



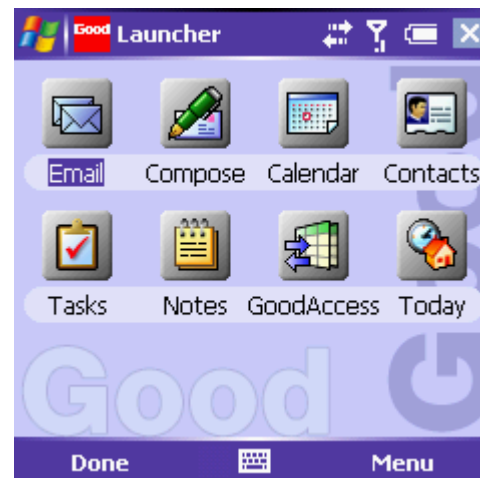
INFORMATION AT THE POINT OF BUSINESS.



## Good Messaging for the Treo 700 End User Training

# Training Guide

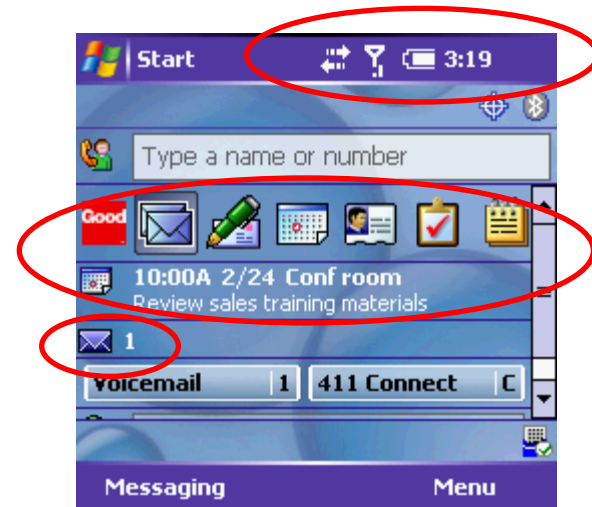
- Treo 700
- Basic Good Messaging Features
  - OTA Installation
  - Navigation
  - Home Screen
  - Email
  - Contacts
  - Calendar
  - Notes & Tasks
  - Preferences
- Tips and Shortcuts



# Home Screen Overview

## Good Messaging: The look and feel of Outlook optimized for handhelds

- View upcoming calendar appointments throughout the day
- See a count of new emails and view latest incoming messages
- Check radio coverage or battery power



# Icon Keys

## Launcher Screen Icons



**E-mail**



**Compose**



**Contacts**



**Calendar**



**Notes**



**Tasks**












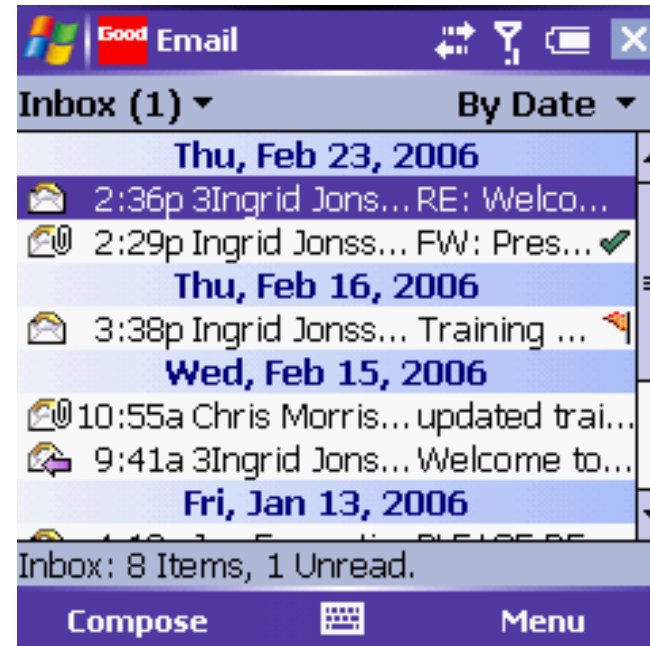
**Settings**



# Email Inbox

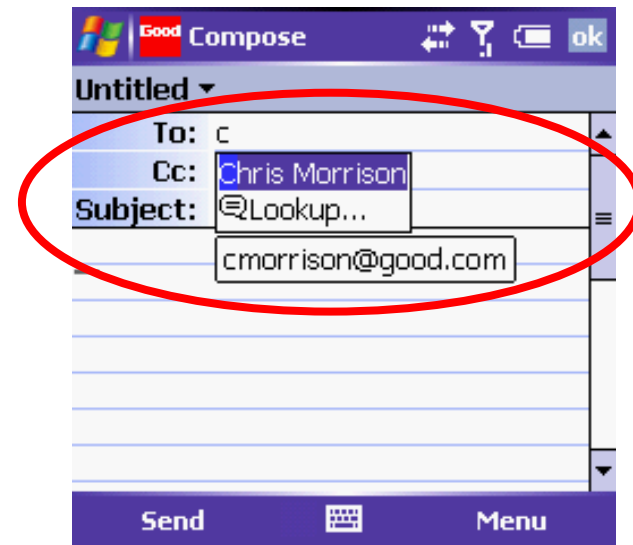
## E-mail Icons

-  **Unread**
-  **Read**
-  **Urgent**
-  **Replied to E-mail**
-  **Forwarded E-mail**
-  **Attachment**
-  **Calendar item**
-  **Flag For Follow-up**
-  **Follow-up Complete**



# Composing a Message

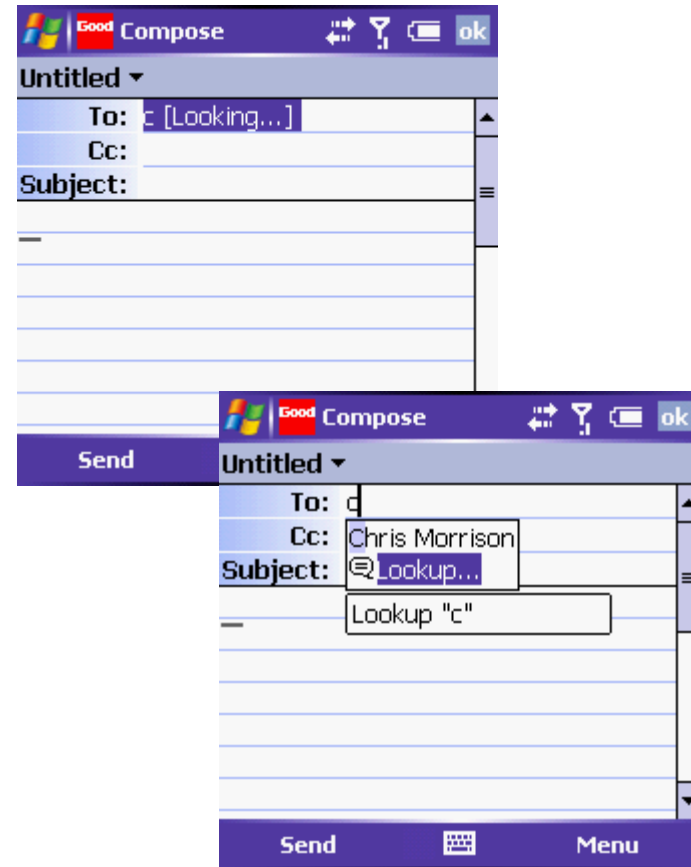
- Select 'Compose' from the home screen applications bar or reply to a message in your inbox
- Typing the first few characters of the recipient's name will present a list of your Contacts—scroll and click to select one
- Scroll down to the message body area to type the message
- To send, click 'Send' button
- Tips:
  - To look up by initials, type first initial, space, last initial
  - Press space twice to get '@' and '.com', '.net', '.gov' or '.org'



# Global Address Look-up

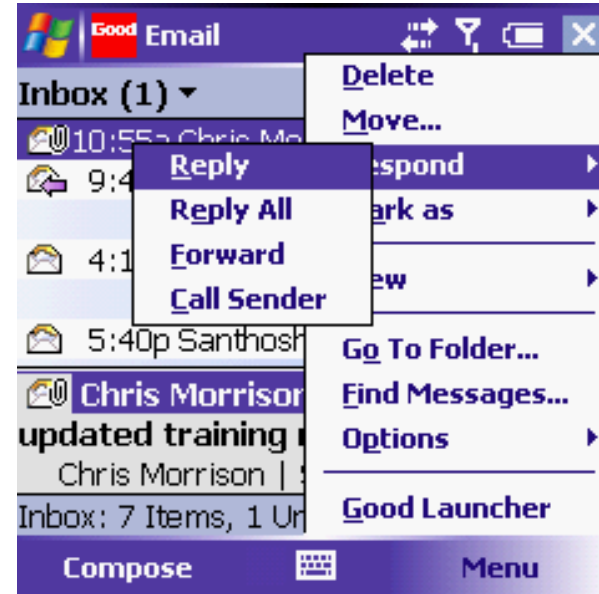
## Access Predefined E-mail Lists

- Type in the first few characters and a drop down list will display likely options after a few seconds
- Select the correct entry, and proceed to compose in the message and hit 'Send'



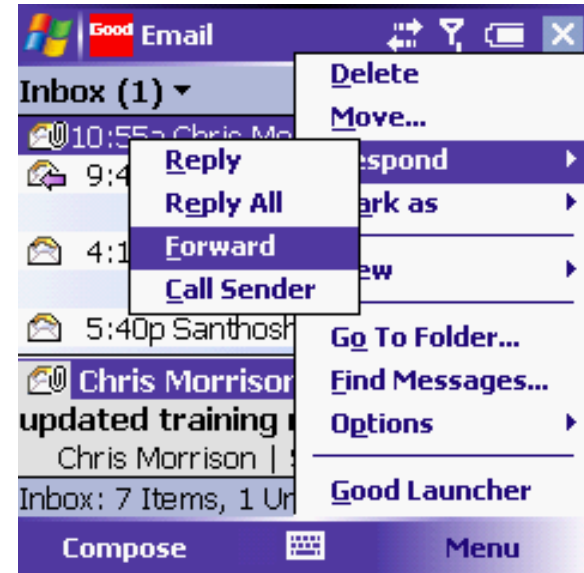
# Replying to Messages

- **To reply to a message, open or highlight the message and either:**
  - Type 'R'
  - Select 'Reply' from the e-mail menu
- **To reply all to a message, open or highlight the message and either:**
  - Tap on the "Reply All" button on the lower screen
  - Select 'Reply' from the e-mail menu



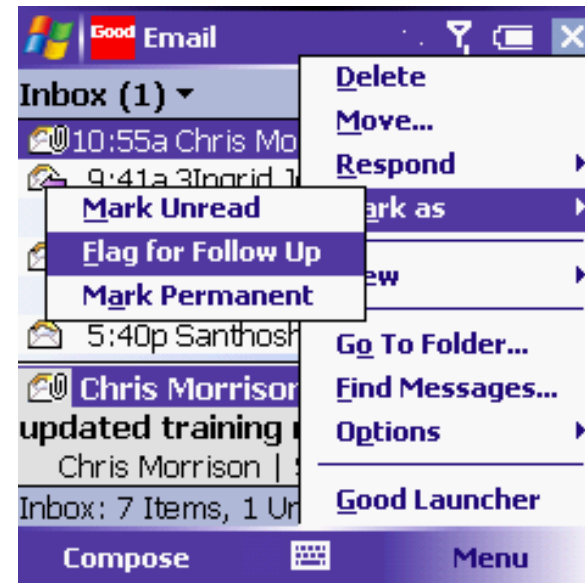
# Forwarding Messages

- **To forward to a message, open or highlight the message and either:**
  - Tap on the “Forward” button on the lower screen
  - Type ‘F’
  - Select ‘Forward’ from the e-mail menu



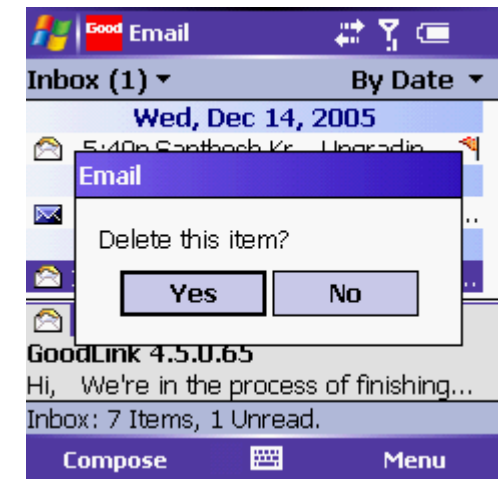
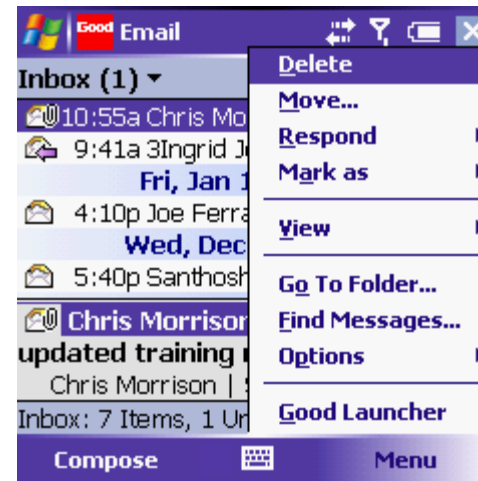
# Flag for follow up

- **To flag a message for follow up, open or highlight the message and either:**
  - Select “Flag for Follow Up’ from menu
  - Type ‘L’
- **To flag a message for follow up, open or highlight the message and either:**
  - Select “Follow Up Complete’ from menu
  - Type ‘L’



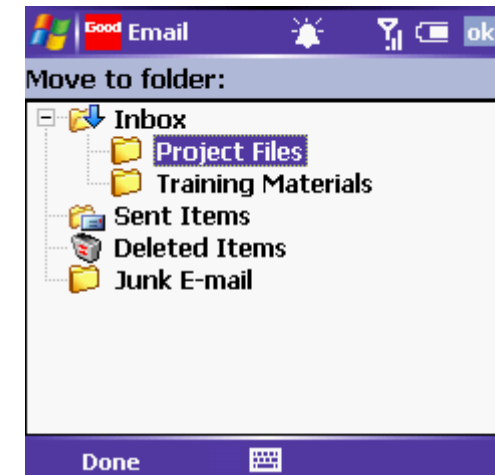
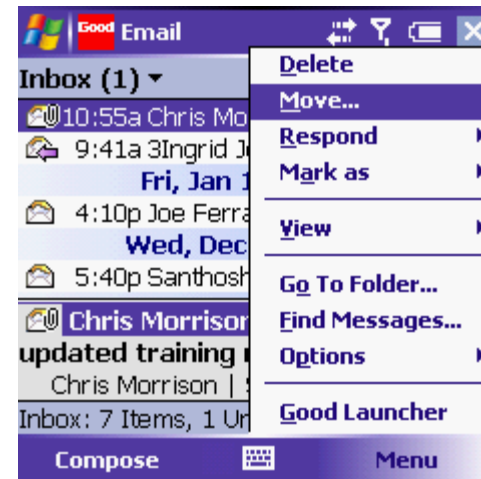
# Deleting Messages

- **To delete a message highlight the message and either:**
  - Hit backspace
  - Type 'D'
  - Select 'Delete' from the menu
- **Once it is deleted on the handheld, it will automatically be synchronized with Outlook—there's no rework or cradling required**



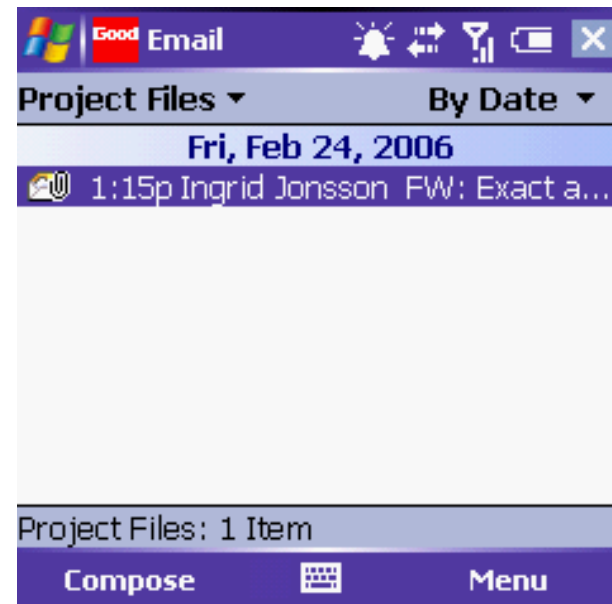
# Filing Messages

- **To file a message to an existing folder:**
  - Highlight the message
  - Click 'M' or select 'Move' from the menu
- **Highlight the folder you want to move the message will be moved**
- **When you file it on the handheld it is synched in Outlook**
- **Tip: Type the first few letters of the folder name to highlight it**



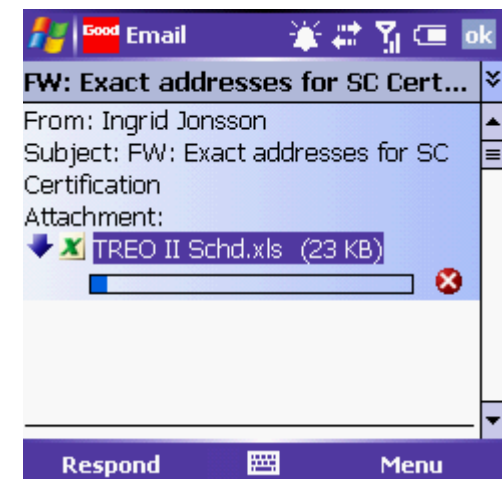
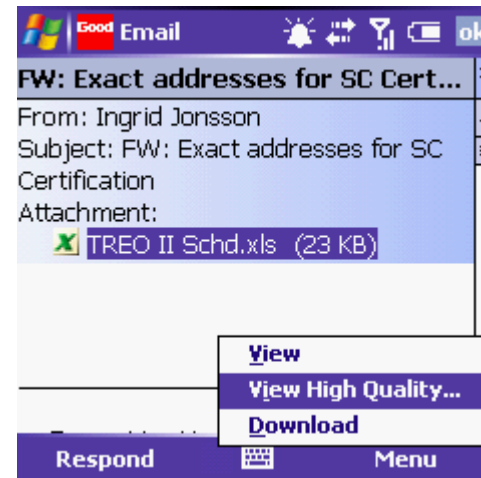
# Accessing Filed Messages

- **Highlight the folder pull-down menu in the top-left corner of the Inbox screen**
- **Click to select an existing folder**
- **If you have sub-folders, click on the top level (with the '+') to open it**



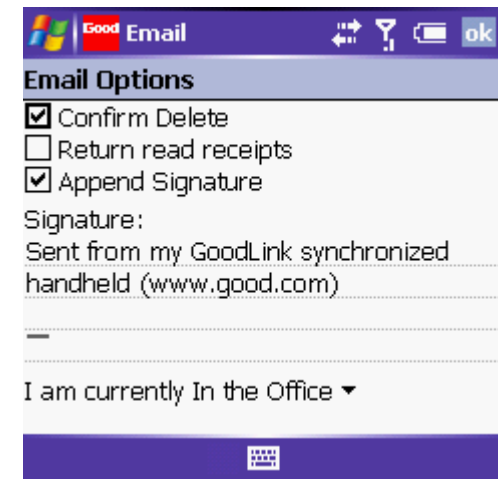
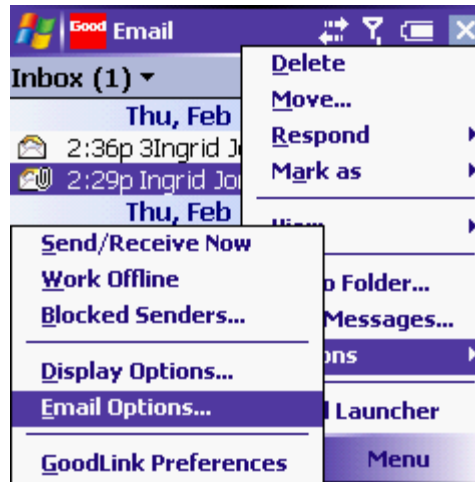
# Viewing Attachments

- Messages with attachments are marked with a paperclip icon
- While viewing the message tap on the file name or icon to open
- Tap Menu and select: view, view high quality, or download
- The file can be viewed in several formats or stored on the SD card



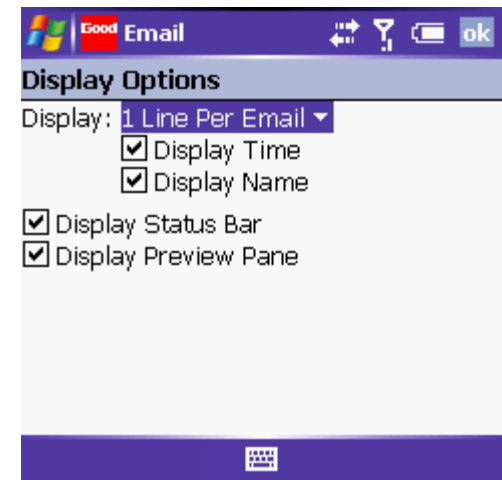
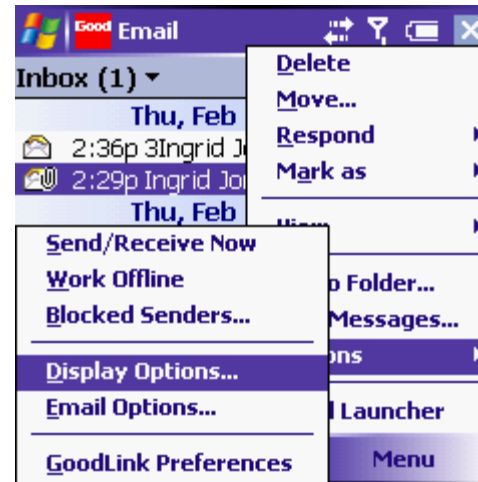
# Email Options

- **Set email options such as:**
  - Append Signature
  - Confirmation of email message deletion,
  - Out of office settings
- **From the Email screen, tap Menu – Options – Email Options...**



# Email Display Options

- **Display Options...** is used to modify the view of your Email Inbox
- **From the Email Screen, simply tap Menu – Options – Display Options...** to adjust single or multiple line view of emails, display of Time and/or Date info, Status Bar and Preview Pane



# Accessing Contacts

- From the Good Messaging Launcher Screen, click on the 'Contacts' icon from the applications bar



- From the main screen, tap Menu and select Contacts



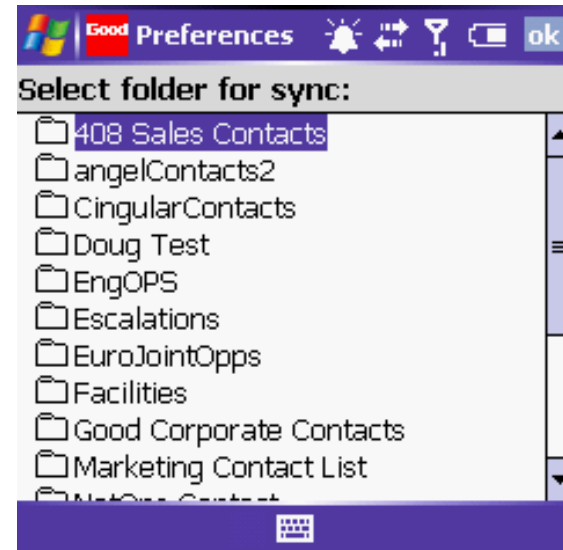
# Viewing Contacts

- Click on the 'Contacts' icon from the applications bar
- Quick-find a contact by
  - Typing characters of the person's first or last name then select from menu
  - Type first initial, space, last initial then select from menu
- Automatically dial or e-mail by clicking on hot-linked phone numbers and an e-mail address
- Highlight a contact and select 'Edit,' 'Delete' or 'View' from the menu



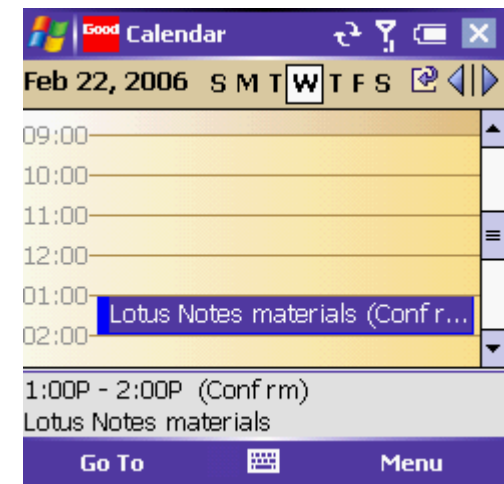
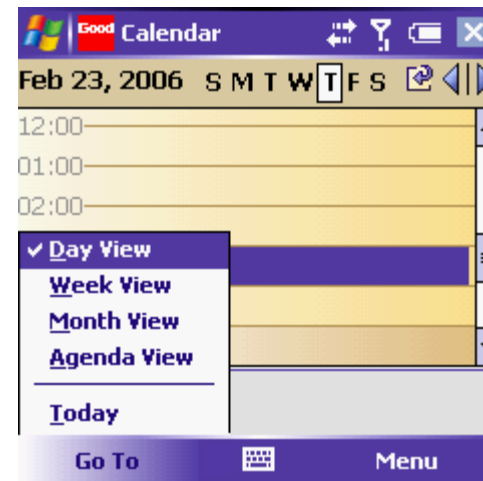
# Shared Contact Folders

- **Good Messaging Preferences Menu, select Good Messaging Preferences ...**
- **Select Public Folders – Contacts for the directory of folders**
- **Select the folders you wish to sync to the handheld**
- **Contents in those folders are now accessible in the Compose application**



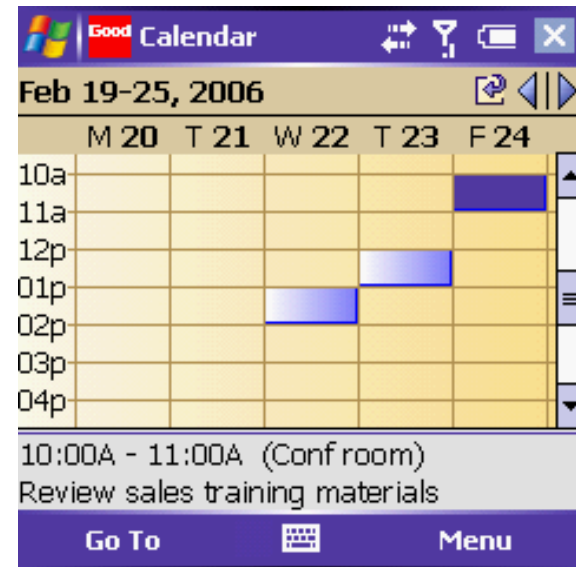
# Viewing the Calendar

- Click on the 'Calendar' icon from the Launcher screen
- View by Day, Agenda or Month view by tapping the Go To menu
- Different colors connote appointments out of the office, confirmed, tentative, etc.
- Meeting invitations can be accepted or declined from the handheld



# Viewing the Calendar

- **Week view for quick scan of weekly appointments**
- **Preview pane for appointment detail**
- **Direct access to appointment view by selecting and tapping on particular block**



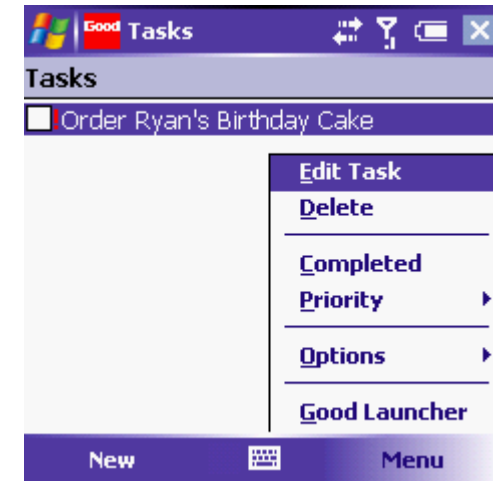
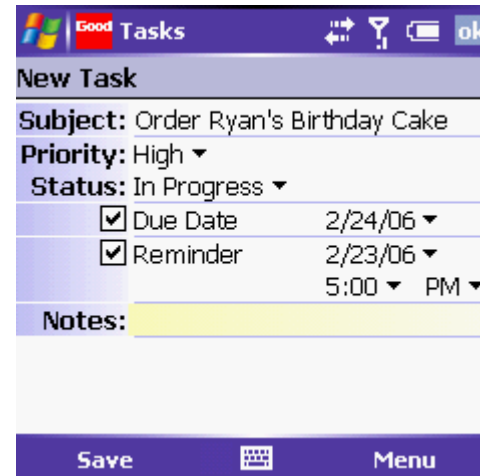
# Creating a Calendar Entry

- Tap on the desired time or date
- Select 'New Appointment' from the menu
- Type in the meeting 'Subject,' 'Location' and 'Invitees'
- Select a time and AM/PM from the menus or by typing into the form
- When finished, click 'Save'

The screenshot shows the 'New Appointment' form in the Good Calendar application. The form is displayed on a purple background with white text. At the top, there is a title bar with the 'Good' logo and the word 'Calendar'. Below the title bar, the form is titled 'New Appointment'. The form contains several fields: 'Subject:' with a text input field; 'Location:' with a text input field; a checkbox for 'All day event'; 'Start:' with a date and time selector (2/24/06, 2:00 PM); 'End:' with a date and time selector (2/24/06, 3:00 PM); 'Reminder:' with a dropdown menu (15 Min.); 'Invite:' with a text input field; and 'Notes:' with a text input field. At the bottom of the form, there are two buttons: 'Save' and 'Menu'.

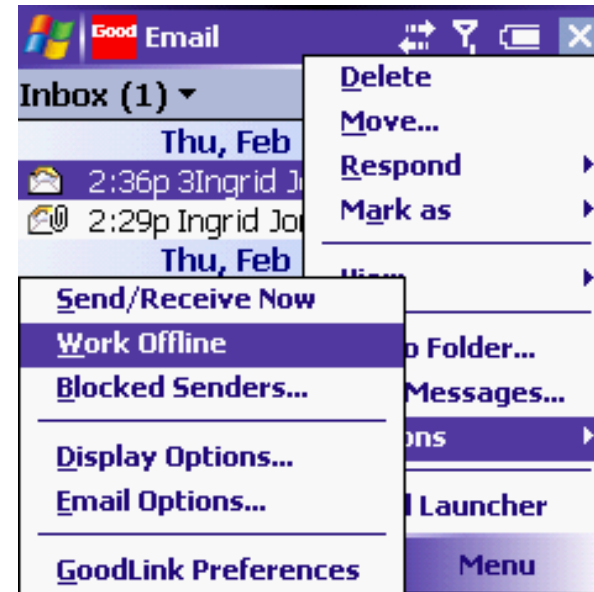
# Notes and Tasks

- See a list of current Notes or Tasks by selecting from the home screen applications bar
- Add new Notes or Tasks by selecting 'New'
- Tasks can be assigned a due date or reminder, as well as priority status



# Work offline Setting

- From the Email screen, tap **Menu – Options... - Work Offline**
- This is suitable when needing to turn off the radio on an airplane
- Get back online by selecting the **'Send/Receive' Now** from the menu



# Turning on/off Flight Mode

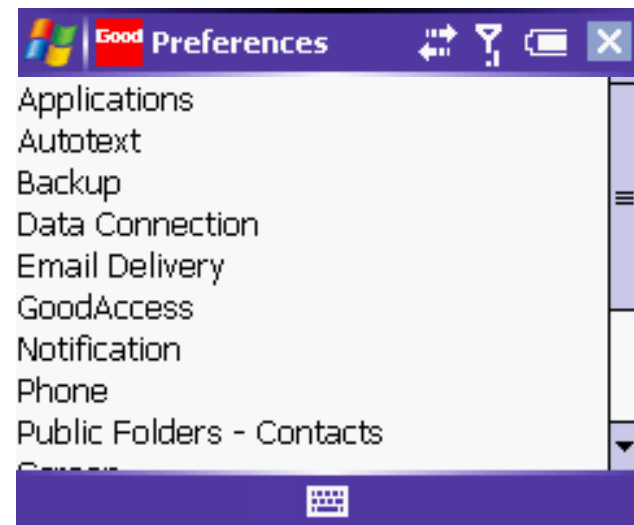
- **From the main screen you can quickly turn on/off Flight Mode** by simply tapping the data connection icon and then tapping “Turn on (off) flight mode”.



# Preferences Menu

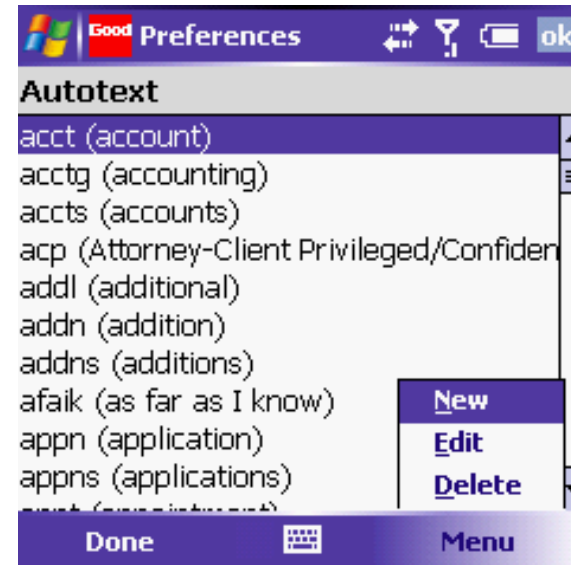
- From the main Good Messaging screen go the Preferences menu
- The preferences menu gives access to a wide variety of functionality including
  - Autotext
  - Application Backup
  - Notifications
  - Public Folders
  - And many more

**Let's take a look at some of these...**



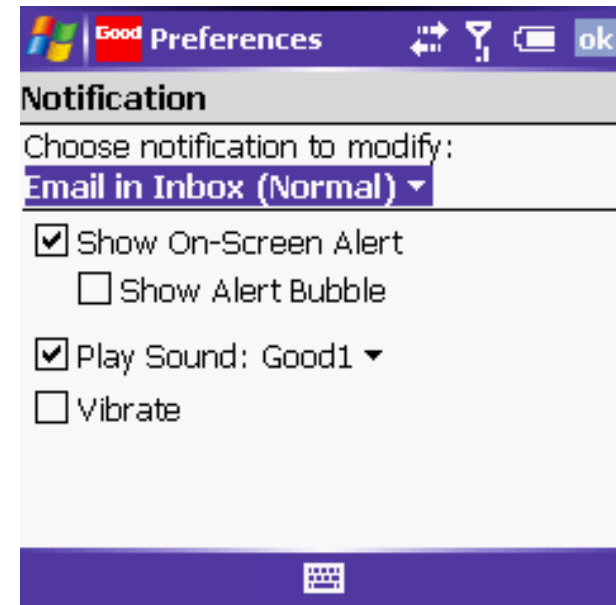
# Preferences: Autotext

- Gives a full list of all Autotext abbreviations
- Navigate the list by typing the first letter of the word
- Autotext entries can be created, edited, or deleted using the menu



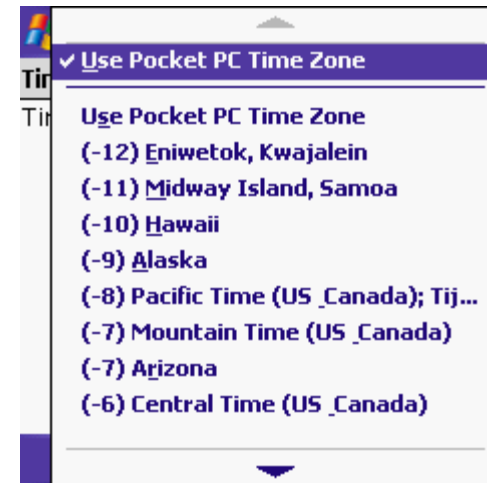
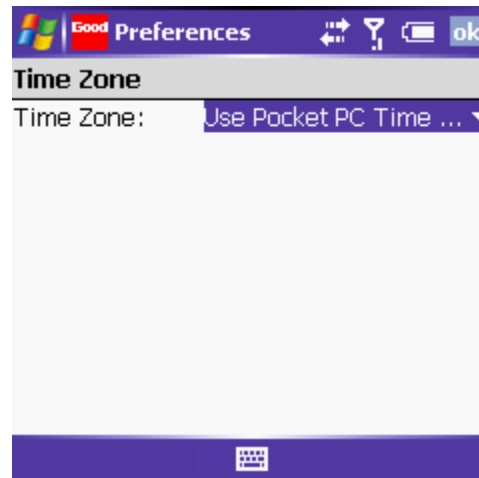
# Preferences: Notification

- **Notifications can be set for a variety of events including**
  - New e-mail
  - High Priority e-mail
  - Calendar reminders
  - Address look-up received
- **Alerts can be on-screen alerts, tones, or vibrations**
- **Users can set the tune, volume level and alert types all types of alerts**



# Preferences: Time Zone

- **Allows user to set the relevant time zone or default to the Palm time zone.**



# Tips and Shortcuts

## Typing Shortcuts

- **Capitalizing letters:**  
Press and hold down the letter you're typing to capitalize it.
- **Ending a sentence:**  
Press the **SPACE** key twice and a period will be inserted.
- **Copy and paste:**  
Press and hold down Shift and scroll across text to copy. Then choose 'Copy' from the menu or press 'c'. Click to set the text insertion point. Then choose 'Paste' from the menu.
- **Autotext:**  
Good Messaging will auto-complete common conjunctions and abbreviations.

theyre	⇒	they're
feb	⇒	February
fri	⇒	Friday
il	⇒	I'll

# Tips and Shortcuts

## Email Shortcuts

- **Replying:**  
Type 'R' to reply, 'A' to reply all when viewing a message.
- **Jump to top and bottom:**  
When in a text screen (like an email) press 'T' to jump to the top and 'B' to go to the bottom of the screen.
- **Page Down:**  
Press the SPACE key to page down the screen.
- **Add to Contacts:**  
When reading an email, highlight the sender's name and click 'Add to Contacts' in the menu.
- **Special Notifications:**  
You can specify that when receiving messages from certain people you're notified with a special tone via the 'Edit' screen for that person's Contact information.



# Information at the Point of Business

