









## Missing Basic Features

A number of basic features available on your old Treo, iPhone, or other smart phone are not enabled in the Palm Pre. Users often search for these familiar features but they as yet have not been enabled on the Palm Pre.

### Text

- ▶ *Undo* - You can't undo a mistake in the Pre. On your PC Undo is [Ctrl] - [Z], on a Treo press [Menu] - [Z]. When enabled, Undo should be "Press the Gesture Area  and  at the same time." There is no work-around.
- ▶ *Italics* - To italicize highlighted text on a PC, press [Ctrl] - [I], on a Treo press [Menu] - [I]. When enabled, Italics should be "Press the Gesture Area  and  at the same time." There is no work-around.
- ▶ **Bold** - To make highlighted text bold on a PC, press [Ctrl] - [B], on a Treo press [Menu] - [B]. When enabled, Bold should be "Press the Gesture Area  and  at the same time." There is no work-around.
- ▶ *Select All* - To select all on a PC, press [Ctrl] - [A], on a Treo press [Menu] - [A]. When enabled, Select All should be "Press the Gesture Area  and  at the same time."
- ▶ *Copy* - You can copy text you are editing (see *Text* section) but not text you cannot edit like internet information.



### Music

- ▶ *Slider* - The slider bar is enabled for playing videos but not for playing music. There is no work-around.
- ▶ *Landscape* - You can watch vides in landscape mode (sideways) but not music graphics.
- ▶ *Lyrics* - On iPhone or iPod, tap the album graphic for lyrics. Pre Lyrics aren't enabled. There is no work-around.







### Internet

- ▶ *PDF's* - Can't open or save a pdf. One workaround is to 1) Open the website on your PC. 2) Save the pdf. 3) Email the pdf to your Pre. 4) Open the pre email. 5) Open the pdf. Don't forget to bring your PC.
- ▶ *Flash* - Pre can't view Abode Flash graphics. There is no work-around.

## Get Help

- ▶ *Online* - See [Sprint Support](#), [Palm Support](#), [Pre Getting Started](#), and the 344-page [Pre User Guide](#).
- ▶ *From the Pre* - Tap the  Launcher key in the lower-right corner of the screen then click  Help. (p. 11)
- ▶ *Customer Service* - Dial \*2 from the Pre or 888-211-4727, Business: 1-800-927-2199. (p. 12)
- ▶ *Unofficial* - These are unofficial Palm Pre tips and tricks are compiled from the [PreCentral.net Forums](#).


## Turn the Palm Pre On/Off (p. 24)

- ▶ *On/Off* - Press  Power button **A** on the top to turn *display* on/off.
- ▶ *Quick On* - To skip the  Unlock step, just open the keyboard .
- ▶ *Keyboard* - If the keyboard is open, press any key to turn on. (p. 21)
- ▶ *Display Off* - Press  Power on the top of the phone.
- ▶ *All Off* - Press and hold  Power.
- ▶ *Sound Off* - Slide the Ringer Switch **B** on top of the phone right. A red bar will now be visible. Music is still heard.
- ▶ *Headset* - Insert the headset plug into the Headset Jack **C** and the Pre switches  Headset On for you.







## Connection Menu

In the top-right corner press the  signal bar to go to the Connection Menu.

- ▶ *Phone Off* - now called "Turn On Airplane Mode". The  symbol now appears in the top-right corner  
You can turn the phone on or off any time not just on an airplane as the manual states.
- ▶ *Phone On* - now called "Turn Off Airplane Mode".


"Airplane Mode" also turns off WiFi and Bluetooth but they can be turned on or off individually:

- ▶ *WiFi* - Tap the  signal bar then WiFi to turn on/off, set preferences or find a network.  appears when on.
- ▶ *Bluetooth* - Tap the  signal bar then Bluetooth to turn on/off or change preferences.  appears when on.

## Headset

- ▶ To answer a call when using a headset, just tap the headset button.
- ▶ *Insert a Pause* - Enter "p" for a pause in a dial string.
- ▶ *Timed Pause* - Enter "t" to insert a Timed Pause in a dial string.

## Charger/USB

- ▶ Charger/USB cover too tight and in the way? The cover pulls out on a tether if you pull gently!
- ▶ Plug your USB cable into the Charger/USB connector  and choose Media Sync, USB Drive or Just Charge.
- ▶ You can change from Charge to Media Sync or USB Drive without unplugging. Tap USB notification at the lower-right.
- ▶ Your Pre can be a USB Drive from your computer - Plug in the USB cable and choose USB Drive.


## Notifications

*New Notifications appear on the lower edge of the screen to notify you of new voicemail, email, events, messages, etc.*


- ▶ *Notification* - Tap the notification to act on it. (p. 73)
- If you do not respond in a few seconds, notification icons then appear at the lower-right of your screen. (p. 73)*
- ▶ *Dashboard* - Tap the notification icon to see the Dashboard of all pending notifications.
- ▶ *Dismiss* - Throw a dashboard item left or right off of the screen to dismiss it.

## Zoom In or Out

In Email, Websites, Photos, Doc View, PDF View, Google Maps, etc... (p. 48)

- ▶ *Zoom In* - Pinch out: Place two fingers on the screen , slide them apart.
- ▶ *Zoom Out* - Pinch in: Place two fingers on the screen & slide them together.

## Gestures

















- ▶ Swipe left or right in the Gesture Area  to move back or forward. (p. 42)
- ▶ See [Pre Gestures Help](#) for instructions.

## Quick Launch (p. 52)










Quick Launch is up to 5 icons at the bottom of Card view and the Launcher.

- ▶ Remove an app - Open  Launcher Tap & hold an icon then drag up.
- ▶ Add an app - Tap & hold a  Launcher icon then drag down.





## Phone

- ▶ *Make a Call* - Tap  Phone from the Quick Launch bar. (p. 24)
- ▶ *My Number?* - Tap  Phone, then Sprint menu at the top-left. (p. 95)
- ▶ *Call a Number* - Type a number & tap  Call. Tap  End when done.
- ▶ *Delete Digit* - To delete the last digit press  backspace
- ▶ *Delete Number* - To delete the whole number press & hold  backspace.
- ▶ *Call a Contact* - Type a name or tap  Contacts to choose a contact.
- ▶ *Can't hear me* - Make sure the microphone  is not covered.
- ▶ *Can't hear them* - Make sure the Earpiece  is not covered.
- ▶ *Call History* - Tap  Phone, then  Call History. (p. 95)
  - ▶ *Call* - Just Tap the number to call a Call History Number. (p. 96)
  - ▶ *Save* - Save the number to Contacts . (p. 96)
  - ▶ *View* - View the Contact information . (p. 96)
  - ▶ *Delete* - Delete a Call History - Flick the entry to the left or right. (p. 96)
  - ▶ *Delete All* - Tap the Sprint menu at the top-left and tap Clear Call History. (p. 96)
- ▶ *Silence a Call* - Press  Power or Volume Down .
- ▶ *Ignore a Call* - Press  Power twice to ignore a call.





- ▶ **Voicemail** - Speed dial 1 (the E key) is the *Easy* way to get Voicemail - or- Tap  Phone then  Voicemail.
  - ▶ The number of Voicemail will show up as a number in blue on the Voicemail button!
- ▶ **Conference Call** - While on a call, tap , then  Conference Call. (p. 94)
- ▶ **Speakerphone** - Press  Speakerphone (or to use Bluetooth).
- ▶ **Answer a Call** - Skip the  Unlock step - open the keyboard & press .
  - ▶ Music playback pauses until you hang up.
- ▶ **Answer Options** - When your Pre rings, these options appear:
  -  - Answer the phone.
  - Contact Info** - lets you add the number to Contacts or send a text (SMS) back to "Ignore With Text"
  -  - Hang-up ignores the call sending it straight to voicemail.



### Speed Dial

- ▶ Speed Dials let you call a number from the main screen or the Launcher by pressing and holding a key.
- ▶ You can assign up to 26 Speed Dials to the letters on your keypad. So work might be "W", home might be "H", etc.
- ▶ To assign a Speed Dial, open the  Contact, click the Contacts menu at the top left, tap Set Speed Dial.
- ▶ In the main screen, Launcher, Card view, or Phone, press and hold the speed-dial key you assigned to the number.
- ▶ Speed dial 1 (the E key) is the *Easy* way to get Voicemail - or- Tap  Phone then  Voicemail.
- ▶ To see the contact number but not dial it, tap the  Orange Key then the letter. *Great if you are not sure which letter.*


### Contacts

- ▶ **Open Contacts** - Tap  Contacts from the Quick Launcher bar at the bottom of the screen. (p. 132)
- ▶ **New Entry** - To start a new entry, press the new entry button 
















### Email







- ▶ To open Email, click  Email from the Quick Launcher bar at the bottom of the screen. (p. 200)
- ▶ **New Entry** - To start a new entry, press the new entry button 
- ▶ **Delete an email** - In the inbox or other folder, flick the email to the right or left. (p. 46)
- ▶ **Undelete an email** - Go to the Trash folder, tap the email, tap the Email menu at the top left, Move to folder → Inbox.
- ▶ **Add a signature** - In Email, tap the Email menu, Preferences & Accounts, choose your account, tap Signature.

### Calendar

- ▶ **New Entry** - To start a new entry, press the new entry button 
- ▶ In Calendar, Single Day view, you can go ahead or back a day by swiping your finger right or left.

### Typing

- ▶ **Move Section** - To move the cursor, hold down the  Orange Key to move anywhere on screen. (p. 46)
- ▶ **"u" <space>** - Autocorrects to "you"
- ▶ **Delete Character** - Press  Backspace
- ▶ **Delete Word** - Press and hold  Shift and then  Backspace
- ▶ **Auto Caps** - First letter after a period is capitalized
  - If the Pre Auto Caps in error, press  Backspace twice to go back to lower case
- ▶ **"thru" <space>** - Autocorrects to "through"
- ▶ **Shift (Caps)** - Press  Shift to capitalize the next letter you type
- ▶ **Caps Lock** - Press  Shift twice for Caps Lock to capitalize all. Press  Shift again to turn Caps off.
- ▶ **Symbols** - Press the  Symbol key and then the key to type it's symbol.
- ▶ **Symbols Lock** - Press the  Symbol key twice for only symbols. Press  Orange Key again to turn symbols off.
- ▶ **Delete text** - Press  Backspace (also called Delete).
- ▶ **Delete a word** - Press  Shift  Backspace (or Delete).
- ▶ **Select text** - To highlight text, press and hold  Shift and slide you finger to highlight the text. (p. 46)

- ▶ *Copy text* - Press the Gesture Area  and  at the same time to copy the highlighted text. (p. 68)
- ▶ *Cut text* - Press the Gesture Area  and  at the same time to cut the highlighted text. (p. 68)
- ▶ *Paste text* - Press the Gesture Area  and  at the same time to paste the text. (p. 68)










### Universal Search

To find anything in contacts, email, calendar, Internet, etc...

- ▶ *Contacts* - While on the main screen type a name like "Mike"
- ▶ *Websites* - Type a website name such as "precentral.net"
- ▶ *Google/Wikipedia* - Type a topic like "Hydrogen"









### Launcher



- ▶ Launcher is how you start programs called "Cards" on the Pre. You can have multiple programs running at once. For instance while you listen to music, you can look at email or photos.
- ▶ *Quick Launch* - Tap the Phone, Contacts, Email, Calendar, in the Quick Launch area on the lower screen area.
- ▶ *Other Programs* - Press the  Launcher key in the lower-right corner of the screen or the  Center Button .
  - ▶ You can also swipe up from the gesture area onto the screen when cards are minimized.
- ▶ *Multiple cards* - press and hold a card, it'll zoom out -or- ▶ Tap anywhere in a blank area of the wallpaper
- ▶ *Close an App* - Press the  Center Button , touch the card and flick (throw) it up. (p. 46)
- ▶ *Get information* -  Orange Key -  -  Gets info about the Card (application) you are using.
- ▶ *Move Apps* - Press and hold the App until a large circle appears then slide it on the page or to another page
- ▶ *Delete an App* - While pressing and holding the  Orange Key, tap the app icon to permanently remove it.
  - or- tap the Launcher menu at the top left, select List Apps, tap the app and click delete.
- ▶ *Maximize* - Maximize a shrunken card by swiping down below the card towards the gesture area.
- ▶ *Minimize* - Hold down on a card when it is minimized and it will get smaller. Now you can rearrange them.

### Camera












- ▶ Tap  Launcher then  Camera to take a picture. (p. 106)
- ▶ *<Space>* - To take a picture, press the spacebar.
- ▶ *Flash* - Flash is automatic but can be turned on off.
- ▶ *Lens* - Don't cover the  Flash or  Lens. Keep both clean.
- ▶ *Landscape* - To take a picture in landscape mode, turn the camera sideways and press the spacebar.
- ▶ *Screenshot* - Press at the same time  Orange Key -  - . Screenshots are stored under "Screenshots".
- ▶ *Sound Off* - Slide the Ringer Switch  on top of the phone right to turn off the Shutter sound when you take a picture.



### Music





- ▶ Tap  Launcher then  Music to play music. (p. 119)
- ▶ Tap  Play to listen to music on the Pre's speaker.
- ▶ Press and hold  to Fast Forward through a song.
- ▶ Tap  Fast Forward to skip to the next song.
- ▶ To listen to music using the headset, plug in the headset. The  symbol appears in the top right.
- ▶ To listen to music from your Pre on your stereo, plug in a 3.5 mm phono cable to the top jack on the Pre.
- ▶ When playing a song, tap the Music menu in the top-left for options for searching content.
  - ▶ While playing music, press the  Center Button to *also* do something else like  Email or  surf the internet!
- ▶ If you are listening to music and a call arrives, playback automatically pauses and resumes when you hang up.
- ▶ To add music use iTunes or Windows Media Player and Sync to transfer music.
- ▶ To delete music delete the song in iTunes or Windows Media Player and Sync.
- ▶ Download the [Palm Music Assistant](#) to copy music from your phone directly to your desktop music player.
- ▶ *Alarms* - To answer a call when using a headset, just tap the headset button.

## Turn MP3's into Ringtones

The Pre can use an MP3 as a ringtone but you may want to use a different part than the intro and the intro may be too soft to make a good ringtone. Here is how to cut and edit just the part of a song that you want.

▶ [How to Make Pre Ringtones from Your Own Music For Free](#)



## Internet

- ▶ To find a website, just start typing a website name such as "precentral.net" from the main screen.
  - or- Press the  Launcher key in the lower-right corner of the screen, then  Internet.
- ▶ Search- You can do a Google search from any Internet page: Flick down and the search bar is now available.

## Messaging (Texting)

- ▶ *Delete a message* - Flick the message to the right or left. (p. 46)

## Calculator

- ▶ Tap  Launcher then  Calculator. (p. 164)
- ▶ Press spacebar - Turns on/off more advanced numerical operations.
- ▶ Numerical operators (+, -, \*, /) as well as numbers can be entered from the keyboard w/o pushing the orange button.

## Special Phone Numbers

*Some numbers will open a hidden card. When you are done, just "throw up" the card to close it. Be careful using these.*



- \*2 - Customer Service (or 888-211-4727, Businesses: 1-800-927-2199)
- \*3 - Make a payment
- \*4 - Check minute usage and account balance
- ##GPS# - (##477#) & Tap Get Fix *How high am I?* Get your GPS latitude, longitude, speed, and altitude
- ##DATA# - (##3282#) *What apps are installed?* Get the version of hardware, firmware, and list of applications
- ##TTY# - (##889#) Enables/disables TTY for the hearing impaired
- ##RUN# - (##786#) *How much have I used my Pre?* Get the total minutes (LifeCalls), data transferred, etc.  
*Do not use these drop down menus unless you are very experienced - can brick the phone.*
- ##DEBUG# - (##33284) Gives tower and signal strength (RX Power) - Zero is the best signal level.
- ##EVDO# - (##3836#) *Do not use unless you are experienced.*
- ##VPON# - (##8766#) Voice Privacy ON.
- ##VPOFF# - (##87633#) Voice Privacy OFF.

*Other codes are not listed because of the dangers.*






## App Catalog

- ▶ Use App Catalog  to browse and download applications. Read the reviews and see the screenshots. (p. 79)

## Get Updates

- ▶ You can update all of your applications at one time. While it checks you can keep working! (p. 77)
- ▶ Tap the  Launcher key, then  Updates. Tap Download now if you like. (p. 78)

## Reset

- ▶ Tap the  Launcher key, then  Device Info, Phone Reset Options. (p. 182)
- ▶ *Soft Reset* - Press and hold the power button while sliding the Mute button back and forth 3 times (p. 182) -or-
  - ▶ Press  -  Symbol key -  at the same time will also do a soft reset.