up to forty characters). Asterisks will appear as you type.
3. Tap the **Check Password** box to verify the password and gain access to the other password fields.
4. Enable the login password by checking the **Enable Power On Security** box. This causes a password prompt to appear each time you turn on the device.
5. Save your new settings by tapping **OK**.

Your login password is now set. The login password screen will appear each time you turn on your device, provided you have not enabled the password delay feature. For more on this, see “Setting the Password Delay Feature” at the end of this section.

## Setting the Password Reminder

To set the password reminder, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**. Double-tap the **Passwords** icon.
2. In the **Password** box, type the login password you previously set. Asterisks will appear as you type.
3. Tap the **Check Password** box to verify the password and gain access to the other password fields.
4. In the box that appears in the lower-left corner of the screen, type a question to which only you know the answer. The question may be up to 80 characters long, and should be something to which the answer can be easily recalled.
5. Type the answer in the **New Response** box. The answer may be up to 40 characters long. Asterisks will appear as you type.
6. Retype the answer in the **Confirm Response** box.
7. Save your settings by tapping **OK**.

Your password reminder is now set. Remember, the password reminder screen appears only after five incorrect login passwords are entered in a row.

## Setting the Administrator Password

To set the administrator password, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**. Double-tap the **Flash Memory Manager** icon, then select the **Administration** tab.
2. Type the password in the appropriate box.
3. Tap the **Check Password** button verify the password.

**NOTE:** If you are updating your administrator password, you will be prompted to enter your original administrator password before being allowed to create a new one.

4. Save your settings by tapping **OK**.

The administrator password is now set.

**IMPORTANT:** When the login password is enabled in conjunction with this password, the administrator password can be used to access the C-Series at any level of password security except Administrator Lockout mode.

## Setting the Password Delay Feature

The password delay feature allows you to temporarily disable the login password screen that appears each time you turn on your handheld device. This gives you immediate access to Windows CE when you turn on the device. The login password screen can be disabled up to four hours from the last time the login password was entered. To set the password delay feature, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**. Double-tap the **Password** icon.
2. In the **Password** box, enter the login password you previously set. Asterisks will appear as you type.
3. Tap the **Check Password** box to verify the password and gain access to the other password fields.
4. Use the drop-down list box to select the amount of time you wish to temporarily disable the login screen: 15 minutes, 30 minutes, 1 hour, 2 hours, 3 hours, or 4 hours.

When the time has expired, the login screen will appear the next time your turn on your handheld device and you will be prompted to enter the login password.

# Using the Owner Control Panel Application

The Owner Control Panel Application allows you to display personal identification information in the login screen of your handheld PC. To enter your information in the Owner Control Panel Application, follow these steps:

1. Tap **Start**→**Settings**→**Control Panel**. Double-tap the **Owner** icon.
2. Type the requested information in each box.
3. To see this information displayed, restart your handheld PC by pressing the power button. (Be sure that your login password is *enabled* and the password delay feature is *disabled*.)

## Controlling Volume

Using the internal audio features on the handheld PC, you can record and play back sounds in digital audio files.

- To control the recording level, use the slider in the Voice Memo application. For more on this, see “Voice Memo” earlier in this chapter.
- To adjust the playback level and speaker volume, do one of the following:
  - Adjust the volume through Volume & Sounds Properties in the Control Panel.
  - Adjust the volume through the Voice Memo application.

**NOTE:** When the volume is muted, system beeps are still audible.

# Printing

You can print files that reside on your handheld PC by:

- connecting to a printer equipped with a serial port using the auto-sync cable.
- sending files through the IR port to an IR-equipped printer.
- transferring files to a Windows CE–equipped computer and printing from the computer.

**NOTE:** When printing from the computer, Microsoft application files are printed using the print defaults established in the computer version of the application.

## Supported File Types

Your handheld device can print the following kinds of information:

- Pocket Word and Pocket Excel files
- Contacts and Tasks lists
- A view of your schedule or agenda in Calendar
- Inbox messages

## Printing Guidelines

Before printing, follow these guidelines:

- Connect the printer to the handheld PC via a serial connector only. Do not connect to a printer parallel port.
- Use a 9-to-25 pin adapter, if required by the printer's serial port.
- Do not connect to the printer using a null modem cable.
- Ensure that the printer's configuration parameters (speed, data bits, stop bits, and parity) match those set in your handheld device.

## Printing from the Handheld PC

To print a file directly from your handheld PC, follow these steps:

1. Turn on the printer and establish a connection using either an IR link or the auto-sync cable.
2. On the handheld PC, open Windows CE Explorer and select the file you want to print.
3. From the **File** menu, select **Print**.

For more information about printing, see the *Windows CE Services Help* that you installed on your computer.

## Setting the Alarm

To remind yourself of important events, you can set the alarm on your handheld PC two different ways:

- **Outlook Calendar**—To set an alarm for an event in your Calendar, add the calendar entry you want to be reminded of, then set the alarm using the Reminder box on the right side of the screen. For more information on setting an alarm through the Calendar, see the *H/PC Help* on your handheld PC.
- **World Clock**—To set a general alarm, open the World Clock application from the Control Panel, then select the Alarm tab.

To turn off an alarm once it sounds, press the alarm button on the front panel of your handheld PC.

# *chapter* 9

## **CARING FOR YOUR COMPAQ C-SERIES**

This chapter provides recommended guidelines for taking care of your C-Series handheld PC. Following these guidelines will help ensure the longevity of your device and reduce the risk of damage. They include:

- routine care
- travel guidelines
- shipping guidelines

# Routine Care

To keep your handheld PC in good condition and working properly, follow these guidelines:

- Operate the device with the main and backup batteries installed, even when using external power. This ensures that it will have the necessary power to operate when disconnected from external power.
- Keep the device away from excessive moisture and temperature extremes. Do not expose the device to liquids or precipitation.
- To prevent damage to the screen, do not place anything on top of the device when it is closed.
- Store the device in a protective case when not in use.



**CAUTION:** Compaq cases are designed for carrying convenience only. The cases do not protect the device against damage caused by excessive shock and vibration.

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- To clean the device, wipe the screen and the exterior with a soft, damp cloth moistened only with water.



**CAUTION:** To reduce the risk of electrical shock or damage to the internal components, do not spray liquid directly on the screen or allow excess liquid to drip down inside the device. Using soap or other cleaning products on the screen may discolor the finish and damage the screen.

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- Avoid exposing the device to direct sunlight or strong ultraviolet light for extended periods of time. Also avoid scratching the surface of the screen and banging it against hard objects.

# Travel Guidelines

For safety and convenience when traveling with your handheld PC, follow these guidelines:

- Back up your data before you leave. (For more about using the Backup and Restore utilities, see Chapter 8, “Using Compaq Software.”)
- Take a backup copy of your data with you. (For more about backing up data onto an optional ATA Flash RAM PC Card, see Chapter 8, “Using Compaq Software.”)
- Disconnect all external equipment from the device.
- Take the AC Adapter and new batteries with you.
- Hand-carry your device in a protective case. Do not check it with your luggage.
- Do not close objects between the keyboard and screen.
- Be aware of potential effects of airport security devices on your handheld PC.

**IMPORTANT:** There are three types of airport security devices: X-ray machines, magnetic detectors (the device you walk through), and security magnetic wands. You can send your device through airport X-ray machines. However, Compaq recommends that you do *not* send the device through magnetic detectors or expose it to security magnetic wands.

- Check with the airline if you plan to use the device on the plane. In-flight use of electronic devices is at the discretion of the airline.

## International Travel

Before traveling internationally with the handheld PC, be sure to:

- Check local customs regulations.
- If using an external modem or PC Card modem, be sure you have the correct modem and cable for the country you are visiting. Telephone lines differ from country to country.

# Shipping Guidelines

When shipping the handheld PC, follow these guidelines:

- Safeguard your data by making a backup copy.
- If shipping the backup copy, be sure that the medium (diskette, tape, or PC Card) is not exposed to electrical or magnetic impulses while stored or in transit.
- Be sure the PC Card slot is empty.
- Turn off the device and disconnect all external devices.
- Close the device.
- Pack the device and all external devices (such as cords and cables) in their original packing boxes or in similar packaging with sufficient packing material to protect them.

# chapter 10

## TIPS AND TROUBLESHOOTING

This chapter provides tips on getting the best performance from your C-Series handheld PC, as well as information on identifying and solving typical problems that may occur while using your handheld PC.

### Tips for Maximizing Performance

#### Adjusting Memory

Memory allocation in the handheld PC is comprised of storage memory and program memory. You may want to increase the amount of storage memory if you do not have enough space for files. You may want to increase the amount of program memory if your handheld PC is running too slow.

#### Increasing Storage Memory

To increase the amount of available storage memory, follow these steps.

**NOTE:** Increasing storage memory will decrease the amount of available program memory.

1. Delete any unnecessary files.
2. Close any applications that are open.
3. Tap **Start**→**Settings**→**Control Panel**, then double-tap the **System** icon.
4. Tap the **Memory** tab and adjust the memory slider to increase the amount of storage memory.

## Increasing Program Memory

To increase the amount of available program memory, follow these steps.

**NOTE:** Increasing program memory will decrease the amount of available storage memory.

1. Delete any unnecessary files.
2. Close any applications that are open.
3. Tap **Start**→**Settings** →**Control Panel**, then double-tap the **System** icon.
4. Tap the **Memory** tab and adjust the memory slider to increase the amount of program memory.

## Increasing the Data Transfer Speed

To increase the speed of data transfer between your handheld PC and your computer, follow the procedure outlined in “Changing the speed of data transfer” in the *Windows CE Services Help* that you installed on your computer.

# Troubleshooting

While your handheld PC is configured just for you, problems you encounter while working may not be unique. Eliminating the typical problems described in this section can save you time and money.

See the categories on the following pages to find the possible solution to your problem. If you cannot resolve the problem, contact your Compaq authorized service provider or call Compaq Customer Support for help. (See Appendix A, “Worldwide Telephone Numbers,” for a complete list of customer support numbers to call.)

## Solving Battery and Power Problems

### Battery and Power Problems

Problem	Possible Cause	Solution
The handheld PC goes into auto-suspend after a short period of inactivity.	When operating on battery power, the handheld PC suspends operation after three minutes of idle time (the default setting).	Press the power button to resume operation, then increase the amount of idle time through the Power icon on the Control Panel. <b>NOTE:</b> Increasing the idle time drains the batteries more quickly.
Device won't turn on when not connected to AC power.	Batteries are too low to run device.	<ol style="list-style-type: none"><li>1. Replace the batteries or connect the device to external power.</li><li>2. Turn on the device.</li></ol>
The handheld PC does not auto-suspend when connected to a computer or using the modem.	The handheld PC is designed to stay on while connected to a computer.	No action required.
The device turned off while left unattended.	Device initiated a safety shutdown due to a critical low battery condition.	<ol style="list-style-type: none"><li>1. Replace the batteries or connect the device to external power.</li><li>2. Turn on the device.</li></ol>
I hear a humming sound when I turn on the device or use it to record a memo.	The main batteries are low.	Replace the main batteries.
Device shuts down while the PC Card is in use.	The PC Card drains too much power from the device batteries.	<ol style="list-style-type: none"><li>1. Remove the PC Card.</li><li>2. Connect the device to external power and reinsert the PC Card.</li></ol> <p>For more information, see Chapter 6, "Using PC Cards."</p>
Battery life is very short.	You are using the device in ways that	See Chapter 4, "Using Power," for tips on

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drain the batteries  
quickly.

conserving battery  
power.

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## Solving Keyboard and Stylus Problems

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### Keyboard and Stylus Problems

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Problem	Possible Cause	Solution
The stylus is not working properly.	The screen is not calibrated correctly to interpret the screen taps.	Press the Windows key + <b>i</b> to open the stylus calibration page, then recalibrate the stylus.
The device does not respond to taps or keystrokes.	Device is locked up.	Press the reset button with the stylus. <b>NOTE:</b> Pressing the reset button will delete unsaved data.

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## Solving Audio Problems

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### Audio Problems

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Problem	Possible Cause	Solution
Cannot get sound from device.	Volume is muted or too low.	Adjust volume through Volume & Sounds Properties in the Control Panel or through the Voice Memo application.

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## Solving Memory Problems

<b>Memory Problems</b>		
<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Device will not turn on or the device does not recognize the memory.	Memory expansion module is installed incorrectly or not seated properly.	Reinstall the memory expansion module.
	There is an unstable connection between the memory expansion module and the device.	Remove the memory expansion module, clean the edge connector with a soft, dry cloth, and reinstall the module.
	Memory has failed.	<ol style="list-style-type: none"><li>1. Remove the memory expansion module and turn on the device.<ul style="list-style-type: none"><li>■ If the same error occurs, contact Customer Support.</li><li>■ If the same error does not occur, clean the module contacts, reinstall the module, and turn on the device.</li></ul></li><li>2. If the error returns, remove the module and operate with less memory until the module is replaced.</li></ol>
Insufficient memory error occurs during an operation.	Device ran out of program memory for the application.	<ul style="list-style-type: none"><li>■ Close all open applications and delete files that are not being used.</li><li>■ Adjust the amount of available program memory (see “Adjusting Memory” earlier in this chapter).</li><li>■ Upgrade memory if needed.</li></ul>

*Continued*

## Memory Problems *Continued*

Problem	Possible Cause	Solution
The device gets slower each time I use it.	Too many document shortcuts are taking up memory.	<ol style="list-style-type: none"><li>1. See how many recently used document shortcuts exist by pressing the Windows key, then select <b>Documents</b>.</li><li>2. Remove seldom used document shortcuts by deleting them from the Windows/Recent folder.</li></ol>
	Memory needs to be refreshed.	Save your data, then perform a full reset. (See Chapter 4, "Using Power," for more on this.)
Not enough space to save my work.	Device ran out of storage memory.	<ul style="list-style-type: none"><li>■ Close all open applications and delete files that are not being used.</li><li>■ Adjust the amount of available storage memory (see "Adjusting Memory" earlier in this chapter).</li><li>■ Upgrade memory if needed.</li><li>■ Use an ATA Flash RAM PC Card for additional storage.</li></ul>

## Solving PC Card Problems

PC Card Problems		
Problem	Possible Cause	Solution
PC Card is not recognized as part of the system.	Drivers must be installed.	Check the documentation included with the PC Card for information on installing drivers on the handheld PC.
	Cables or power cords attaching the PC Card are loose or unplugged.	Ensure that cables are properly and securely connected.
	PC Card is not seated properly.	Remove and reinsert the card correctly.
Device shuts down while the PC Card is in use.	The PC Card drains too much power from the device batteries.	<ol style="list-style-type: none"> <li>1. Remove the PC Card.</li> <li>2. Connect the device to external power and reinsert the PC Card.</li> </ol> <p>For more information, see Chapter 6, "Using PC Cards."</p>
PC Card does not work properly.	Card or card driver is not compatible with the handheld PC.	<ul style="list-style-type: none"> <li>■ Refer to the documentation that came with your PC Card.</li> <li>■ Visit the C-Series home page on the Internet for a list of PC Cards supported by Compaq.</li> </ul>
	PC Card is not seated properly.	Remove and reinsert the card correctly.
	If using a PC Card modem, the modem cable is not plugged in all the way.	Secure the modem cable connection.

## Solving Screen Problems

Screen Problems		
Problem	Possible Cause	Solution
Screen appears to be off, even though power is on.	The screen contrast is extremely light.	Increase contrast using the <b>Alt + &gt;</b> keys.
Items on the screen do not display clearly.	Angle of screen needs to be adjusted.	Adjust the angle of the screen until you can see the items on the screen as clearly as possible.
Characters are dim.	Screen is too light or too dark. Contrast and/or brightness need to be adjusted.	<ul style="list-style-type: none"><li>■ Adjust contrast using the <b>Alt + &lt;</b> or <b>&gt;</b> keys.</li><li>■ Adjust brightness using the backlight button. (See “Using the Backlight” in Chapter 3 for more information.)</li></ul>
Screen gets lighter or darker.	Screen has overheated.	Move device away from the heat source (such as direct sunlight) and allow it to cool.
Nothing happens when the screen is tapped.	Screen is not calibrated correctly.	Press the Windows key + <b>i</b> to open the stylus calibration page, then recalibrate the stylus.

## Solving Communication Problems

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### Infrared Problems

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<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Can't transfer files using the IR port.	The IR devices are not set up properly.	Set up the devices properly. See Chapter 7, "Using the Infrared Feature," for setup guidelines.
	The sending or receiving device is not configured properly for IR.	Configure each device for IR according to the manufacturer's instructions. For additional information, see "Connecting With an Infrared Port" in the <i>Windows CE Services Help</i> that you installed on your computer.
	The receiving device is not compatible with the sending device.	Transfer files another way (such as through the auto-sync cable or via a PC Card).
Can't transfer more than one file at a time using the IR port.	The handheld PC is designed to transfer one file (or 25 Contact cards) at a time when sending data to another device.	Transfer only the recommended number of files at one time.

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## Partnership (Serial Communication) Problems

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Problem	Possible Cause	Solution
Can't establish a connection between the handheld PC and the computer.	The auto-sync cable may be loose or defective.	<ul style="list-style-type: none"><li>■ Reconnect the auto-sync cable</li><li>■ Replace the defective cable with a new one.</li></ul>
	There are problems with the serial communications configuration.	See "Communications Problems" in the <i>Windows CE Services Help</i> that you installed on your computer.
Can't synchronize data when connected to the computer.	There are problems with the serial communications configuration.	See "Communications Problems" or "Synchronization Problems" in the <i>Windows CE Services Help</i> that you installed on your computer.
	There is a compatibility problem with Microsoft Outlook on the computer.	See the online Help included with Microsoft Outlook for information on synchronizing mail.

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## Modem Problems

Problem	Possible Cause	Solution
Can't connect my modem at the specified baud rate.	There may be static or other forms of interference on the telephone line.	Disconnect (hang up) and try to connect again.
	The bandwidth of the Internet service provider (ISP) is limited.	You can connect only at the maximum baud rate supported by the ISP.
Dial-up connection is unreliable.	The modem cable is not connected properly.	Secure the modem cable connection.
	Call waiting is interrupting the connection.	Disable call waiting. Tap <b>Start</b> → <b>Settings</b> → <b>Control Panel</b> , then select <b>Communications Properties</b> . On the <b>Dialing</b> tab, select <b>Disable call waiting by dialing</b> . Then enter the disable code specified by your local telephone company.
Can't use the handheld PC modem when connected to the computer.	The computer or handheld PC may not be properly set up for modem communication.	<ul style="list-style-type: none"> <li>■ Make sure you have enabled device connections on the Communications tab of the Mobile Devices folder on your computer.</li> <li>■ Make sure a partnership is established with your computer.</li> <li>■ See the troubleshooting section in the <i>Windows CE Services Help</i> that you installed on your computer.</li> </ul>
Can't access the Internet like I used to.	Your Internet service provider has changed settings.	Contact your ISP and set up a profile using the new settings.
Modem is too loud or too soft when dialing.	Volume needs to be adjusted.	Adjust volume through Volume & Sounds Properties in the Control Panel or through the Voice Memo application.

## Solving Security Problems

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### Security Problems

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Problem	Possible Cause	Solution
Cannot access the system using my login password.	You are using the wrong login password.	Enter the correct password or move to the next stage in the password process by entering the wrong password five times in a row. (See “Compaq Enhanced Security” in Chapter 8 for more on the password process.)
Cannot access the system using my response phrase.	You are entering the wrong response phrase.	Enter the correct response phrase or move to the next stage in the password process by entering the wrong response five times in a row. (See “Compaq Enhanced Security” in Chapter 8 for more on the password process.)
	You are not entering the correct punctuation.	Compaq security passwords are punctuation-sensitive; type the punctuation exactly as it was typed when you established the password.

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## **Servicing the C-Series**

To get help from Compaq Customer Support or to find a Compaq authorized reseller or service provider, call one of the numbers listed in Appendix A, “Worldwide Telephone Numbers.”

Your Compaq authorized reseller or service provider is available to answer your questions and service your device when necessary.

If you return the device for servicing, remember to provide all necessary passwords or, if possible, disable the passwords prior to delivery to the service provider.

### **Preparing for a Technical Support Call**

To receive the fastest possible solution, have the following available when you place a call to Compaq Customer Support:

- your handheld PC
- serial number of the bottom of the device
- purchase date on your invoice
- conditions under which the problem occurred
- error messages that occurred
- hardware configuration
- hardware and software you are using

# *appendix* A

## WORLDWIDE TELEPHONE NUMBERS

Locate your geographical area in the following table and use one of the telephone numbers for Compaq assistance.

**General Information Numbers**—Product information, technical assistance, and the location of your nearest Compaq authorized dealer, reseller, or service provider.

**Technical Support Numbers**—Hardware technical support in analyzing system configuration and diagnostic problems or troubleshooting.

**Customer Support Numbers**—Information on service and support programs including warranty, product catalogs, and white papers.

**PaqFax Numbers**—Automatic facsimile response system for technical and product-specific information that is transmitted to any fax machine. PaqFax is available 24 hours a day.

**NOTE:** Telephone numbers are subject to change without notice.

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## Worldwide Telephone Numbers

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Location	Country Code	Telephone Number
<b>Argentina</b>		
General Information	54	-1-796-1616
Technical Support	54	-1-796-1717
<b>Australia</b>		
General Information	61	-2-9911-1999
Technical Support	61	-2-9911-1955
PaqFax	61	-2-9911-1982
<b>Austria</b>		
General Information*	0222	-8 78-16-16
Technical Support*	0222	-8 78-16-16
Order Software Backup	31	-55-38-43-39
<b>Belgium / Luxembourg</b>		
Compaq Care Center	Bel Lux	0903-99036 (45 BFr/min.) 089/89.232
General Fax	32	(0)2/725 22 13
Infoline (resellers, brochures)	32	(0)2/716 96 96
QuickLine (BBS)	32	(0)2/716 95 92
Order Software Backup	32	(0)2/716 96 78
Order Software Backup by Fax	32	(0)2/716 96 79
<b>Brazil</b>		
General Information	55	-11-246-7866
<b>Canada</b>		
General Information		1-905-707-1715
Technical Support*		1-800-OKCOMPAQ (1-800-652-6672)
Customer Support*		1-800-263-5868
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-263-5868

\* Indicates toll-free domestic numbers.

*Continued*

**Worldwide Telephone Numbers** *Continued*

<b>Location</b>	<b>Country Code</b>	<b>Telephone Number</b>
<b>Caribbean</b>		
General Information		1-281-514-4220
Technical Support		1-281-518-2200
<b>Chile</b>		
General Information	56	-2-274-1911
Technical Support	56	-2-274-3007
<b>China</b>		
General Information	86	-10-6831-3399
Technical Support	86	-10-6834-6721
<b>Colombia</b>		
General Information	57	-1-312-0201
Technical Support	57	-1-345-0266
<b>Czech Republic</b>		
General Information	420	-2-232-8772
Technical Support	420	-2-232-8772
<b>Denmark</b>		
General Information	45	-90-45-90
Technical Support	45	-90-45-45
<b>Finland</b>		
General Information	358	-0-615 599
Technical Support*		0203-206 720
QuickLine (BBS)	358	-0-6155 9870
<b>France</b>		
General Information	33	-1-41-33-41-33
Technical Support	33	-1-41-33-44-55
* Indicates toll-free domestic numbers.		

*Continued*

**Worldwide Telephone Numbers** *Continued*

<b>Location</b>	<b>Country Code</b>	<b>Telephone Number</b>
<b>Germany</b>		
	0,48	DM/min.
Hotline	0180	5 21 21 11
Hotline Fax	0180	5 21 21 17
Infoline	0180	3 22 12 21
Infoline Fax	0180	3 22 12 20
QuickLine	0180	5 21 21 18
PaqFax	0180	5 21 21 19
Order Software Backup*	0180	81 10 81
<b>Hong Kong</b>		
General Information	852	-28681382
Technical Support	852	-90116633
PaqFax	852	-28671648
<b>Hungary</b>		
General Information	36	-1-457-3600
Technical Support	36	-1-457-3682
<b>India</b>		
General Information	91	-80-559-6023
PaqFax	91	-80-559-8989
BBS	91	-80-559-8900
<b>Israel</b>		
General Information	972	-3-6363-444
Technical Support	972	-3-6363-444
PaqFax	972	-3-6396-601
<b>Italy</b>		
General Information	39	-2-57-59-03-00
Technical Support	39	-2-57-59-03-00
<b>Japan</b>		
General Information*	81	0120-101-589
Technical Support*	81	0120-101-589
Windows 95 Support*	81	0120-505-589
Order Software Backup*	81	0120-250-589
FaxStation	81	-3-5402-0991

\* Indicates toll-free domestic numbers.

*Continued*

**Worldwide Telephone Numbers** *Continued*

<b>Location</b>	<b>Country Code</b>	<b>Telephone Number</b>
<b>Korea</b>		
General Information	82	-2-3470-07001
Technical Support	82	-2-523-3575
	82	-902-77774
<b>Malaysia</b>		
General Information	603	-717-1188
Technical Support	603	-718-1636
<b>Mexico</b>		
General Information	52	-5-229-7900
Technical Support	52	-5-229-7910
PaqFax	52	-5-229-7920
<b>Netherlands</b>		
General Information		0182-565805
Customer Support*		06-91681616 (Dfl. 0.75/min)
Fax*		06-89911116 (Dfl. 0.40/min)
QuickLine Bulletin Board		0182-572366
<b>New Zealand</b>		
General Information		64-9-307-3969
<b>Norway</b>		
General Information	47	-22-07-20-00
Technical Support	47	-22-07-20-20
<b>Poland</b>		
General Information	48	-2-630-3535
Technical Support	48	-2-630-3535
<b>Portugal</b>		
General Information	351	-1-4128400
Technical Support	351	-1-4128460
<b>Russia</b>		
General Information	7	-095-967-1700
Technical Support	7	-095-967-1700
PaqFax	7	-095-967-1701

\* Indicates toll-free domestic numbers.

*Continued*

**Worldwide Telephone Numbers** *Continued*

<b>Location</b>	<b>Country Code</b>	<b>Telephone Number</b>
<b>Singapore</b>		
General Information	65	-753-6688
Customer Support Center	65	-750-3030
PaqFax	65	-750-4514
<b>South Africa</b>		
General Information	27	-11-728-6999
Technical Support	27	-11-728-6999
<b>Spain</b>		
General Information	34	-902.10.14.14
Technical Support	34	-1-640-1302
<b>Sweden</b>		
General Information	46	-8-703-5240
Technical Support	46	-8-703-5240
PaqFax (hämtfax)	46	-8-703-5225
QuickLine (BBS)	46	-8-703-5220
<b>Switzerland</b>		
General Information		0844 844 111
Technical Support		01/838 22 22 (German) 01/838 22 23 (French)
QuickLine Bulletin Board		01/838-24 21
Order Software Backup		0800 556 206
<b>Taiwan</b>		
General Information	886	-2-7351000
Technical Support	886	-2-3761170
BBS	886	-2-3761175
<b>Thailand</b>		
General Information	62	-2-679-6222
<b>United Arab Emirates (Dubai)</b>		
General Information	97	14 -818100

\* Indicates toll-free domestic numbers.

*Continued*

**Worldwide Telephone Numbers** *Continued*

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<b>Location</b>	<b>Country Code</b>	<b>Telephone Number</b>
<b>United Kingdom</b>		
General Information	44	0990-134456
FaxPaq	44	0181-332-3550
QuickLine Bulletin Board	44	0181-332-9499
<b>United States</b>		
Product Information*		1-800-345-1518
Technical Support*		1-800-OKCOMPAQ (1-800-652-6672)
PaqFax*		1-800-345-1518, Option 1
Download Facility (modem access only)		1-281-518-1418
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-524-9859
<b>Venezuela</b>		
General Information	58	-2-953-6944

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\* Indicates toll-free domestic numbers.

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# appendix *B*

## HARDWARE SPECIFICATIONS

<b>Processor</b>	High performance MIPS-based RISC processor designed for Windows CE
<b>RAM</b>	8 MB or 16 MB, expandable to 32 MB
<b>ROM</b>	16 MB
<b>Video Memory</b>	Integrated in RAM
<b>Slots</b>	1 PC Card, 1 expansion RAM
<b>Display</b>	640 × 240 ½ VGA screen, 0.24 mm dot pitch STN
<b>Display contrast</b>	Software-controlled
<b>Batteries</b>	Backup: one CR2032 lithium battery Main: two AA alkaline batteries or rechargeable NiMH battery pack.
<b>Power consumption</b>	750 mW
<b>Audio</b>	Microphone and top-mounted speaker
<b>IrDA</b>	Back of device, rate up to 115.2 Kbps
<b>Communications</b>	Integrated 33.6 Kbps modem (some models only), serial port, PC Card slot, IR port
<b>Size</b>	Monochrome units: 7.3 × 3.9 × 1.3 inches (18.25 × 9.75 × 3.25 cm) Color units: 7.3 × 3.9 × 1.6 inches (18.25 × 9.75 × 4.0 cm)
<b>Weight</b>	Monochrome units: 13.9 ounces (309.2 grams) Color units: 15.2 ounces (425.6 grams)

# *appendix* C

## AGENCY REGULATORY NOTICES

### **Regulatory Agency Identification Numbers**

For regulatory identification purposes your product is assigned a Compaq Series number. The Compaq Series number for this product is Series 2930A. This series number should not be confused with the marketing name (Compaq C-Series). The modem series number can be found on the product label, along with the approval marks where the modem is approved for use.

The following accessories have been evaluated for use with your device. These Compaq-approved accessories can be identified by their assigned series numbers listed below. To ensure continued reliable and safe operation of your handheld device, use only the accessories listed below with your Series 2930A handheld PC.

<b>Accessories</b>	<b>Series Numbers</b>
Handheld PC	2930A
Cradle	2933A
Rechargeable NiMH Battery Pack	2931A
AC Adapter	2932A, 2932B, 2932C or 2932D
Automobile Adapter	2934A

### **Series 2930A Optional Power Supply Specifications**

<b>Product Identification</b>	<b>Series 2932A, 2932B, 2932C, or 2932D</b>	
Input Requirements	Low Range	High Range
Rated Input Voltage	100 to 120 V	200 to 240 V
Rated Input Frequency	50/60 Hz	50/60 Hz
Rated Input Current	250 mA	250 mA
Output Power	Low Range	High Range
Rated Output Voltage	5 Vdc	5 Vdc
Rated Output Current	1.5 A	1.5 A

# Federal Communications Commission Notice

Part 15 of the Federal Communications Commission (FCC) Rules and Regulations has established Radio Frequency (RF) emission limits to provide an interference-free radio frequency spectrum. Many electronic devices, including computers, generate RF energy incidental to their intended function and are, therefore, covered by these rules. These rules place computers and related peripheral devices into two classes, A and B, depending upon their intended installation. Class A devices are those that may reasonably be expected to be installed in a business or commercial environment. Class B devices are those that may reasonably be expected to be installed in a residential environment (i.e., personal computers). The FCC requires devices in both classes to bear a label indicating the interference potential of the device as well as additional operating instructions for the user.

The rating label on the device shows which class (A or B) the equipment falls into. Class B devices have an FCC ID on the label. Class A devices do not have an FCC ID on the label. Once the class of the device is determined, refer to the following corresponding statement.

## **Class A Equipment**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at personal expense.

## **Class B Equipment**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

## **Modifications**

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

## **Cables**

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

## **Declaration of Conformity for Products Marked with FCC Logo, United States Only**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding this declaration, contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

Or call (281) 514-3333

To identify this product, refer to the Series/model number found on the product.

# Canadian Notice (Avis Canadien)

## Class A Equipment

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## Class B Equipment

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## European Union Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms:

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety



## Japanese Notice

ご使用になっている装置にVCCIマークが付いていましたら、次の説明文をお読み下さい。

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

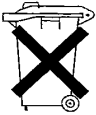
VCCIマークが付いていない場合には、次の点にご注意下さい。

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

# Energy Star Compliance

As an Energy Star Partner, Compaq Computer Corporation has determined that this product meets the Energy Star guidelines for energy efficiency. The Energy Star Computers Program was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices and factories. Compaq products achieve this by reducing the power consumption when not being used. Using the power-saving features will reduce energy use and maximize battery life.

## Battery Notice



In North America, dispose of nickel metal hydride or lithium ion batteries by taking advantage of the Compaq battery recycling program. You will be provided with a postage-paid battery pack mailer preaddressed to a reclamation facility where the metals are recycled. Call the telephone number listed for your location in Appendix A for more information.

In Europe, do not dispose of batteries with general household waste. Dispose of or recycle them by using the public collection system or returning them to Compaq, your authorized Compaq partners, or their agents.

## **U.S. Regulations Governing the Use of Modems**

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the Series 2930A is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

### **Ringer Equivalence Number**

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The REN for this device is 0.8B (ac), 4.0B (dc).

An FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant (jack type: RJ-11C).

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center  
P.O. Box 692000  
Houston, Texas 77269-2000

# Telephone Consumer Protection Act of 1991

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## Canadian Regulations Governing the Use of Modems

**NOTE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

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**NOTE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The Ringer Equivalence Number (REN) for this device is 0.8.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario LA5B 3P6

## U.K. BABT User Information

The Series 2930A provides an integrated modem. For the purposes of BABT approval, the Series 2930A is classified as a host-dependent product.

### Telephone Network Connection

- The modem is suitable for connection to the Public Switched Telephone Network (PSTN) direct exchange lines and relevant branch systems (PBXs).
- A ringer equivalent number (REN) is a value given to all apparatus to be connected to the PSTN. Its value can be taken and used to calculate the maximum number of equipment items that can be connected in parallel without impairing the performance of the standard bell circuit.
  - $REN = 3/n$  where  $n$  is the maximum number of units that may be used in parallel.
  - The maximum REN of a line is 4; therefore, the total REN of all apparatus connected to the line (obtained by summing the individual REN values) should not exceed 4. This value includes any BT-provided instrument, each of which is assumed to have REN value of 1.0 unless otherwise stated. Exceeding the  $REN = 4$  value may cause your telephone(s) to ring weakly or not ring at all.
  - Only one modem should be connected to a telephone line. Connecting a modem in parallel with one or more telephone instruments is not allowed.
  - The REN for this piece of equipment is 1.0.
- The exchange should provide facilities for either loop disconnect (pulse) dialing or multi-frequency (tone) dialing. The modem can be configured to operate with either system.
- During dialing, this apparatus may tinkle the bells of other telephones using the same line. This is not a fault, and we advise you not to call the Fault Repair Service.

- This apparatus has been approved for the following facilities:
  - Simple modem
  - Facsimile
  - Automatic call initiation
  - Detection of initial proceed indication
  - Automatic dialing
  - Tone detection of busy tone, dial tone, or number unobtainable tone
  - Auto clear from the call origination end
  - Loop disconnect (pulse) dialing
  - Multifrequency (tone) dialing

Any other usage will invalidate the approval of the apparatus if, as a result, it ceases to conform to the standards against which approval was granted.

All apparatus connected to this modem and, thereby, connected directly or indirectly to the British Telecom Public Switched Telephone Network, must be approved apparatus as defined in Section 16 of the British Telecommunications Act of 1981.

Although this equipment can use either loop disconnect or DTMF signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment be set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call setup.



**CAUTION:** The Series 2930A may not be used on extension wiring that makes use of plug pins 1 & 6. If in doubt, advice must be obtained from a competent telecommunications engineer.

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This device is intended for auto-answering of incoming calls. Under normal conditions, callers will be accustomed to calls being answered within 10 seconds, and a majority of callers will abandon calls that are not answered within 45 seconds.

There are several options available for auto-answering operation. The default setting is for two incoming rings. This is the recommended setting for normal operation by most computer and handheld PC users.

## **Auto Dialing with the Modem**

When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.

## **Approval Statements**

The following lists the modem approval statements:

- This modem is approved as a host-dependent product. This approval number is a general approval number.
- APPROVED for connection to the telecommunications systems specified in the instructions for use, subject to the conditions set out in them.
- BABT approval pending.

# AUSTEL Requirements



**CAUTION:** Failure to set the modem, and any communications software used with the modem, to the values contained in the user documentation will result in the modem being operated in a non-compliant manner. Consequently, there would be no permit in force for this equipment, and the Telecommunications Act 1991 prescribes a penalty of \$12,000 for the connection of non-permitted equipment.

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## Auto Dialing with the Modem

1. When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.
2. Some parameters required for compliance with AUSTEL specifications are dependent on the Telecommunications apparatus provided with the Compaq Series 2930A. The Series 2930A shall be set to operate within the following limits for compliance with AUSTEL Specifications.

When the user manually initiates a call via equipment connected to the Compaq handheld PC, the equipment shall operate within the following restrictions:

- a. Without call progress detection—a maximum of three calls (original plus two retries).
- b. With call progress detection (which ensures the line will be released after detection of tones indicating the call will not be successful)—a maximum of ten calls (original plus nine retries).
- c. If the series of calls noted in a or b are unsuccessful, no further attempts shall be made to obtain the required number within the next 30 minutes (unless manually initiated).

**NOTE:** Failure to meet the above requirements may negate user rights under the AUSTEL Terms of Service.

# User Instructions Compliant with New Zealand Telecom Requirements

The Series 2930A provides an integrated modem. For the purposes of New Zealand Telecom approval, the Series 2930A is classified as a host-dependent product.

## Telephone Network Connection

The grant of a New Zealand Telepermit for a device in no way indicates NZ Telecom acceptance of responsibility for the correct operation of that device under all operating conditions. In particular the higher speeds at which this modem is capable of operation depends on a specific network implementation which is only one of many ways of delivering high quality voice telephony to customers. Failure to operate should not be reported as a fault to New Zealand Telecom.

In addition to satisfactory line conditions a modem can only work properly if:

1. It is compatible with the modem at the other end of the call, and
2. The application using the modem is compatible with the application at the other end of the call, for example, accessing the Internet requires suitable software in addition to a modem.

This equipment shall not be used in any manner which could constitute a nuisance to other New Zealand Telecom customers.

1. The modem is suitable for connection to the Public Switched Telephone Network (PSTN) direct exchange lines and relevant branch systems (PBXs).
2. A ringer approximate loading (RAL) is a value given to all apparatus to be connected to the PSTN. Its value can be taken and used to calculate the maximum number of equipment items that can be connected in parallel without impairing the performance of the standard bell circuit.
  - The maximum RAL value for telephone equipment is 5. Exceeding the RAL value of 5 may cause your telephone(s) to ring weakly or not ring at all.
  - Only one modem should be connected to a telephone line. Connecting a modem in parallel with one or more telephone instruments is not allowed.
3. The RAL for this piece of equipment is 1.0.
4. The exchange should provide facilities for either loop disconnect (pulse) dialing or multifrequency (tone) dialing. The modem can be configured to operate with either system.
5. The operation of this equipment on the same line as telephones or other equipment with audible warning devices or automatic ring detectors will give rise to bell tinkle or noise and may cause false tripping of the ring detector. Should such problems occur, the user is not to contact Telecom Faults Service.

6. This apparatus has been approved for the following facilities:
  - Simple modem
  - Facsimile
  - Automatic call initiation
  - Detection of initial proceed indication
  - Detection of secondary proceed indication
  - Operation in the absence of proceed indication
  - Automatic dialing
  - Tone detection of busy tone, dial tone, or number unobtainable tone
  - Auto clear from the call origination end
  - Loop disconnect (pulse) dialing
  - Multi-frequency (tone) dialing
7. Any other usage will invalidate the approval of the apparatus, if as a result it then ceases to conform to the standards against which approval was granted.
8. This equipment may not necessarily provide for the effective hand-over of a call to or from a telephone connected to the same line.

## Auto Dialing with the Modem

1. When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.
2. Some parameters required for compliance with Telecom's PTC Specifications are dependent on the telecommunications apparatus provided with the Compaq Series 2930A handheld PC. The internal modem provided with the Series 2930A shall be set to operate within the following limits for compliance with Telecom specifications.
3. When the user initiates a call via the modem equipment connected to the Compaq handheld PC, the host PC and modem equipment shall operate within the following restrictions:
  - Not more than five call attempts shall be made to the same number within a one-hour period.
  - There shall be at least 60 seconds between call attempts.
  - Not more than a total of ten call attempts shall be made to the same number for any single manual call initiation.
  - Automatic calls to different numbers shall be not less than 60 seconds apart.

**NOTE:** Failure to meet the above requirements may negate the user rights under the Telecom Terms of Service.



**WARNING:** This equipment may provide a guard tone with certain transmission modes. In some circumstances this could cause interference with the telephone network signaling systems and could result in lost calls. Telecom will not accept responsibility should such problems occur. Such occurrences will be rare.



**WARNING:** This equipment does not fully meet Telecoms impedance requirements. Performance limitations may occur when used in conjunction with some parts of the network. Telecom will accept no responsibility should difficulties arise in such circumstances.



**WARNING:** When setting the apparatus for Auto-Answer, do not set the number of rings to answer at a value greater than 5 or less than 3. Setting the Auto-Answer parameter value outside this range will violate Telecom requirements which will cause the equipment not to conform with the standards against which approval was granted.

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A person calling your modem will hear a short burst of ringing before the modem answers. This confirms that the call has been successfully switched through the network. Caller Identification Information (which occurs between the first and second rings cadences) is not destroyed.

## **Benutzerhinweise für besondere Bestimmungen in Österreich**

### **Hinweis für die Benutzung in Österreich**

Sofern Sie das Compaq 2930A series an einer Nebenstellenanlage benutzen wollen, erkundigen Sie sich bitte bei Ihrem Fachhändler nach der Möglichkeit, die Amtsholung einzustellen.

### **Wahlsperre**

Ein Modem darf, beispielsweise im "unbeaufsichtigten Betrieb", nicht pausenlos dieselbe Rufnummer anwählen (Wahlsperre).

Nach zwölf erfolglosen Wählversuchen innerhalb einer Stunde gibt das Modem die Meldung "BLACK-LISTED" (Wahlsperre) aus. Danach ist jeder weitere Wählversuch blockiert.

Die Wahlsperre wird wieder aufgehoben, wenn eines der drei folgenden Ereignisse eintritt:

Sie starten den Computers neu (reboot), oder

Ablauf einer Stunde, oder

Sie erhalten einen Anruf.

# **Benutzerhinweise für besondere Bestimmungen in Deutschland**

## **Hinweis für die Benutzung in der Bundesrepublik Deutschland**

Dieses Gerät ist mit einem mindestens 4-adrigen Anschlußkabel mit TAE-Stecker mit Kodierung N ausgestattet und verfügt über weiterführende Sprechadern. Es kann als einzige Endeinrichtung oder mit weiteren Endeinrichtungen am Netzanschluß betrieben werden.

Weitere Endeinrichtungen, die sich an dem Telefonanschluß befinden, werden beim Einstecken des Gerätes nicht von der Leitung getrennt. Der Stecker kann nur in N-kodierte Anschlußdosen gesteckt werden.

# Brugerinstruktioner i overensstemmelse med danske krav

## Opkaldskoder P og T

Compaq-modemet 2930A series understøtter ikke impulssignalering. Både opkaldskode P (impulssignalering) og T (tonesignalering) tvinger modemmet til at anvende tonesignalering.

# Speciale bruksinstrukties voor Nederland

## Aansluitfactor

1. Het modem is geschikt voor aansluiting op het openbare geschakelde telefoonnetwerk en op (analoge) telefooncentrales binnen bedrijven en instellingen.
2. De aansluitfactor is een waarde die wordt toegekend aan alle apparaten die op het openbare telefoonnetwerk kunnen worden aangesloten. Met deze waarde kan worden berekend hoeveel apparaten maximaal parallel kunnen worden geschakeld. De maximale aansluitfactor van een lijn is 5. De aansluitfactor van alle apparaten die zijn aangesloten op één lijn mag daarom nooit hoger zijn dan 5. U berekent de aansluitfactor door de waarden van de afzonderlijke apparaten op te tellen.
3. De aansluitfactor voor dit apparaat is 1,0.

## Wachten op kiestoon

Het modem moet altijd eerst een kiestoon ontvangen voordat wordt geprobeerd een verbinding tot stand te brengen. Deze vereiste kan niet worden uitgeschakeld met de opdracht ATX<n>.

# Användarinstruktioner i överensstämmelse med svenska krav

## Uppringningskod P och T

Modemet till 2930A series stödjer inte pulssignalering. Både uppringningskod P (pulssignalering) och T (tonsignalering) är jämförbara och vill tvinga modemmet att använda tonsignalering.

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