Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your computer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

Abbreviations and Acronyms

For a complete list of abbreviations and acronyms, see "Glossary" on page 163.
Contents

Finding Information ........................................ 9

1 About Your Device

   Front, Side, and Back Views ............................. 12
   Front and Side Views ................................ 12
   Back View ............................................. 14

   Using the Batteries ..................................... 15
   Installing and Removing the Main Battery ............... 16
   Installing and Removing the Backup Battery ............. 17
   Charging the Main Battery .............................. 18

   Connecting to a Computer .............................. 19
   Using the Cradle ....................................... 19
   Using the Sync Cable ................................ 22

   Using Cards ............................................ 23
   CompactFlash Cards .................................... 23
   Secure Digital Memory Cards .......................... 24

   Performing a Reset .................................... 24
   Soft Reset ............................................. 24
   Hard Reset ............................................ 25
2 Using Microsoft® Pocket PC

Device Buttons and the Stylus .......................... 28
Today Screen .............................................. 28
Status Icons .................................................. 30
Programs ...................................................... 31
Program Buttons ............................................. 31
Switcher Bar .................................................. 32
Navigation Bar and Command Bar ......................... 33
Pop-Up Menus ............................................... 35
Finding and Organizing Information ......................... 36
Backing Up Data ............................................. 37

3 Entering Information

Entering Text Using the Input Panel ................. 40
Typing With the Soft Keyboard ......................... 42
Letter Recognizer ............................................ 42
Block Recognizer ............................................. 43
Transcriber .................................................... 43
Editing Typed Text ........................................... 44
Writing on the Screen ...................................... 44
Editing Written Text ....................................... 45
Drawing on the Screen ...................................... 48
Creating a Drawing .......................................... 48
Editing a Drawing ............................................ 49

4 | Contents
4 Adjusting Settings
   Personal Tab .................................................. 54
   System Tab ..................................................... 54
   Connections Tab ................................................ 55

5 Using Microsoft® ActiveSync®
   About ActiveSync ............................................ 58
   Installing and Using ActiveSync ............................ 59

6 Scheduling and Communicating
   About Microsoft® Pocket Outlook .......................... 62
   Calendar ....................................................... 62
       Using the Summary Screen .............................. 64
       Creating Meeting Requests ......................... 64
   Contacts ...................................................... 65
       Finding a Contact ........................................ 66
       Using the Summary Screen ............................. 67
   Tasks .......................................................... 67
   Notes .......................................................... 68
Inbox ....................................................... 70
  Synchronizing E-Mail Messages ............. 70
  Connecting Directly to an E-Mail Server ... 71
  Using the Message List ....................... 71
  Composing Messages ........................... 73
  Managing E-Mail Messages and Folders .... 75

Notifications ........................................... 76

7 Adding and Removing Programs

  Adding Programs Using Microsoft®
  ActiveSync® ......................................... 78

  Downloading Programs From the Internet .... 79

  Adding a Program to the Start Menu .......... 80
  Using File Explorer on the Device .......... 80
  Using ActiveSync on the Computer .......... 80

  Removing Programs ................................. 81

8 Using Companion Programs

  Microsoft Pocket Word ......................... 84

  Pocket Excel ....................................... 86
  Tips for Working in Pocket Excel ........... 88

  MSN Messenger ...................................... 89
  Setting Up ......................................... 89
  Working With Contacts ......................... 90
  Chatting With Contacts ......................... 90

6 | Contents
11 Appendix

Specifications .................................................. 114

Regulatory Notices ............................................. 117
  FCC Notices (U.S. Only) ............................... 119
  IC Notice (Canada Only) ......................... 121
  CE Notice (European Union) ................. 122
  CE Mark Notice .................................. 122
  EN 55022 Compliance
    (Czech Republic Only) .................. 124
  MIC Notice (Republic of Korea Only) .... 124
  NOM Information (Mexico Only) ............. 127

Contacting Dell ............................................... 128

Limited Warranties and Return Policy .......... 149
  Limited Warranty for Dell-Branded
    Hardware Products (U.S. Only) ........ 149
  "Total Satisfaction" Return Policy
    (U.S. Only) ..................................... 153
  Limited Warranty Terms for Dell-Branded
    Hardware Products (Canada Only) ........ 154
  "Total Satisfaction" Return Policy
    (Canada Only) .................................. 158
  Dell Software and Peripherals
    (Canada Only) .................................. 159
  1-Year End-User Manufacturer Guarantee
    (Latin America and the Caribbean Only) . 160

Glossary ...................................................... 163

Index .......................................................... 165
Finding Information

<table>
<thead>
<tr>
<th>What Are You Looking For?</th>
<th>Find It Here:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to set up my device and information on the</td>
<td>Getting Started placemat and the Dell User's Guide</td>
</tr>
<tr>
<td>connectors and buttons on my device Information</td>
<td></td>
</tr>
<tr>
<td>Additional programs that can be installed on my</td>
<td>Dell Companion CD</td>
</tr>
<tr>
<td>device Information on using programs on my</td>
<td></td>
</tr>
<tr>
<td>device Connecting to and synchronizing with a</td>
<td>Dell User's Guide and Microsoft® ActiveSync® Help on your computer. To view Help, click Help and click Microsoft ActiveSync Help.</td>
</tr>
<tr>
<td>computer</td>
<td></td>
</tr>
<tr>
<td>Last-minute updates and detailed technical</td>
<td>The readme files, located in the ActiveSync folder on the computer and on the Dell Companion CD.</td>
</tr>
<tr>
<td>information</td>
<td></td>
</tr>
<tr>
<td>Up-to-date information on your Pocket PC</td>
<td><a href="http://www.microsoft.com/mobile/pocketpc">www.microsoft.com/mobile/pocketpc</a></td>
</tr>
<tr>
<td>My service tag</td>
<td>Label located in the main battery slot (remove the main battery)</td>
</tr>
</tbody>
</table>
SECTION 1

About Your Device

Front, Side, and Back Views
Using the Batteries
Connecting to a Computer
Using Cards
Performing a Reset
Front, Side, and Back Views

CAUTION: Before performing any of the procedures in this section, read and follow the safety instruction in the System Information Guide.

Front and Side Views

INFRARED SENSOR — The infrared sensor lets you transfer files from your device to another infrared-compatible device without using cable connections.

MICROPHONE — Allows you to record audio.

STYLUS — Use the stylus to write or draw on the screen. To remove the stylus, pull it straight up and out of the holder. To avoid losing the stylus, store the stylus in the holder when you are not using it. Ensure that the stylus is oriented correctly when you replace it in the slot.

POWER BUTTON — Press the power button to turn the device on or off. Press and hold the power button to dim the display. Repeat to light the display.
• When the device is connected to external power and the main battery is fully charged, the power button light is solid green.
• When the main battery charge is low, the power button light flashes amber.
• When the main battery is charging, the power button light is solid amber.
• When the device relays a notification, the power button light flashes green.

**Touch Screen** — Use the touch screen and the stylus to enter information into your device. See "Entering Information" on page 39.

**Home Button** — Press this button to launch Home or to turn on the device.

**Inbox Button** — Press this button to launch your Inbox or to turn on the device.

**Speaker** — Tap the speaker icon to adjust the volume.

**Navigator Button** — Press the right, left, top, or bottom of the navigator button to move the cursor on the screen.

**Contacts Button** — Press this button to launch Contacts or to turn on the device.

**Calendar Button** — Press this button to launch Calendar or to turn on the device.

**Reset Button** — See "Performing a Reset" on page 24 for information on using the reset button.

**Record Button** — See "Recording a Message" on page 50 for information on using the record button.

**Scroll Dial**
• Press the scroll dial to perform actions similar to pressing <Enter> on a keyboard.
• Rotate the scroll dial up or down to perform actions similar to using the up- and down-arrow keys on a keyboard.

For information on the functionality of the scroll dial within programs, see Pocket PC Help on your device.

**Secure Digital Card Slot** — See "Secure Digital Memory Cards" on page 24 for information on using Secure Digital memory cards.
**Back View**

- **CompactFlash Card Slot** — See "CompactFlash Cards" on page 23 for information on using CompactFlash cards.
- **Main Battery** — See "Using the Batteries" on page 15 for information on the main battery.
- **AC Adapter Connector** — Connect the AC adapter.
- **Cradle/Sync Cable Connector** — Connect a cradle or sync cable. See "Connecting to a Computer" on page 19.
- **Main Battery Lock** — Use this switch to release and remove the main battery. See "Installing and Removing the Main Battery" on page 16.
- **Backup Battery Cover** — Secures the backup battery. See "Installing and Removing the Backup Battery" on page 17.
- **Headphone Connector** — Attach headphones.
Using the Batteries

Your device uses two batteries:

- rechargeable main battery
- lithium coin-cell backup battery

Notice: Do not use your device until you have charged the main battery for at least 4 hours.

Before you use your device for the first time, you must install both batteries and completely charge the main battery. Once the main battery is charged, use the power properties to monitor the battery charge. See Pocket PC Help on the device for more information.

Notice: After you install the batteries for the first time, do not remove the main battery and the backup battery from the device at the same time. Doing so results in the loss of all data stored in SDRAM.

Notice: If you need to replace both batteries at the same time, ensure that you replace the main battery first.
Installing and Removing the Main Battery

To install the main battery:
1. Ensure that the device is turned off.
2. Ensure that the main battery is oriented correctly and slide the battery into the slot until you feel a click.

To remove the main battery:
1. Insert the tip of the stylus into the main battery lock.
2. Slide and hold the lock in the unlock position.
3. Slide the battery out of the slot.

NOTE: Your service tag is located underneath the main battery. You need your service tag if you access Dell Support at support.dell.com or if you call Dell for customer service or technical support.
Installing and Removing the Backup Battery

NOTICE: Do not remove the backup battery unless the AC adapter is connected or the main battery is installed. Otherwise, you might lose data.

To install the backup battery:

1. Ensure that the device is turned off.
2. Insert the stylus into the backup battery release and slide the release to the left to remove the cover.
3. Wipe off the backup battery with a dry cloth.
4. Insert the backup battery with the positive side (+) facing up.
5. Slide the cover on and ensure that it is flush with the back of the device.
To remove the backup battery:

1. Insert the tip of the stylus into the backup battery release.
2. Slide the release to the left and remove the cover.
3. With your finger tip, gently press the right side of the battery to tilt up the left side of the battery.

4. Remove the battery.

Charging the Main Battery

Use one of the following options to charge the main battery:

- Connect the AC adapter directly to the device and to an electrical outlet.
- Connect the AC adapter to the cradle, and insert the device into the cradle. See "Using the Cradle" on page 19 for more information.
Connecting to a Computer

You either connect your device to a computer using a cradle or directly to a computer using a sync cable. Connect your device to a computer to:

- Add programs to your device. See “Adding Programs Using Microsoft® ActiveSync®” on page 78 for more information.
- Synchronize data on your device with data on your computer.

For information on synchronizing your data, see the following resources:
- “Using Microsoft® ActiveSync®” on page 57
- ActiveSync Help on your computer
- ActiveSync Help on your device

Using the Cradle

**NOTE:** Depending on the configuration of your device, the cradle is optional.

You can use the cradle to:

- Synchronize the data on your device with the data on your computer.
- Power the device with AC power to conserve battery power.
- Charge the main battery. See "Using the Batteries" on page 15 for more information.
- Charge a spare battery.

Before connecting your device to a computer for the first time, ensure that you install ActiveSync on the computer from the Dell™ Companion CD.
To connect your device to the cradle:

1. Place the cradle on a flat, level surface near your computer.
2. Depending on the type of cradle that you have, connect the cradle cable to either the USB or serial connector on your computer.
3 Connect the AC adapter to the cradle and to an electrical outlet.

4 Align the connector on the bottom of the device with the connector on the cradle, and, keeping the front of the device flush with the front of the cradle, lower the device onto the cradle.

When the device is docked in the cradle, the DELL™ logo on the cradle lights up and the connection status icon appears on the command bar (see page 29).

The spare battery status light on the cradle operates as follows:

- Green — The spare battery is fully charged.
- Amber — The spare battery is charging.

**NOTE:** The power button on the device indicates the charge status of the main battery. See the description of the device status lights on page 13 for more information.
To remove the device from the cradle, pull the device straight up and out of the cradle.

Using the Sync Cable

Use the sync cable to connect your device directly to the computer without using the cradle.

**NOTE:** Depending on the configuration of your device, the sync cable is optional.

To connect the sync cable:

1. Depending on the type of sync cable that you have, connect one end of the cable to either the USB connector or the serial connector on your computer.

2. Connect the other end of the cable to your device.
Using Cards

CompactFlash Cards

Your device supports CompactFlash Type I and Type II cards. Some common types of cards include:

- **Modem** — Connect a telephone line for modem data communications.
- **Wireless communication** — Perform data communications without the use of cable connections. You can use cards, such as Bluetooth™ and 802.11b wireless LAN.
- **Storage** — Save data or install programs on a storage card.

When you do not have a CompactFlash card installed, insert the plastic blank to protect the CompactFlash card slot.

To install a CompactFlash card:

1. If a blank is installed, remove it.

2. Ensure that the CompactFlash card is oriented correctly, and slide the card into the slot.

   **NOTICE:** Do not force the card. If you feel resistance, remove the card, check the orientation, and reinsert it.

See the documentation that came with the card for information on using the card.
Secure Digital Memory Cards
Use Secure Digital memory cards to save or back up data.

To install a Secure Digital memory card:

1. If a card is already installed, press in the card to release it, and then remove it.

2. Ensure that the card is oriented correctly, and slide it into the slot until you feel a click.

   NOTICE: Do not force the card. If you feel resistance, remove the card, check the orientation, and reinsert it.

See the documentation that came with the card for information on using the card.

Performing a Reset

Soft Reset

When you perform a soft reset, the device deletes any data that has not been saved but saves any data that has been stored in memory. Try performing a soft reset if the device does not respond when you tap the display or press a button.

To perform a soft reset, use the stylus to press the reset button.
Hard Reset

⚠️ NOTICE: When you perform a hard reset, you lose all the data stored on your device.

Perform a hard reset if:

- You want to delete all the data stored on your device.
- You forget your password and need to clear it.
- Your device is experiencing severe operational problems and you have already attempted a soft reset.

⚠️ NOTICE: It is strongly recommended that you back up your data before you perform a hard reset. See ActiveSync Help on your computer for more information.

To perform a hard reset:

1. Press and hold the power button.
2. With the stylus, hold the reset button for about 2 seconds.
3. Follow the instructions on the screen.
SECTION 2
Using Microsoft® Pocket PC

Device Buttons and the Stylus
Today Screen
Status Icons
Programs
Navigation Bar and Command Bar
Pop-Up Menus
Finding and Organizing Information
Backing Up Data
Device Buttons and the Stylus

Your device has hardware buttons that control actions and scroll functions, and a stylus for selecting items and entering information.

On the device, the stylus replaces the mouse:

- **Tap** — Touch the screen once with the stylus to open items and select options.
- **Drag** — Hold the stylus and drag across the screen to select text and images. Drag in a list to select multiple items.
- **Tap and hold** — Tap and hold the stylus on an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform.

See "Entering Information" on page 39 for more information.

Today Screen

When you turn on your device for the first time each day (or after 4 hours of inactivity), the **Today** screen appears. You can also view the **Today** screen by tapping the **Start** button and then tapping **Today**.

The **Today** screen displays the date and information about the device owner, today's calendar, and important tasks. To customize the **Today** screen:

1. Tap the **Start** button and tap **Settings**.
2. Tap the **Personal** tab and tap **Today**.
   - Use the **Appearance** tab to change the background that displays on the **Today** screen.
   - Use the **Items** tab to change the items that appear on the **Today** screen.
Using Microsoft® Pocket PC

**Start button**

**New items menu**

**Connection configuration icon**

**Volume control icon**

**Connection status icon**

**Thursday, April 10, 2003**

- Tap here to set owner information
- No upcoming appointments
- No unread messages
- No tasks
**Status Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔊</td>
<td>Turns sound on and off.</td>
</tr>
<tr>
<td>🌟</td>
<td>Backup battery is low.</td>
</tr>
<tr>
<td>🍂</td>
<td>Main battery is charging.</td>
</tr>
<tr>
<td>🍂</td>
<td>Main battery is low.</td>
</tr>
<tr>
<td>🍂</td>
<td>Main battery is very low.</td>
</tr>
<tr>
<td>🍂</td>
<td>Main battery is full.</td>
</tr>
<tr>
<td>🔥</td>
<td>Connection is active. Tap the icon to configure connections.</td>
</tr>
<tr>
<td>🔥</td>
<td>Connection is not detected.</td>
</tr>
<tr>
<td>🌐</td>
<td>Wireless network is detected.</td>
</tr>
<tr>
<td>🔄</td>
<td>Synchronization is beginning or ending.</td>
</tr>
</tbody>
</table>

**NOTE:** If there is not enough room to display all notification icons, the notification icon, 🔄 displays. Tap the notification icon to view all notifications.
You can switch from one program to another by selecting a program from the **Start** menu. To access programs that are not listed in the **Start** menu, tap the **Start** button, tap **Programs**, and then tap the program name.

**NOTE:** Some programs have abbreviated labels for check boxes and drop-down menus. To see the full spelling of an abbreviated label, tap and hold the stylus on the label. Drag the stylus off the label so that the command is not carried out.

### Program Buttons

You can also switch to some programs by pressing a program button. Your device has four program buttons located on the front of the device. The icons on the buttons identify the programs to which they switch. By default, the buttons launch Home, Inbox, Contacts, and Calendar.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>Synchronization is occurring.</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>New instant message(s).</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td>New e-mail message(s).</td>
</tr>
</tbody>
</table>
Switcher Bar

You can also use Switcher Bar to switch to or close open programs. To launch Switcher Bar:

1. Tap the Start button and tap Settings.
2. Tap the System tab and tap Switcher Bar.

The Switcher Bar icon, , appears in the navigation bar.

Tap , to view a list of all open programs. In the Switcher Bar menu:

- Tap Brightness settings or Power settings to configure those settings.
- Tap a program name to switch to that program.
- Tap Exit current program to close the current program.
- Tap Exit all programs to close all open programs.
- Tap Exit Switcher Bar to close the menu.

The following table contains a partial list of programs that are on your device. See the Dell™ Companion CD for additional programs that you can install on your device.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ActiveSync</td>
<td>Synchronize information between your device and your computer.</td>
</tr>
<tr>
<td></td>
<td>Calendar</td>
<td>Keep track of your appointments and create meeting requests.</td>
</tr>
<tr>
<td></td>
<td>Contacts</td>
<td>Keep track of your friends and colleagues.</td>
</tr>
<tr>
<td></td>
<td>Inbox</td>
<td>Send and receive e-mail messages.</td>
</tr>
</tbody>
</table>
Navigation Bar and Command Bar

The navigation bar is located at the top of the screen. It displays the active program and current time and allows you to switch to other programs and close screens.

Use the command bar at the bottom of the screen to perform tasks in programs. The command bar includes menu names, icons, and the input panel icon. To create a new item in the current program, tap **New**. To see the name of an icon, tap and hold the stylus on the icon. Drag the stylus off the icon so that the command is not carried out.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Pocket Internet Explorer</td>
<td>Browse websites and WAP sites, and download new programs and files from the Internet.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Notes</td>
<td>Create handwritten or typed notes, drawings, or recordings.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Tasks</td>
<td>Keep track of your tasks.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Pocket Excel</td>
<td>Create new workbooks or view and edit Excel workbooks that you created on your computer.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>MSN Messenger</td>
<td>Send and receive instant messages with your MSN Messenger contacts.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Pocket Word</td>
<td>Create new documents or view and edit Word documents that you created on your computer.</td>
</tr>
</tbody>
</table>
Using Microsoft® Pocket PC

- Navigation bar
- Start menu
- Command bar
Pop-Up Menus

With pop-up menus, you can quickly select an action for an item. For example, you can use the pop-up menu in the contact list to delete a contact, make a copy of a contact, or send an e-mail message to a contact. The actions in the pop-up menus vary from program to program. To access a pop-up menu, tap and hold the stylus on an item name. When the menu appears, lift the stylus and tap the action you want to perform. To close the menu without performing an action, tap anywhere outside the menu.
Finding and Organizing Information

The Find feature on your device helps you to quickly locate information.

On the Start menu, tap Find. Enter the item that you want to find, select a data type from the drop-down menu, and then tap Go to start the search.

You can also use the File Explorer to find files on your device and to organize your files into folders. On the Start menu, tap Programs and tap File Explorer.
Backing Up Data

NOTICE: If you are upgrading to Pocket PC 2003 from Pocket PC 2002, do not use the Data Backup utility on your device or the Backup/Restore option in ActiveSync to back up your files. You cannot recover your data after you install the upgrade if you do so. Follow the instructions included with the Pocket PC 2003 System Update to back up your data.

To prevent or minimize data loss, you should periodically back up the data stored on your device. Use ActiveSync to synchronize the files on your device with the files on your computer. You can also drag and drop files from your device to your computer using Windows Explorer. See the ActiveSync Help on your computer for additional information.
SECTION 3

Entering Information

- Entering Text Using the Input Panel
- Writing on the Screen
- Drawing on the Screen
- Recording a Message
- Using My Text
You have several options for entering information:

- Use the input panel to enter typed text using the soft keyboard or another input method.
- Write directly on the screen with the stylus.
- Draw pictures on the screen with the stylus.
- Speak into your device microphone to record a message.

Use Microsoft® ActiveSync® to synchronize or copy information from your computer to your device. For more information on ActiveSync, see ActiveSync Help on your computer.

### Entering Text Using the Input Panel

Use the input panel to enter information in any program on your device. You can type using the soft keyboard or write using Letter Recognizer, Block Recognizer, or Transcriber. The characters appear as typed text on the screen.

To show or hide the input panel, tap the input panel icon. Tap the arrow next to the input panel icon to change input methods.
When you use the input panel, your device anticipates the word you are typing or writing and displays it above the input panel. When you tap the displayed word, the word is inserted at the insertion point. The more you use your device, the more words it learns to anticipate.

To change word suggestion options, such as the number of words suggested:

1. Tap the Start button and tap Settings.
2. Tap the Personal tab, tap Input, and then tap the Word Completion tab.
3. Select the desired settings and tap OK.
Typing With the Soft Keyboard
1. Tap the arrow next to the input panel icon and tap **Keyboard**.
2. Tap the keys on the soft keyboard with your stylus.

Letter Recognizer
Letter Recognizer allows you to use your stylus to write letters on the screen as you would write them on paper.

NOTE: Letter Recognizer is included with the English, French, German, Italian, and Spanish operating systems. Other versions do not support Letter Recognizer.

1. Tap the arrow next to the input panel icon and tap **Letter Recognizer**.
2. With your stylus, write a letter between the lines that appear on the bottom of the screen.

   The letters are converted to typed text on the screen. For specific instructions on using Letter Recognizer, tap the question mark next to the writing area.

NOTE: Tap **Demo** to learn the character strokes that the device can recognize.
Block Recognizer

Block Recognizer allows you to use character strokes that are similar to those used on other handheld devices.

NOTE: Block Recognizer is included with the English, French, German, Italian, and Spanish operating systems. Other versions do not support Block Recognizer.

1. Tap the arrow next to the input panel icon and tap Block Recognizer.

2. Using your stylus, write the appropriate character stroke in the box that appears at the bottom of the screen.

   The character strokes are converted to typed text on the screen. For specific instructions on using Block Recognizer, tap the question mark next to the writing area.

   NOTE: Tap Demo to learn the character strokes that the device can recognize.

Transcriber

Transcriber allows you to write anywhere on the screen using the stylus similar to the way that you would write on paper. Unlike Letter Recognizer and Block Recognizer, you can write a sentence or more, and then pause to let Transcriber change the written characters to typed characters.

NOTE: Transcriber is included with the English, French, and German operating systems. Other versions do not support Transcriber.

1. Tap the arrow next to the input panel icon and tap Transcriber.

2. With your stylus, write anywhere on the screen.

   When you pause, Transcriber converts your written characters to typed characters. For specific instructions on using Transcriber, tap the question mark in the lower right hand corner of the screen.
Editing Typed Text

To edit or format typed text, you must select it first:

1. Drag the stylus across the text that you want to select.
2. Tap and hold the selected text.
3. Tap the appropriate editing command in the pop-up menu.

You can also tap Edit at the bottom of the screen to select editing commands.

Writing on the Screen

In any program that accepts written text, such as the Notes program and the Notes tab in some programs, you can use your stylus to write directly on the screen. You can edit and format what you have written and convert the information to text at a later time.

NOTE: Some programs that accept written text may not have the pen icon. See the documentation for that program to find out how to switch to writing mode.

To write on the screen, tap the pen icon to switch to writing mode. This action displays lines on the screen to help you write.
Editing Written Text

To edit or format written text, you must select it first:

1. Tap the pen icon to deselect it.
2. Drag the stylus across the text that you want to select.
3. Tap and hold the selected text.
4. Tap the appropriate editing command in the pop-up menu.
   - You can also tap Edit at the bottom of the screen to select editing commands.
5. Tap the pen icon to switch back to writing mode.
To convert written text to print-style text, tap **Tools** and tap **Recognize**.

If you want to convert only certain words, select them before tapping **Recognize** (or tap and hold the selected words and then tap **Recognize** on the pop-up menu). If a word is not recognized, it is not converted to print-style text.

If the conversion is incorrect, you can select different words from a list of alternatives or return to the original written text:

1. Tap and hold the incorrect word.
2. On the pop-up menu, tap **Alternates**.
   A menu with a list of alternative words appears.
3. Tap the correct word, or tap the written text at the top of the menu to return to the original written text.
Tips for getting good recognition:

- Write neatly.
- Write on the lines and draw descenders below the line. Write the cross of the “t” and apostrophes below the top line so that they are not confused with the word above. Write periods and commas above the line.
- For better recognition, try changing the zoom level to 300 percent using the Tools menu.
- Write the letters of a word closely and leave big gaps between words so that the device can easily determine where words begin and end.
- Hyphenated words, foreign words that use special characters such as accents, and some punctuation cannot be converted.
• You cannot add written text to a word to change it after the word has been recognized. You must delete the written word and write the new word.

Drawing on the Screen
You can draw on the screen the same way that you write on the screen; however, selecting and editing drawings is different than selecting and editing written text. For example, selected drawings can be resized, while written text cannot.

Creating a Drawing

NOTE: To zoom in or out on your drawing, tap Tools and tap a zoom level.

Cross three ruled lines on your first stroke. A drawing box appears. Subsequent strokes that touch or are inside of the drawing box become part of the drawing. Drawings that do not cross three ruled lines are treated as written text.
Editing a Drawing

To edit or format a drawing, you must select it first:

1. Tap and hold the stylus on the drawing until the selection handle appears.
   
   To select multiple drawings, deselect the pen icon and drag to select the drawings.

2. Tap and hold the selected drawing and tap an editing command on the pop-up menu.
You can cut, copy, and paste selected drawings by tapping and holding the selected drawing and then tapping an editing command on the pop-up menu.

You can also tap **Edit** at the bottom of the screen to select editing commands.

To resize a drawing, ensure that the Pen icon is not selected, and drag a selection handle.

**Recording a Message**

In any program where you can write or draw on the screen, you can also quickly capture thoughts, reminders, and phone numbers by recording a message. In Calendar, Tasks, and Contacts, you can include a recording in the **Notes** tab. In the Notes program, you can either create a stand-alone recording or include a recording in a written note. If you want to include the recording in a note, open the note first. In the Inbox program, you can add a recording to an e-mail message.

To record a message:

1. Hold the microphone near your mouth or other source of sound.
2. Press and hold the Record button on the side of your device until it beeps.
3. While holding down the Record button, make your recording.
4. To stop recording, release the Record button.

   The device beeps twice. The new recording appears in the note list or as an embedded icon.

   **NOTE:** You can also make a recording by tapping the Record icon on the Recording toolbar.

To play a recording, tap the name of the recording in the list or tap the speaker icon in the note.
Using My Text

When using Inbox or MSN Messenger, use My Text to quickly insert preset or frequently used messages. To insert a message, tap My Text and tap a message.

NOTE: You can add text to a My Text message after you insert the message.

To edit a My Text message:

1. In Inbox or MSN Messenger, tap Tools.
2. Tap Edit My Text Messages.
3. Make the changes and tap OK.
SECTION 4

Adjusting Settings

Personal Tab
System Tab
Connections Tab
You can adjust the device settings to suit the way you work. To see available options, tap the **Start** button and tap **Settings**.

**NOTE:** Depending on the features of your device, you might have additional tabs and additional items on the tabs.

See Pocket PC Help on your device for additional information on adjusting settings (tap the **Start** button and tap **Help**).

### Personal Tab

- **Buttons** — Assign the programs that launch when you press the hardware buttons.
- **Input** — Adjust the settings for input method, word completion, and other options.
- **Menus** — Add or remove items from the **Start** menu.
- **Navigator Button** — Configure your device to allow you to press the center of the navigator button to perform functions similar to pressing <Enter> on a keyboard.
- **Owner Information** — Enter your contact information.
- **Password** — Set a password to protect the data stored on your device.
- **Sounds & Notification** — Adjust the volume and set notifications. See "Notifications" on page 76 for more information.
- **Today** — Customize the look and the information that is displayed on the Today screen.

### System Tab

- **About** — Find information about Microsoft® Pocket PC and your device.
- **Brightness** — Adjust the brightness settings to conserve power.
• Certificates — View or delete certificates stored on your device. Certificates help establish your identity and the identity of other computers to prevent unauthorized users from accessing your data.

• Clock — Change the time or set the alarm.

• Microphone — Adjust the microphone gain.

• Power — Check the battery or charge status. Set the amount of time that the device can remain idle before it turns off.

• Regional Settings — View and change the formatting for regional settings, such as currency, time, and date.

• Remove Programs — Remove programs from your device. For more information, see "Adding and Removing Programs" on page 77.

• Screen — Adjust the screen if your device is not responding accurately to taps.

• Switcher Bar — Adjust the settings of the Switcher Bar program launcher utility.

• System Information — View technical information about your device.

Connections Tab

• Beam — Receive infrared beams from other devices.

• Bluetooth — Turn the Bluetooth™ radio on and off, and create and edit bonded devices. By default, the Bluetooth radio is off.

• Connections — Add and configure modem or server connections.

• Wireless Ethernet — Configure your network adapter settings.
Using Microsoft®
ActiveSync®

About ActiveSync
Installing and Using ActiveSync
About ActiveSync

You can synchronize the information on your computer with the information on your device with ActiveSync. Synchronization compares the data on your device with the data on your computer and updates both with the most recent information. For example:

- Keep Microsoft Pocket Outlook data up-to-date by synchronizing your device with Microsoft Outlook data on your computer.
- Synchronize Microsoft Word and Microsoft Excel files between your device and your computer. Your files are automatically converted to the correct format.

**NOTE:** By default, ActiveSync does not automatically synchronize all types of information. You can change ActiveSync options to synchronize specific types of information.

With ActiveSync, you can also:

- Back up and restore your device data.

**NOTICE:** If you are upgrading to Pocket PC 2003 from Pocket PC 2002, do not use the Data Backup utility on your device or the **Backup/Restore** option in ActiveSync to back up your files. You cannot recover your data after you install the upgrade if you do so. Follow the instructions included with the Pocket PC 2003 System Update to back up your data.
- Copy (rather than synchronize) files between your device and your computer.
- Select a synchronization mode to control when synchronization occurs. For example, you can synchronize continuously or only when you select the synchronize command.
- Select which information types are synchronized and control how much data is synchronized. For example, you can choose how many weeks of past appointments you want synchronized.
To synchronize your data, you need both the Microsoft Windows® and Pocket PC versions of ActiveSync. You must install the Windows version of ActiveSync on your computer using the Dell™ Companion CD. The Pocket PC version is already installed on your device.

Installing and Using ActiveSync

To install ActiveSync:

1. Insert the Dell Companion CD.
2. Click the yellow triangle to access the main menu.
3. Click Start Here.
4. Click Install ActiveSync and follow the instructions on the screen.

After the installation is complete, the ActiveSync Setup Wizard helps you to connect your device to your computer, set up a partnership so that you can synchronize information between your device and your computer, and customize your synchronization settings. Your first synchronization process automatically begins when you complete the wizard.

During your first synchronization, information that was stored in Outlook on your computer is copied to Calendar, Contacts, and Tasks on your device.

After you set up ActiveSync and complete the first synchronization process, you can initiate synchronization from your device. To switch to ActiveSync on your device, tap the Start button and tap ActiveSync. If you have a wireless LAN card, you can synchronize remotely from your device.

To find information on using ActiveSync on your device, open ActiveSync on your device, tap the Start button, and then tap Help.

To find information on using ActiveSync on your computer, open ActiveSync on your computer, and click Help -> Microsoft ActiveSync Help.
SECTION 6
Scheduling and Communicating

About Microsoft® Pocket Outlook
Calendar
Contacts
Tasks
Notes
Inbox
Notifications
About Microsoft® Pocket Outlook

Pocket Outlook includes Calendar, Contacts, Tasks, Inbox, and Notes. You can use these programs individually or together. For example, e-mail addresses stored in Contacts can be used to address e-mail messages in Inbox.

Using Microsoft ActiveSync®, you can synchronize information in Microsoft Outlook or Microsoft Exchange on your computer with your device. You can also synchronize this information directly with an Exchange server. Each time you synchronize, ActiveSync compares the changes you made on your device and computer or server and updates both computers with the latest information. For information on using ActiveSync, see ActiveSync Help on your computer.

You can switch to any of the following programs through the Start menu.

Calendar
Use Calendar to schedule appointments, including meetings and other events. You can check your appointments in one of several views (Agenda, Day, Week, Month, and Year) and easily switch views by using the view menu. Tap the today icon to view the current date.
NOTE: To customize Calendar, such as changing the first day of the week, tap Tools and tap Options.

To create an appointment:

1. In the Day or Week view, tap the desired date and time for the appointment.
2. Tap New.
3. Tap a field to select it, and enter a description and a location using the input panel.
4. If necessary, tap the date and time to change them.
5 To see all available fields, tap the input panel icon to hide it. Enter the remaining information, if necessary.

6 To add notes, tap the Notes tab.

You can enter text, draw, or create a recording. For more information on creating notes, see "Notes" on page 68.

7 When you have finished entering information, tap OK to return to the calendar.

To receive a notification for an appointment, select Remind me in the appointment settings. You can configure notifications through the Sounds & Notifications icon. For more information, see "Notifications" on page 76.

Using the Summary Screen

When you tap an appointment in Calendar, a summary screen displays. To change the appointment, tap Edit.

Creating Meeting Requests

You can use Calendar to set up meetings with users of Outlook or Pocket Outlook. The meeting request is automatically created when you synchronize Inbox or when you connect to your e-mail server. To set how you want meeting requests sent, tap Tools and tap Options. If you send and receive e-mail messages through ActiveSync, select ActiveSync.

To schedule a meeting:

1 Create an appointment.

2 On the Appointment tab, tap the input panel to hide it, and then tap Attendees.

The Attendees field lists the e-mail addresses that you have entered in Contacts.

3 Select the meeting attendees.

The meeting notice is created automatically and placed in the Outbox folder.
For more information on sending and receiving meeting requests, tap the Start button, tap Help, and then tap Calendar or Inbox.

Contacts

Use Contacts to maintain a list of your friends and colleagues. You can quickly share Contacts information with other device users using the infrared port.

NOTE: To change the way information is displayed in the list, tap Tools and tap Options.
To create a contact:

1. Tap the Start button and tap Contacts.
2. Tap New.
3. Using the input panel, enter a name and other contact information. Scroll down to see all available fields.
4. To assign the contact to a category, tap Categories and select a category from the list.
   In the contact list, you can display contacts by category.
5. To add notes, tap the Notes tab. You can enter text, draw, or create a recording. For more information on creating notes, see "Notes" on page 68.
6. When you have finished entering information, tap OK to return to the calendar.

Finding a Contact

You can find a contact using one of the following methods:

- In Contacts, enter a contact name in the field under the navigation bar. To show all contacts, clear text from the box or tap the arrow to the right of the box.
- In Contacts, tap the category list (labeled All Contacts by default) and select a category. To show all contacts again, tap All Contacts. To view a contact not assigned to a category, select None.
- To view the names of companies your contacts work for, tap View in the contact list and tap By Company. The number of contacts that work for that company is displayed to the right of the company name.
- Tap the Start button, tap Find, and then enter the contact name. In the Type drop-down menu, tap Contacts, and then tap Go.
Using the Summary Screen

When you tap a contact in the contact list, a summary screen is displayed. To change the contact information, tap **Edit**.

**Tasks**

*NOTE:* To change the way information is displayed in the list, tap **Tools** and tap **Options**.

Use Tasks to keep a list of things that you need to do.
To create a task:

1. Tap the Start button and tap Tasks.
2. Tap New.
3. Enter a description using the input panel.
4. If necessary, enter a start date and due date or other information by first tapping the field. Tap the input panel icon to hide it to see all available fields.
5. To assign the task to a category, tap Categories and select a category from the list. In the task list, you can display tasks by category.
6. To add notes, tap the Notes tab. You can enter text, draw, or create a recording. For more information on creating notes, see "Notes" on page 68.
7. When you have finished entering information, tap OK to return to the calendar.

NOTE: To quickly create a task with only a subject, tap Tools and tap Entry Bar. Tap Tap here to add a new task, and enter your task information.

Notes

Quickly capture thoughts, reminders, ideas, drawings, and phone numbers with Notes. You can create a written note or a recording. You can also include a recording in a note. If a note is open when you create the recording, it is included in the note as an icon. If a note is not open, the recording is saved as a stand-alone recording.
To create a note:

1. Tap the **Start** menu and tap **Notes**.
2. Tap **New**.
3. Create your note by writing, drawing, typing, or recording. For more information on using the input panel, writing and drawing on the screen, and creating recordings, see "Entering Information" on page 39.
**Inbox**

Use Inbox to send and receive e-mail messages:

- Synchronize e-mail messages using Exchange or Outlook on your computer.
- Send and receive e-mail messages by connecting directly to an e-mail server through an ISP or a network.

**Synchronizing E-Mail Messages**

You can synchronize e-mail messages along with the rest of your data if you enable Inbox synchronization in ActiveSync. For information on enabling Inbox synchronization, see ActiveSync Help on your computer.

**NOTE:** You can also synchronize e-mail messages with your computer from a remote location. For more information, see "Getting Connected" on page 105.

During synchronization:

- Messages are copied from the e-mail folders of Exchange or Outlook on your computer to the **ActiveSync** folder in Inbox on your device. By default, you receive:
  - Messages from the past 3 days
  - The first 100 lines of each message
  - File attachments of less than 100 KB in size
- E-mail messages in the **Outbox** folder on your device are transferred to Exchange or Outlook on your computer, and then sent from those programs.
- E-mail messages in subfolders on your computer must be selected in ActiveSync to be transferred.
Connecting Directly to an E-Mail Server

In addition to synchronizing e-mail messages with your computer, you can send and receive e-mail messages by connecting to an e-mail server using a modem or network card connected to your device. You need to set up a remote connection to a network or an ISP, and a connection to your e-mail server. For more information, see “Getting Connected” on page 105.

When you connect to the e-mail server:

- New messages are downloaded to the device Inbox folder.
- Messages in the device Outbox folder are sent.
- Messages that have been deleted on the e-mail server are removed from the device Inbox folder.

Messages that you receive directly from an e-mail server are linked to your e-mail server rather than to your computer. When you delete a message on your device, it is also deleted from the e-mail server the next time you connect depending on the settings you selected in ActiveSync.

When you are working online, you read and respond to messages while connected to the e-mail server. Messages are sent as soon as you tap Send, which saves space on your device.

After you have downloaded new message headers or partial messages, you can disconnect from the e-mail server and then decide which messages to download completely. The next time you connect, Inbox downloads the messages you have marked for retrieval and sends the messages you have composed.

Using the Message List

Messages you receive are displayed in the message list. By default, the most recently received messages are displayed first in the list.

When you receive a message, tap to open it. Unread messages are displayed in bold.
When you connect to your e-mail server or synchronize with your computer, you receive by default:

- Messages from the last 5 days
- The first 100 lines of each new message
- File attachments of less than 100 KB in size
The original messages remain on the e-mail server or your computer. You can mark the messages that you want to retrieve in full during your next synchronization or e-mail server connection. In the message list, tap and hold the message that you want to retrieve. On the pop-up menu, tap **Mark for Download.** The icons in the Inbox message list indicate message status.

You specify your downloading preferences when you set up the service or select your synchronization options. You can change the settings at any time:

- Change options for Inbox synchronization using ActiveSync options. For more information, see ActiveSync Help on your computer.
- Change options for direct e-mail server connections in Inbox on your device. Tap **Tools** and tap **Options.** On the **Service** tab, tap the service that you want to change. Tap and hold the service and select **Delete** to remove a service.

**Composing Messages**

**To compose a message:**

1. Tap the **Start** button and tap **Inbox.**
2. Tap **New.**
3. In the **To** field, enter an e-mail of one or more recipients, separating them with a semicolon. Or tap the **Contacts** icon to select names from the contact list.

   **NOTE:** All e-mail addresses entered in the e-mail fields in **Contacts** appear in the **Address Book**.

4. Compose your message. To enter preset or frequently used messages, tap **My Text** and select a message.
5 Tap **Send** when you have finished the message.

If you are working offline, the message is moved to the **Outbox** folder and sent the next time you connect.

### Managing E-Mail Messages and Folders

By default, messages are displayed in one of five folders for each service you have created: **Inbox**, **Deleted Items**, **Drafts**, **Outbox**, or **Sent Items**. The **Deleted Items** folder contains messages that have been deleted on the device. The behavior of the **Deleted Items** and **Sent Items** folders depends on the options you have selected. To change the options, tap **Tools** in the message list and tap **Options**. On the **Message** tab, select your options.

To create a new folder, tap **Tools**, and tap **Manage Folders**. To move a message to another folder, tap and hold the message in the message list and tap **Move to** on the pop-up menu.

### Folder Behavior With a Direct Connection to an E-Mail Server

The behavior of the folders you create depends on whether you use ActiveSync, POP3, or IMAP4.

- If you use ActiveSync, e-mail messages in the **Inbox** folder in Outlook are automatically synchronized with your device. You can select to synchronize additional folders by designating them for ActiveSync. The folders you create and the messages you move are then mirrored on the server. For example, if you move messages from the **Inbox** folder to a folder named **Family**, and you have designated **Family** for synchronization, the server creates a copy of the **Family** folder and copies the messages into that folder. You can then read the messages while away from your computer.
• If you use POP3 and you move e-mail messages to a folder you created, the link is broken between the messages on the device and their copies on the e-mail server. The next time you connect, the e-mail server detects that the messages are missing from the device Inbox and deletes them from the server. This prevents you from having duplicate copies of a message. However, you no longer have access to messages that you move to folders created from anywhere except the device.

• If you use IMAP4, the folders you create and the e-mail messages you move are mirrored on the server. Therefore, messages are available to you any time you connect to your e-mail server, whether it is from your device or computer. This synchronization of folders occurs whenever you connect to the server, create new folders, or rename/delete folders when connected.

Notifications

You can set your device to remind you when you have something to do. For example, if you have set up an appointment in Calendar, a task with a due date in Tasks, or an alarm in Clock, you are notified in one of the following ways:

• A message box appears on the screen.
• A sound, which you can specify, is played.
• A light flashes on your device.

To configure the reminders and sounds for your device:

1. Tap the Start button and tap Settings.
2. On the Personal tab, tap Sounds & Notifications.
   • Volume tab — Adjust the volume and enable sounds.
   • Notifications tab — Set notifications for specific events.
SECTION 7

Adding and Removing Programs

Adding Programs Using Microsoft® ActiveSync®
Downloading Programs From the Internet
Adding a Program to the Start Menu
Removing Programs
Programs that were already installed when you received your device are stored in ROM. You cannot remove these programs, and you never accidentally lose ROM contents. ROM programs can be updated using installation programs with the *.xip extension. You can save data to either ROM or RAM.

You can install any program created for your device as long as your device has sufficient memory. The most popular place to find software for your device is on the Microsoft Pocket PC website: www.microsoft.com/mobile/pocketpc.

Adding Programs Using Microsoft® ActiveSync®

You need to install the appropriate software on your computer before installing software on your device. See “Using Microsoft® ActiveSync®” on page 57 for more information.

1. Determine your device and processor type so that you know which version of the software to install:
   a. Tap the Start button and tap Settings.
   b. On the System tab, tap About.
   c. From the Version tab, record the processor information.

2. Download the software to your computer (or insert the CD or floppy disk that contains the software into your computer). You may see a single *.xip, *.exe, or *.zip file, a Setup.exe file, or several versions of files for different device types and processors. Ensure that you select the program designed for the Pocket PC and your device processor type.

3. Read any installation instructions, readme files, or documentation that comes with the program. Many programs provide special installation instructions.

4. Connect your device to your computer.
5 Double-click the *.exe file.

If the file is an installer file, the installation wizard begins. Follow the directions on the screen. Once the software has been installed on your computer, the installer automatically transfers the software to your device.

If the file is not an installer file, you receive an error message stating that the program is valid but that it is designed for a different type of computer. You need to move this file to your device. If you cannot find any installation instructions for the program in the readme file or documentation, use ActiveSync Explore to copy the program file to the Program Files folder on your device. For more information on copying files using ActiveSync, see ActiveSync Help on your computer.

To open a program after the installation is complete, tap the Start button, tap Programs, and then tap the program icon.

**Downloading Programs From the Internet**

1 Determine your device and processor type so that you know which version of the software to install:
   a Tap the Start button and tap Settings.
   b On the System tab, tap About.
   c From the Version tab, record the processor information.

2 Using Pocket Internet Explorer, download the program to your device. You may see a single *.xip, *.exe or *.zip file, a Setup.exe file, or several versions of files for different device types and processors. Ensure that you select the program designed for the Pocket PC and your device processor type.

3 Read any installation instructions, readme files, or documentation that comes with the program. Many programs provide special installation instructions.
4. Tap the file, such as a *.xip or *.exe file.

The installation wizard begins. Follow the directions on the screen.

**Adding a Program to the Start Menu**

1. Tap the **Start** button and tap **Settings**.
2. Tap **Menus**, tap the **Start Menu** tab, and then tap the check box for the program.

If the program is not listed, you can either use File Explorer on the device to move the program to the **Start Menu** folder, or use ActiveSync on the computer to create a shortcut to the program and place the shortcut in the **Start Menu** folder.

**Using File Explorer on the Device**

1. Tap the **Start** button, tap **Programs**, and tap **File Explorer**.
2. Locate the program. Tap the folder list (labeled **My Documents** by default) and then tap **My Device** to see a list of all folders on the device.
3. Tap and hold the program name and tap **Cut** on the pop-up menu.
4. Open the **Start Menu** folder located in the Windows® folder.
5. Tap and hold a blank area of the window, and tap **Paste** on the pop-up menu.

The program now appears on the **Start** menu. For more information on using File Explorer, see "Finding and Organizing Information" on page 36.

**Using ActiveSync on the Computer**

Use Explorer in ActiveSync to explore your device files and locate the program. Right-click the program and click **Create Shortcut**. Move the shortcut to the **Start Menu** folder in the Windows folder. The shortcut now appears on the **Start** menu. For more information, see ActiveSync Help on your computer.
Removing Programs

1. Tap the **Start** button and tap **Settings**.
2. Tap the **System** tab and tap **Remove Programs**.
   - If the program does not appear in the list of installed programs, use File Explorer on your device to locate the program.
3. Tap and hold the name of the program, and tap **Delete** on the pop-up menu.
SECTION 8

Using Companion Programs

Microsoft Pocket Word
Pocket Excel
MSN Messenger
Windows® Media Player for Pocket PC
Microsoft Reader
The companion programs include Microsoft® Pocket Word, Microsoft Pocket Excel, Microsoft Money, Windows Media Player for Pocket PC, and Microsoft Reader.

To switch to a companion program on your device, tap the Start button, tap Programs, and then tap the program name.

Microsoft Pocket Word

Pocket Word works with Microsoft Word on your computer to give you easy access to copies of your documents. You can create new documents on your device, or you can copy documents from your computer to your device. Synchronize documents between your computer and your device so that you have the most up-to-date content in both locations.

Use Pocket Word to create documents, such as letters, meeting minutes, and travel reports. To create a new file:

1. Tap the Start button → Programs → Pocket Word.
2. Tap New.

A blank document appears. Or, if you selected a template for new documents in the Options dialog box, the template appears with appropriate text and formatting already provided.
You can open only one document at a time. If you open a second document, you are asked to save the first one. You can create, save, or edit a document in a variety of formats, including Word (.doc), Pocket Word (.psw), Rich Text Format (.rtf), and Plain Text (.txt).

Pocket Word contains a list of the files stored on your device. Tap a file in the list to open it. To delete, make copies of, or send files, tap and hold a file in the list. Then select the appropriate action in the pop-up menu.
You can enter information in Pocket Word in one of four modes: typing, writing, drawing, or recording. These modes are displayed on the View menu. Each mode has its own toolbar, which you can show and hide by tapping the Show/Hide Toolbar icon on the command bar.

To change the zoom magnification, tap View, tap Zoom, and then select the percentage that you want. Select a higher percentage to enter text and a lower percentage to see more of your document.

If you are opening a Word document created on a computer, select Wrap to Window on the View menu so that you can see the entire document.

Pocket Excel

Pocket Excel works with Microsoft Excel on your computer to give you easy access to copies of your workbooks. You can create new workbooks on your device, or you can copy workbooks from your computer to your device. Synchronize workbooks between your computer and your device so that you have the most up-to-date content in both locations.

Use Pocket Excel to create workbooks, such as expense reports and mileage logs. To create a new file:

1. Tap the Start button→ Programs→ Pocket Excel.
2. Tap New.

A blank workbook appears. Or, if you selected a template for new workbooks in the Options dialog box, the template appears with appropriate text and formatting already provided.
You can open only one workbook at a time. If you open a second workbook, you are asked to save the first one. You can create, save, or edit a workbook in a variety of formats, including Pocket Excel (.pxl) and Excel (.xls).

Pocket Excel contains a list of the files stored on your device. Tap a file in the list to open it. To delete, make copies of, or send files, tap and hold a file in the list. Then select the appropriate action from the pop-up menu.

Pocket Excel provides fundamental spreadsheet tools, such as formulas, functions, sorting, and filtering. To display the toolbar, tap View and tap Toolbar.
If your workbook contains sensitive information, you can protect it with a password. To set a password, open the workbook, tap **Edit**, and then tap **Password**. Every time you open the workbook, you need to enter the password, so choose one that is easy for you to remember but difficult for others to guess.

**Tips for Working in Pocket Excel**

Use the following tips when working in large worksheets in Pocket Excel:

- Tap **View** and tap **Full Screen** to see as much of your worksheet as possible. To exit full-screen mode, tap **Restore**.
- Show and hide window elements. Tap **View** and then tap the elements that you want to show or hide.
- Freeze panes on a worksheet. First select the cell where you want to freeze panes. Tap **View** and tap **Freeze Panes**. You might want to freeze the top and leftmost panes in a worksheet to keep row and column labels visible as you scroll through a sheet.
- Split panes to view different areas of a large worksheet. Tap **View** and tap **Split**. Drag the split bar to where you want it. To remove the split, tap **View** and tap **Remove Split**.
- Show and hide rows and columns. To hide a row or column, select a cell in the row or column you want to hide. Tap **Format**, tap **Row or Column**, and then tap **Hide**. To show a hidden row or column, tap **Tools**, tap **Go To**, and then type a reference that is in the hidden row or column. Then tap **Format**, tap **Row or Column**, and then tap **Unhide**.

For more information on using Pocket Excel, tap the **Start** button and tap **Help**.
MSN Messenger

With the MSN Messenger instant message program, you can:

- See who is online.
- Send and receive instant messages.
- Have instant message conversations with groups of contacts.

To use MSN Messenger, you must have a Microsoft Passport account or a Microsoft Exchange e-mail account. You must have a Passport to use MSN Messenger Service. If you have a Hotmail or MSN account, you already have a Passport. Once you have obtained either a Microsoft Passport or a Microsoft Exchange account, you are ready to set up your account.

**NOTE:** Sign up for a Microsoft Passport account at [www.passport.com](http://www.passport.com). Get a free Microsoft Hotmail e-mail address at [www.hotmail.com](http://www.hotmail.com).

To switch to MSN Messenger, tap the **Start** button → **Programs** → **MSN Messenger**.

**Setting Up**

Before you can connect, you must enter Passport or Exchange account information.

To set up an account and sign in:

1. Tap the **Start** button → **Programs** → **MSN Messenger**.
2. Tap **Tools** and tap **Options**.
3. On the **Accounts** tab, enter your Passport or Exchange account information.
4. To sign in, tap the sign-in screen and enter your e-mail address and password.
Working With Contacts

The MSN Messenger window shows all of your messenger contacts at a glance, divided into **Online** and **Not Online** categories. From this view, while connected, you can chat, send an e-mail, block the contact from chatting with you, or delete contacts from your list using the pop-up menu.

![NOTE:](image) If you already use MSN Messenger on your computer, your contacts show up on your device without having to be added.

To see others online without them seeing you, tap **Tools → My Status → Appear Offline**.

If you block a contact, you appear offline but remain on the blocked contact's list. To unblock a contact, tap and hold the contact, and then tap **Unblock** on the pop-up menu.

Chatting With Contacts

- Tap a contact name to open a chat window. Enter your message in the text entry area at the bottom of the screen or tap **My Text** to enter a preset message, and then tap **Send**.

- To invite another contact to a multiuser chat, tap **Tools**, tap **Invite**, and then tap the contact you want to invite.

- To switch back to the main window without closing a chat, tap the **Contacts** icon. To revert back to your chat window, tap **Chats**, and select the person with whom you were chatting.

- To know if the contact you are chatting with is responding, look for the message under the text entry area.

For more information on using MSN Messenger, tap the **Start** button and tap **Help**.
**Windows® Media Player for Pocket PC**

Use Windows Media Player for Pocket PC to play digital audio and video files that are stored on your device or on a network. To switch to Media Player for Pocket PC, tap the **Start** button → **Programs** → **Windows Media**.

Use Windows Media Player on your computer to copy digital audio and video files to your Pocket PC. You can play Windows Media and MP3 files on your Pocket PC.

For more information about using Windows Media Player for Pocket PC, tap the **Start** button and tap **Help**.

**Microsoft Reader**

Use Reader to read eBooks on your device. Download books to your computer from your favorite eBook website. Then use ActiveSync to copy the book files to your activated device. The books appear in the Reader Library. Tap the name of a book in the list to open it.

With Reader, you can:

- Page through the book by using the up/down control on your device or by tapping the page number on each page.
- Annotate the book with highlighting, bookmarks, notes, and drawings.
- Search for text and look up definitions for words.

The Guidebook contains all the information you need to use the software. To open the Guidebook, tap **Help** on the Reader command bar. Or, on a book page, tap and hold the book title, and then tap **Help** on the pop-up menu.

To switch to Microsoft Reader, tap the **Start** button → **Programs** → **Microsoft Reader**.
Using the Library

The Library displays a list of all books stored on your device or storage card. To open the Library:

- On the Reader command bar, tap Library.
- On a book page, tap the book title, and then tap Library on the pop-up menu.

Reading a Book

Each book consists of a cover page, an optional table of contents, and the pages of the book. Navigation options are listed at the bottom of the cover page.
The first time you open a book, you might want to go to the first page or to the table of contents, if available. Subsequently, whenever you open the book, you are automatically taken to the last page read.

In addition to text, each book page includes a page number and book title. You can also page through a book by using the up/down control on your device.

Using Reader Features

Reading a book electronically gives you several options not available with paper books. The options are available from any book page.
Select text by dragging across the text on the page. Then tap an option on the pop-up menu:

- **Add Bookmark** — When you add a bookmark to a book, a color-coded bookmark icon appears in the right margin. You can add multiple bookmarks to a book. From anywhere in the book, tap the bookmark icon to go to the bookmarked page.

- **Add Highlight** — When you highlight text, it appears with a colored background.

- **Add Text Note** — When you attach a note to text, you enter the text in a note pad that appears on top of the book page. A note icon displays in the left margin. To show or hide the note, tap the icon.

- **Add Drawing** — When you add a drawing, a drawing icon appears on the page. Draw by dragging your stylus.

- **Find** — Tap **Find** on the pop-up menu to find text in a book. Enter the word that you want to search for and tap a **Find** option. Reader highlights text found on the page. To close Find, tap outside the box. To return to your original page, tap the title and tap **Return** on the pop-up menu.

- **Copy Text** — You can copy text from books that support this feature into any program that accepts text. On a book page, select the text you want to copy. Then tap **Copy Text** on the pop-up menu. The text can be pasted into the program of your choice.

- To see a list of a book's annotations, including bookmarks, highlights, text notes, and drawings, tap **Annotations** in the navigation menu. You can tap an entry in the list to go to the annotated page.
Removing a Book

When you finish reading a book, you can delete it to conserve space on your device. If a copy of the book is stored on your computer, you can download it again at any time.

To remove a book from your device, tap and hold the title in the Library list, and tap Delete on the pop-up menu.
SECTION 9

Using Microsoft® Pocket Internet Explorer

Mobile Favorites
Using AvantGo Channels
Browsing Mobile Favorites and the Web
Use Pocket Internet Explorer to view Web or WAP pages:

- During synchronization with your computer, download your favorite links and mobile favorites that are stored in the **Mobile Favorites** subfolder in Internet Explorer on your computer.

- Connect to an Internet service provider (ISP) or network and browse the Web. For more information on connecting to the Internet, see “Getting Connected” on page 105.

When the device is connected to an ISP or network, you can also download files and programs from the Internet or intranet.

To switch to Pocket Internet Explorer, tap the **Start** button and tap **Internet Explorer**.

**Mobile Favorites**

If you are using Microsoft Internet Explorer 5.0 or later on your computer, you can download mobile favorites to your device. Synchronizing mobile favorites downloads Web content to your device so that you can view pages while you are disconnected from your ISP and computer. Use the Internet Explorer plug-in installed with Microsoft ActiveSync® to create mobile favorites quickly.

To create a mobile favorite on your computer and download it to your device:

1. On your computer, open Internet Explorer and click **Tools** → **Create Mobile Favorite**.
2. To change the link name, enter a new name in the **Name** box.
3. Specify an update schedule next to **Update** (optional).
4. Click **OK**.

   Internet Explorer downloads the latest version of the page to your computer.
5 In Internet Explorer on the computer, right-click the mobile favorite and click Properties.

6 On the Download tab, specify the number of levels deep you want to download. To conserve device memory, go only one level deep.

7 Synchronize your device and computer.

Mobile favorites that are stored in the Mobile Favorites folder in Internet Explorer are downloaded to your device.

If you did not specify an update schedule in step 3, you need to manually download content to keep the information updated on your computer and device. Before synchronizing with your device, click Tools in Internet Explorer on your computer and click Synchronize. The date in the Last Updated column was the last time content was downloaded to the computer. You can manually download content, if necessary.

**NOTE:** You can add an icon to the Internet Explorer toolbar for creating mobile favorites. In Internet Explorer on your computer, click View→Toolbars, and then click Customize.

Conserving Memory

Mobile favorites take up storage memory on your device. To minimize the amount of memory used:

- Turn off pictures and sounds or stop some mobile favorites from being downloaded to the device in the Favorites settings in the ActiveSync options. For more information, see ActiveSync Help on your computer.

- Limit the number of downloaded linked pages. In Internet Explorer on the computer, right-click the mobile favorite you want to change and click Properties. On the Download tab, specify 0 or 1 for the number of linked pages you want to download.
Mobile Favorites Folder

Only items stored in the Mobile Favorites subfolder (in the Favorites folder) in Internet Explorer on your computer are synchronized with your device. The folder was created automatically when you installed ActiveSync.

Favorite Links

During synchronization, the list of favorites in the Mobile Favorites folder on your computer is synchronized with Pocket Internet Explorer on your device. The computer and the device are updated with changes made to either list each time you synchronize. Unless you mark the favorite link as a mobile favorite, only the link is downloaded to your device—you need to connect to your ISP or network to view the content. For more information on synchronization, see ActiveSync Help on your computer.

Using AvantGo Channels

AvantGo is a free interactive service that gives you access to personalized content and thousands of popular websites. You subscribe to AvantGo channels directly from your device. Then synchronize your device and computer, or connect to the Internet to download the content. For more information, see the AvantGo website.

To sign up for AvantGo:

1. In ActiveSync options on your computer, turn on synchronization for the AvantGo information type.
2. In Pocket Internet Explorer on your device, tap Favorites to display your list of favorites.
3. Tap the AvantGo Channels link.
4. Tap Activate.
5 Follow the directions on the screen.

You need to synchronize your device with your computer and then tap the **My Channels** to complete the AvantGo setup.

When synchronization is complete, tap the **AvantGo Channels** link in your list of favorites to see a few of the most popular channels. To add or remove channels, tap the **Add or Remove** link.

**Browsing Mobile Favorites and the Web**

You can use Pocket Internet Explorer to browse mobile favorites and channels that you have downloaded to your device without connecting to the Internet. You can also connect to the Internet through an ISP or a network connection and browse the Web.
Welcome to Pocket Internet Explorer. Not online yet? Find out how to get connected and save offline content.
To view mobile favorites and channels:

1. Tap the favorites icon to display your list of favorites.
2. Tap the page you want to view.

The page that was downloaded the last time you synchronized with your computer appears. If the page is not on your device, the favorite is dimmed. You need to synchronize with your computer again to download the page to your device, or connect to the Internet to view the page.

To browse the Internet, set up a connection to your ISP or corporate network using Connections, as described in “Getting Connected” on page 105.

NOTE: To add a favorite link, go to the page that you want to add, tap and hold the page, and then tap Add to Favorites.

To connect and browse the Internet:

- Tap the favorites icon and tap the favorite you want to view.
- Tap View and tap Address Bar. In the address bar that appears at the top of the screen, enter the Web address that you want to see and tap Go. Tap the arrow to select previously entered addresses.
SECTION 10

Getting Connected

Using Infrared
Creating a Modem Connection
Creating an Ethernet Connection
Creating a VPN Connection
Ending a Connection
Connecting Directly to an E-Mail Server
Getting Help on Connecting
You can use your device to exchange information with other mobile devices or with a computer, a network, or the Internet. You can use any of the following connection options:

- Use the infrared (IR) port on your device to send and receive files between two devices. See the following section, "Using Infrared," for more information.

- Connect to your Internet service provider (ISP). Once you are connected, you can send and receive e-mail messages by using Inbox, and view Web or WAP pages by using Microsoft® Pocket Internet Explorer. The communication software for creating an ISP connection is already installed on your device. Your service provider provides software needed to install other services, such as paging and fax services.

- Connect to the network at your company or organization where you work. Once you are connected, you can send and receive e-mail messages by using Inbox, view Web or WAP pages by using Pocket Internet Explorer, and synchronize with your computer.

- Connect to your computer to synchronize remotely. Once you are connected, you can synchronize information such as your Pocket Outlook information. See Microsoft ActiveSync® Help on your computer or Connections Help on the device for more information.

### Using Infrared

Using infrared, you can send and receive information, such as contacts and appointments, between two devices.

To send information:

1. Switch to the program where you created the item you want to send and locate the item in the list.

2. Align the infrared sensors so that they are unobstructed and within a close range.

3. Tap and hold the item, and tap **Beam Item** on the pop-up menu.
You can also send items (excluding folders) from File Explorer. Tap and hold the item you want to send, and tap Beam File on the pop-up menu.

Creating a Modem Connection

1. Obtain the following information from your ISP:
   - ISP dial-up access telephone number
   - Username and password
   - TCP/IP settings
   Some ISPs require information in front of the username, such as MSN/username.

2. Install a modem card, or use a null modem cable and appropriate adapters to connect an external modem to your device through the serial port.

3. Tap the Start button → Settings → Connections tab → Connections.

4. Under My ISP or My Work Network, tap Add a new modem connection.

5. Enter a name for the connection, such as ISP Connection.

6. From the Select a modem list, select your modem type, and tap Next.
   - If your modem type does not appear, try reinserting the modem card.
   - If you are using an external modem that is connected to your device with a cable, select Hayes Compatible on COM1.

7. Enter the access phone number and tap Next.

8. Enter your user name, password, and, if applicable, your domain.
   - NOTE: You should not need to change any settings in Advanced. Most ISPs now use a dynamically assigned address.

9. If the ISP you are connecting to does not use a dynamically assigned address, tap Advanced, tap the TCP/IP tab, and then enter the address.
When you open Inbox, Pocket Internet Explorer, or MSN Messenger, your device automatically connects. Once you are connected, you can:

• Send and receive e-mail messages using Inbox. Before you can use Inbox, you need to provide the information Inbox needs to communicate with the e-mail server. See "Connecting Directly to an E-Mail Server" on page 111 for more information.

• See Web and WAP pages using Pocket Internet Explorer. For more information, see "Using Microsoft® Pocket Internet Explorer" on page 97.

• Send and receive instant messages with MSN Messenger. For more information, see "MSN Messenger" on page 89.

Creating an Ethernet Connection

1 Install the network card driver, if required.

   See the documentation that came with your network card.

2 Insert the network card into your device.

   • If a network with a broadcast SSID is detected, the wireless network icon, , and the New Network Detected bubble appear in the navigation bar. Go to step 3.

   • If a network with a broadcast SSID is not detected, skip to step 4.

3 Tap The Internet or Work, depending to which type of network you are connecting. Your device automatically connects to the network.

   NOTE: If multiple networks are detected, tap the network to which you want to connect, tap The Internet or Work, and tap Connect.

4 Tap the Start button → Settings → Connections tab → Connections.
5 Tap the **Wireless Ethernet** icon.

6 On the **Wireless** tab, tap **New Settings**.

7 Enter the SSID next to **Network Name**, and select whether the network connects to the Internet or work.

8 Tap the **Authentication** tab to enable or disable WEP settings, depending on your network type.

9 Tap **OK**.

   When your device successfully connects to the network, your connection status appears under **Wireless Networks**.

---

**Creating a VPN Connection**

1 Tap the **Start** button→ **Settings**→ **Connections** tab→ **Connections**.

2 Tap **Add a new VPN server connection**.

3 Enter a name for the connection, such as your company's name.

4 In the **Host name/IP** field, enter the VPN server name or IP address.

5 Next to **VPN type**, tap **IPSec** or **PPTP**, depending on the type of authentication that you want to use with your device.

   If you are unsure about which option to select, ask your network administrator.

6 Tap **Next**.

7 Enter your username, password, and, if required, domain.

8 Install the network card driver, if required.

   See the documentation that came with your network card.

9 Insert the network card into your device.

   • If a network with a broadcast SSID is detected, the wireless network icon, , and the **New Network Detected** bubble appear in the navigation bar. Go to step 10.
If a network with a broadcast SSID is not detected, skip to step 11.

10 Tap **The Internet**.

NOTE: If multiple networks are detected, tap **The Internet**, and tap **Connect**.

11 Tap the **Start** button → **Settings** → **Connections** tab → **Connections**.

12 Tap the **Wireless Ethernet** icon.

13 On the **Wireless** tab, tap **New Settings**.

14 Enter the SSID next to **Network Name**, and tap **The Internet**.

15 Tap the **Authentication** tab to enable or disable WEP settings, depending on your network type.

16 Tap **OK**.

17 Tap the connection icon, **that appears in the navigation bar**.

18 Tap the name of your VPN connection to enable it.

### Ending a Connection

To disconnect:

- When connected through dial-up or VPN, tap the **Connection** icon on your navigation bar and tap **End**.

- When connected through a cable or cradle, detach your device from the cable or cradle.

- When connected through the infrared sensor, move the device away from the computer.

- When connected through a network (Ethernet) card, remove the card from your device.
Connecting Directly to an E-Mail Server

You can set up a connection to an e-mail server so that you can send and receive e-mail messages by using a modem or network connection and Inbox on your device.

NOTE: The ISP or network must use a POP3 or IMAP4 e-mail server and an SMTP gateway.

You can use multiple e-mail services to receive your messages. For each e-mail service you intend to use, you must first set up and name the e-mail service. If you use the same service to connect to different mailboxes, set up and name each mailbox connection.

To set up an e-mail service:

1. In Inbox on your device, tap **Accounts** and tap **New Account**.
2. Follow the directions in the E-mail Setup wizard.

For more information, tap the **Start** button and tap **Help**.

To connect to your e-mail server, tap **Services** and tap **Connect**. For more information on using the Inbox program, see "Inbox" on page 70.

Getting Help on Connecting

For more information on getting connected, see the following resources:

- "Inbox" on page 70.
- Online Help on the device. Tap the **Start** button and tap **Help**. Tap **View** tap **All Installed Help**, and then tap **Inbox** or **Connections**.
- ActiveSync Help on your computer. In ActiveSync, click **Help** and click **Microsoft ActiveSync Help**.
- See [www.microsoft.com/mobile/pocketpc](http://www.microsoft.com/mobile/pocketpc) for troubleshooting information.
Appendix

Specifications
Regulatory Notices
Contacting Dell
## Specifications

<table>
<thead>
<tr>
<th>System Information</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel® XScale™ processor at 400 or 300 MHz</td>
</tr>
<tr>
<td>Memory</td>
<td></td>
</tr>
<tr>
<td>RAM</td>
<td>64- or 32-MB SDRAM</td>
</tr>
<tr>
<td>ROM</td>
<td>48- or 32-MB Intel® StrataFlash™ ROM</td>
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<tr>
<td>Operating System</td>
<td>Microsoft® Pocket PC 2003 Premium</td>
</tr>
<tr>
<td>Display</td>
<td></td>
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<tr>
<td>Type</td>
<td>TFT Color 16-bit, touch-sensitive transflective display</td>
</tr>
<tr>
<td>Size</td>
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<tr>
<td>Resolution</td>
<td>240 x 320 at 65,536 colors</td>
</tr>
<tr>
<td>Controls and Lights</td>
<td></td>
</tr>
<tr>
<td>Navigation</td>
<td>5-way navigation button</td>
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<tr>
<td>Scroll Dial</td>
<td>up, down, action</td>
</tr>
<tr>
<td>Buttons:</td>
<td>four program buttons: Calendar, Contacts, Inbox, Home</td>
</tr>
<tr>
<td></td>
<td>power on/off</td>
</tr>
<tr>
<td></td>
<td>voice record button</td>
</tr>
<tr>
<td></td>
<td>reset button</td>
</tr>
<tr>
<td>Lights:</td>
<td>synchronization/communication</td>
</tr>
<tr>
<td></td>
<td>event notification</td>
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<td></td>
<td>charge status</td>
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## Expansion Slots

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<tr>
<th>Type</th>
<th>Description</th>
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<tbody>
<tr>
<td>CompactFlash</td>
<td>one Type II CompactFlash card slot (3.3v)</td>
</tr>
<tr>
<td>Secure Digital</td>
<td>one Secure Digital card slot (3.3v)</td>
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## Ports and Connectors

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<th>Type</th>
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<tbody>
<tr>
<td>Infrared</td>
<td>standard v1.2 (115 kbps)</td>
</tr>
<tr>
<td>Power</td>
<td>DC power in</td>
</tr>
<tr>
<td>Cradle/synchronization connector</td>
<td>40-pin connector</td>
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<tr>
<td>Audio</td>
<td>stereo headphone connector</td>
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## Physical

<table>
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<tr>
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<tr>
<td>Dimensions:</td>
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</tr>
<tr>
<td>Length</td>
<td>128 mm (5.04 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>81.5 mm (3.21 inches)</td>
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<tr>
<td>Height</td>
<td>18 mm (0.71 inch)</td>
</tr>
<tr>
<td>Weight</td>
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</table>

## Audio

<table>
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<th>Type</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Audio controller</td>
<td>AC-97 Codec chip; WM 9705 sound chip</td>
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<tr>
<td>Stereo conversion</td>
<td>16-bit stereo; 8.0, 11.025, 22.05 and 44.1KHz sample rate</td>
</tr>
<tr>
<td>Record</td>
<td>full duplex record and playback</td>
</tr>
<tr>
<td>Microphone/speaker</td>
<td>integrated</td>
</tr>
<tr>
<td>Headphone</td>
<td>stereo connector</td>
</tr>
</tbody>
</table>
Power Supply

Battery type:
- Main 1440-mAh Lithium-ion removable, rechargeable battery (standard)
- 3400-mAh Lithium-ion removable, rechargeable battery (optional)
- Backup CR2032 lithium battery

AC adapter:
- Supply voltage 100–240 VAC
- Frequency 50–60 Hz
- Current consumption 0.4 A
- Output voltage 5.4 VDC
- Output current 2.41 A

Environmental

Temperature range:
- operating 0° to 40°C (32° to 104°F)
- storage -20° to 60°C (-4° to 140°F)

Thermal gradient:
- operating 15°C (59°F) per hour maximum
- storage 20°C (68°F) per hour maximum

Relative humidity (maximum):
- operating 10% to 90% non-condensing
- storage 5% to 95% non-condensing

Altitude (maximum):
- operating 0 to 3048 m (0 to 10,000 ft)
- storage 0 to 12,190 m (0 to 40,000 ft)
Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the computer with respect to the receiver.
- Move the computer away from the receiver.

### Environmental (continued)

<table>
<thead>
<tr>
<th>Maximum shock:</th>
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<tbody>
<tr>
<td>operating</td>
<td>200 G</td>
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<tr>
<td>storage</td>
<td>400 G</td>
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</table>

<table>
<thead>
<tr>
<th>Maximum vibration:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>operating</td>
<td>2.6 GRMS</td>
</tr>
<tr>
<td>storage</td>
<td>3.41 GRMS</td>
</tr>
</tbody>
</table>
• Plug the computer into a different outlet so that the computer and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ computers are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

• Class A is typically for business or industrial environments.
• Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the computer should match the electromagnetic environment classification of the computer.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate EMC classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at accessories.us.dell.com/sna/category.asp?category_id=4117.

Most Dell computers are classified for Class B environments. However, the inclusion of certain options can change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific EMC/EMI or product safety information.
FCC Notices (U.S. Only)

Most Dell computers are classified by the Federal Communications Commission (FCC) as Class B digital devices. To determine which classification applies to your computer, examine all FCC registration labels located on the bottom, side, or back panel of your computer, on card-mounting brackets, and on the cards themselves. If any one of the labels carries a Class A rating, your entire computer is considered to be a Class A digital device. If all labels carry an FCC Class B rating as distinguished by either an FCC ID number or the FCC logo, ( ), your computer is considered to be a Class B digital device.

Once you have determined your computer’s FCC classification, read the appropriate FCC notice. Note that FCC regulations provide that changes or modifications not expressly approved by Dell could void your authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Class A

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 manufacturer’s instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.
Class B
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 manufacturer’s instruction manual, may cause interference with
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, you are 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 the 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/television technician for
  help.

FCC Identification Information
The following information is provided on the device or devices covered in
this document in compliance with FCC regulations:

• Model number: HC01U
• Company name:
  Dell Computer Corporation
  One Dell Way
  Round Rock, Texas 78682 USA
  512-338-4400
Fax Branding

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message 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, identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.

IC Notice (Canada Only)

Most Dell computers (and other Dell digital apparatus) are classified by the Industry Canada (IC) Interference-Causing Equipment Standard #3 (ICES-003) as Class B digital devices. To determine which classification (Class A or B) applies to your computer (or other Dell digital apparatus), examine all registration labels located on the bottom, side, or the back panel of your computer (or other digital apparatus). A statement in the form of “IC Class A ICES-003” or “IC Class B ICES-003” will be located on one of these labels. Note that Industry Canada regulations provide that changes or modifications not expressly approved by Dell could void your authority to operate this equipment.

This Class B (or Class A, if so indicated on the registration label) digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la Classe B (ou Classe A, si ainsi indiqué sur l’étiquette d’enregistrement) respecte toutes les exigences du Reglement sur le Materiel Brouilleur du Canada.
CE Notice (European Union)

Marking by the symbol \( \mathcal{E} \) indicates compliance of this Dell computer to the EMC Directive and the Low Voltage Directive of the European Union. Such marking is indicative that this Dell system meets the following technical standards:

- EN 55022 — "Information Technology Equipment — Radio Disturbance Characteristics — Limits and Methods of Measurement."
- EN 55024 — "Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement."
- EN 61000-3-2 — "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 2: Limits for Harmonic Current Emissions (Equipment Input Current Up to and Including 16 A Per Phase)."
- EN 61000-3-3 — "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 3: Limitation of Voltage Fluctuations and Flicker in Low-Voltage Supply Systems for Equipment With Rated Current Up to and Including 16 A."
- EN 60950 — "Safety of Information Technology Equipment."

NOTE: EN 55022 emissions requirements provide for two classifications:

- Class A is for typical commercial areas.
- Class B is for typical domestic areas.

This Dell device is classified for use in a typical Class B domestic environment.

A "Declaration of Conformity" in accordance with the preceding directives and standards has been made and is on file at Dell Computer Corporation Products Europe BV, Limerick, Ireland.

CE Mark Notice

This equipment complies with the essential requirements of the European Union Directive 1999/5/EC.
Appendix  |  123
EN 55022 Compliance (Czech Republic Only)

This device belongs to Class B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label. The following applies to devices in Class A of EN 55022 (radius of protection up to 30 meters). The user of the device is obliged to take all steps necessary to remove sources of interference to telecommunication or other devices.

Pokud není na typovém štítku počítače uvedeno, že spadá do třídy A podle EN 55022, spadá automaticky do třídy B podle EN 55022. Pro zařízení zařazená do třídy A (ochranné pásmo 30m) podle EN 55022 platí následující. Dojeď-li k rušení telekomunikačních nebo jiných zařízení, je uživatel povinen provést taková opatření, aby rušení odstranil.

MIC Notice (Republic of Korea Only)

To determine which classification (Class A or B) applies to your computer (or other Dell digital device), examine the Republic of Korean Ministry of Information and Communications (MIC) registration labels located on your computer (or other Dell digital device). The MIC label may be located separately from the other regulatory marking applied to your product. Line two of the label identifies the emissions class for the product—“(A)” for Class A products or “(B)” for Class B products.

NOTE: MIC emissions requirements provide for two classifications:

- Class A devices are for business purposes.
- Class B devices are for nonbusiness purposes.
Class A Device

<table>
<thead>
<tr>
<th>기종별</th>
<th>사용자 안내문</th>
</tr>
</thead>
<tbody>
<tr>
<td>A급 기기 (업무용 정보통신기기)</td>
<td>이 기기는 업무용으로 전자파적합등록을 한 기기이므로 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.</td>
</tr>
</tbody>
</table>

Please note that this device has been approved for business purposes with regard to electromagnetic interference. If you find that this device is not suitable for your use, you may exchange it for a nonbusiness-purpose device.

MIC Class A Regulatory Label

If the regulatory label includes the following marking, your computer is a Class A product:

1. 기기의 명칭(모델명):
2. 인증번호(A):
3. 인증받은 자의 상호:
4. 제조년월일:
5. 제조자/제조국가:

Class B Device

<table>
<thead>
<tr>
<th>기종별</th>
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</tr>
</thead>
<tbody>
<tr>
<td>B급 기기 (가정용 정보통신기기)</td>
<td>이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.</td>
</tr>
</tbody>
</table>
Please note that this device has been approved for nonbusiness purposes and may be used in any environment, including residential areas.

**MIC Class B Regulatory Label**

If the regulatory label includes the following marking, your computer is a Class B product.
NOM Information (Mexico Only)

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

| Exporter                  | Dell Computer Corporation  
|                          | One Dell Way               
|                          | Round Rock, TX 78682       |
| Importer                  | Dell Computer de México,   
|                          | S.A. de C.V.               
|                          | Paseo de la Reforma 2620 - 11° Piso  
|                          | Col. Lomas Altas           
|                          | 11950 México, D.F.         |
| Ship to                   | Dell Computer de México,   
|                          | S.A. de C.V. al Cuidado de Kuehne &  
|                          | Nagel de México S. de R.I. 
|                          | Avenida Soles No. 55       
|                          | Col. Peñon de los Baños    
|                          | 15520 México, D.F.         |
| Model number              | HC01U                       |
| Supply voltage            | 100–240 VAC                |
| Frequency                 | 50–60 Hz                    |
| Current Consumption       | 0.4 A                       |
| Output voltage            | 5.4 VDC                     |
| Output current            | 2.41 A                      |
Contacting Dell

To contact Dell electronically, you can access the following websites:

- **www.dell.com**
- **support.dell.com** (technical support)
- **premiersupport.dell.com** (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.
<table>
<thead>
<tr>
<th>Country (City)</th>
<th>Department Name or Service</th>
<th>Area Codes, City Code, Website and E-Mail Address</th>
<th>Local Numbers, and Toll-Free Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia (Sydney)</td>
<td>E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a></td>
<td>E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a></td>
<td></td>
</tr>
<tr>
<td>International Access Code: 0011</td>
<td>Home and Small Business</td>
<td>1-300-65-55-33</td>
<td></td>
</tr>
<tr>
<td>City Code: 2</td>
<td>Preferred Accounts Division (PAD)</td>
<td>toll-free: 1-800-060-889</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Care</td>
<td>toll-free: 1-800-819-339</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corporate Sales</td>
<td>toll-free: 1-800-808-385</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transaction Sales</td>
<td>toll-free: 1-800-808-312</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>toll-free: 1-800-818-341</td>
<td></td>
</tr>
<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
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<td>-------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Austria (Vienna)</strong></td>
<td><strong>Website</strong>: support.euro.dell.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Access Code: <strong>900</strong></td>
<td>E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country Code: <strong>43</strong></td>
<td><strong>Home/Small Business Sales</strong> 0820 240 530 00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Code: <strong>1</strong></td>
<td><strong>Home/Small Business Fax</strong> 0820 240 530 49</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Home/Small Business Customer Care</strong> 0820 240 530 14</td>
<td></td>
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</tr>
<tr>
<td></td>
<td><strong>Preferred Accounts/Corporate Customer Care</strong> 0820 240 530 16</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Home/Small Business Technical Support</strong> 0820 240 530 14</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Preferred Accounts/Corporate Technical Support</strong> 0660 8779</td>
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<tr>
<td></td>
<td><strong>Switchboard</strong> 0820 240 530 00</td>
<td></td>
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<tr>
<td><strong>Belgium (Brussels)</strong></td>
<td><strong>Website</strong>: support.euro.dell.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Access Code: <strong>00</strong></td>
<td>E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country Code: <strong>32</strong></td>
<td>E-mail for French Speaking Customers: support.euro.dell.com/be/fr/email dell/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Code: <strong>2</strong></td>
<td><strong>Technical Support</strong> 02 481 92 88</td>
<td></td>
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<td></td>
<td><strong>Customer Care</strong> 02 481 91 19</td>
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<td></td>
<td><strong>Corporate Sales</strong> 02 481 91 00</td>
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<tr>
<td></td>
<td><strong>Fax</strong> 02 481 92 99</td>
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<tr>
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<td><strong>Switchboard</strong> 02 481 91 00</td>
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<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
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<tr>
<td><strong>Canada (North York, Ontario)</strong></td>
<td>Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a></td>
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<td></td>
</tr>
<tr>
<td>International Access Code: <strong>011</strong></td>
<td>AutoTech (automated technical support)</td>
<td>toll-free: 1-800-247-9362</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TechFax</td>
<td>toll-free: 1-800-950-1329</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Care (Home Sales/Small Business)</td>
<td>toll-free: 1-800-847-4096</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Care (med./large business, government)</td>
<td>toll-free: 1-800-326-9463</td>
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</tr>
<tr>
<td></td>
<td>Technical Support (Home Sales/Small Business)</td>
<td>toll-free: 1-800-847-4096</td>
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<td></td>
<td>Technical Support (med./large bus., government)</td>
<td>toll-free: 1-800-387-5757</td>
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<td>Sales (Home Sales/Small Business)</td>
<td>toll-free: 1-800-387-5752</td>
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<td></td>
<td>Sales (med./large bus., government)</td>
<td>toll-free: 1-800-387-5755</td>
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<td></td>
<td>Spare Parts Sales &amp; Extended Service Sales</td>
<td>1 866 440 3355</td>
<td></td>
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<table>
<thead>
<tr>
<th>Czech Republic (Prague)</th>
<th>Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a></th>
<th>E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a></th>
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<tbody>
<tr>
<td>International Access Code: <strong>00</strong></td>
<td>Technical Support</td>
<td>02 2186 27 27</td>
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<td>Customer Care</td>
<td>02 2186 27 11</td>
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<tr>
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<td>Fax</td>
<td>02 2186 27 14</td>
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<td>TechFax</td>
<td>02 2186 27 28</td>
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<td>Switchboard</td>
<td>02 2186 27 11</td>
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<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
</tbody>
</table>
| Denmark (Copenhagen) | Website: support.euro.dell.com  
E-mail Support (portable computers): den_nbk_support@dell.com  
E-mail Support (desktop computers): den_support@dell.com  
E-mail Support (servers): Nordic_server_support@dell.com  
Technical Support  
Customer Care (Relational)  
Home/Small Business Customer Care  
Switchboard (Relational)  
Fax Switchboard (Relational)  
Switchboard (Home/Small Business)  
Fax Switchboard (Home/Small Business) | 7023 0182  
7023 0184  
3287 5505  
3287 5000  
3287 5001 |
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<th>Country (City)</th>
<th>Department Name or Service</th>
<th>Area, Website and E-Mail Address</th>
<th>Area Codes, Local Numbers, and Toll-Free Numbers</th>
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<tbody>
<tr>
<td>Finland (Helsinki)</td>
<td>Technical Support</td>
<td>09 253 313 60</td>
<td>09 253 313 38</td>
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<td>Technical Support Fax</td>
<td>09 253 313 81</td>
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<td>Relational Customer Care</td>
<td>09 253 313 38</td>
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<td></td>
<td>Home/Small Business Customer Care</td>
<td>09 693 791 94</td>
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<tr>
<td></td>
<td>Fax</td>
<td>09 253 313 99</td>
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International Access Code: 990
Country Code: 358
City Code: 9

Website: [support.euro.dell.com](http://support.euro.dell.com)
E-mail: fin_support@dell.com
E-mail Support (servers): Nordic_support@dell.com
<table>
<thead>
<tr>
<th>Country (City)</th>
<th>Department Name or Service Area, Website and E-Mail Address</th>
<th>Area Codes, Local Numbers, and Toll-Free Numbers</th>
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<tbody>
<tr>
<td>France (Paris)</td>
<td>Website: support.euro.dell.com</td>
<td></td>
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<tr>
<td>Montpellier</td>
<td>E-mail: support.euro.dell.com/fr/fr/email dell/</td>
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<tr>
<td>International Access Code: 00</td>
<td>Home and Small Business</td>
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<td>Country Code: 33</td>
<td>City Codes: (1) (4)</td>
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<tr>
<td>City Codes: (1)</td>
<td>Technical Support</td>
<td>0825 387 270</td>
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<td>(4)</td>
<td>Customer Care</td>
<td>0825 823 833</td>
</tr>
<tr>
<td></td>
<td>Switchboard</td>
<td>0825 004 700</td>
</tr>
<tr>
<td></td>
<td>Switchboard (calls from outside of France)</td>
<td>04 99 75 40 00</td>
</tr>
<tr>
<td></td>
<td>Sales</td>
<td>0825 004 700</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>0825 004 701</td>
</tr>
<tr>
<td></td>
<td>Fax (calls from outside of France)</td>
<td>04 99 75 40 01</td>
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<td>Corporate</td>
<td>Technical Support</td>
<td>0825 004 719</td>
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<td>Customer Care</td>
<td>0825 338 339</td>
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<td>Switchboard</td>
<td>01 55 94 71 00</td>
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<tr>
<td></td>
<td>Sales</td>
<td>01 55 94 71 00</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>01 55 94 71 01</td>
</tr>
<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Germany (Langen)</td>
<td>Website: support.euro.dell.com  E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a></td>
<td></td>
</tr>
<tr>
<td>International Access Code: 00  Country Code: 49  City Code: 6103</td>
<td>Technical Support  Home/Small Business Customer Care  Global Segment Customer Care  Preferred Accounts Customer Care  Large Accounts Customer Care  Public Accounts Customer Care  Switchboard</td>
<td></td>
</tr>
<tr>
<td>Greece</td>
<td>Website: support.euro.dell.com  E-mail: support.euro.dell.com/gr/en/email/dell/</td>
<td></td>
</tr>
<tr>
<td>International Access Code: 00  Country Code: 30</td>
<td>Technical Support  Gold Technical Support  Switchboard  Sales  Fax</td>
<td></td>
</tr>
</tbody>
</table>

www.dell.com | support.dell.com
<table>
<thead>
<tr>
<th>Country (City)</th>
<th>Department Name or Service Area, Website and E-Mail Address</th>
<th>Area Codes, Local Numbers, and Toll-Free Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Access Code</td>
<td>Country Code</td>
<td>City Code</td>
</tr>
<tr>
<td>Ireland (Cherrywood)</td>
<td>International Access Code: <strong>16</strong></td>
<td></td>
</tr>
<tr>
<td>Country Code: <strong>353</strong></td>
<td>City Code: <strong>1</strong></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a></td>
<td>E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a></td>
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<tr>
<td>Ireland Technical Support</td>
<td>1850 543 543</td>
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</tr>
<tr>
<td>U.K. Technical Support (dial within U.K. only)</td>
<td>0870 908 0800</td>
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</tr>
<tr>
<td>Home User Customer Care</td>
<td>01 204 4014</td>
<td></td>
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<tr>
<td>Small Business Customer Care</td>
<td>01 204 4014</td>
<td></td>
</tr>
<tr>
<td>U.K. Customer Care (dial within U.K. only)</td>
<td>0870 906 0010</td>
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<tr>
<td>Corporate Customer Care</td>
<td>1850 200 982</td>
<td></td>
</tr>
<tr>
<td>Corporate Customer Care (dial within U.K. only)</td>
<td>0870 907 4499</td>
<td></td>
</tr>
<tr>
<td>Ireland Sales</td>
<td>01 204 4444</td>
<td></td>
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<tr>
<td>U.K. Sales (dial within U.K. only)</td>
<td>0870 907 4000</td>
<td></td>
</tr>
<tr>
<td>Fax/SalesFax</td>
<td>01 204 0103</td>
<td></td>
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<tr>
<td>Switchboard</td>
<td>01 204 4444</td>
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<tr>
<td>Country (City)</td>
<td>Department Name or Service</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
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<td>Italy (Milan)</td>
<td>Website: support.euro.dell.com</td>
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<td>E-mail: support.euro.dell.com/it/it/email dell/</td>
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<tr>
<td></td>
<td><strong>Home and Small Business</strong></td>
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<tr>
<td></td>
<td>Technical Support</td>
<td>02 577 826 90</td>
</tr>
<tr>
<td></td>
<td>Customer Care</td>
<td>02 696 821 14</td>
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<tr>
<td></td>
<td>Fax</td>
<td>02 696 821 13</td>
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<td>Customer Care</td>
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<td>02 575 035 30</td>
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<td>Switchboard</td>
<td>02 577 821</td>
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<td>Japan (Kawasaki)</td>
<td><strong>Website:</strong> <a href="http://support.jp.dell.com">support.jp.dell.com</a></td>
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</tr>
<tr>
<td>International Access Code: <strong>001</strong></td>
<td>Technical Support (servers)</td>
<td>toll-free: 0120-198-498</td>
</tr>
<tr>
<td>Country Code: <strong>81</strong></td>
<td>Technical Support outside of Japan (servers)</td>
<td>81-44-556-4162</td>
</tr>
<tr>
<td>City Code: <strong>44</strong></td>
<td>Technical Support (Dimension™ and Inspiron™)</td>
<td>toll-free: 0120-198-226</td>
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<td>Technical Support outside of Japan (Dimension and Inspiron)</td>
<td>81-44-520-1435</td>
</tr>
<tr>
<td></td>
<td>Technical Support (Dell Precision™, OptiPlex™, and Latitude™)</td>
<td>toll-free: 0120-198-433</td>
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<tr>
<td></td>
<td>Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)</td>
<td>81-44-556-3894</td>
</tr>
<tr>
<td></td>
<td>Faxbox Service</td>
<td>044-556-3490</td>
</tr>
<tr>
<td></td>
<td>24-Hour Automated Order Service</td>
<td>044-556-3801</td>
</tr>
<tr>
<td></td>
<td>Customer Care</td>
<td>044-556-4240</td>
</tr>
<tr>
<td></td>
<td>Business Sales Division (up to 400 employees)</td>
<td>044-556-1465</td>
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<tr>
<td></td>
<td>Preferred Accounts Division Sales (over 400 employees)</td>
<td>044-556-3433</td>
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<td></td>
<td>Large Corporate Accounts Sales (over 3500 employees)</td>
<td>044-556-3430</td>
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<tr>
<td></td>
<td>Public Sales (government agencies, educational institutions, and medical institutions)</td>
<td>044-556-1469</td>
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<td></td>
<td>Global Segment Japan</td>
<td>044-556-3469</td>
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<tr>
<td></td>
<td>Individual User</td>
<td>044-556-1760</td>
</tr>
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<td></td>
<td>Switchboard</td>
<td>044-556-4300</td>
</tr>
<tr>
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<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
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<tr>
<td><strong>Korea (Seoul)</strong></td>
<td>Technical Support</td>
<td>toll-free: 080-200-3800</td>
</tr>
<tr>
<td>International Access Code: 001</td>
<td>Sales</td>
<td>toll-free: 080-200-3600</td>
</tr>
<tr>
<td>Country Code: 82</td>
<td>Customer Service (Seoul, Korea)</td>
<td>toll-free: 080-200-3800</td>
</tr>
<tr>
<td>City Code: 2</td>
<td>Customer Service (Penang, Malaysia)</td>
<td>604 633 4949</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>2194-6202</td>
</tr>
<tr>
<td></td>
<td>Switchboard</td>
<td>2194-6000</td>
</tr>
<tr>
<td><strong>Luxembourg</strong></td>
<td>Website: support.euro.dell.com</td>
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<tr>
<td>International Access Code: 00</td>
<td>E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a></td>
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<tr>
<td>Country Code: 352</td>
<td>Technical Support (Brussels, Belgium)</td>
<td>3420808075</td>
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<tr>
<td></td>
<td>Home/Small Business Sales (Brussels, Belgium)</td>
<td>toll-free: 080016884</td>
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<td>Corporate Sales (Brussels, Belgium)</td>
<td>02 481 91 00</td>
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<tr>
<td></td>
<td>Customer Care (Brussels, Belgium)</td>
<td>02 481 91 19</td>
</tr>
<tr>
<td></td>
<td>Fax (Brussels, Belgium)</td>
<td>02 481 92 99</td>
</tr>
<tr>
<td></td>
<td>Switchboard (Brussels, Belgium)</td>
<td>02 481 91 00</td>
</tr>
<tr>
<td><strong>Malaysia (Penang)</strong></td>
<td>Technical Support</td>
<td>toll-free: 1 800 888 298</td>
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<td>International Access Code: 00</td>
<td>Customer Service</td>
<td>04 633 4949</td>
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<td>Country Code: 60</td>
<td>Transaction Sales</td>
<td>toll-free: 1 800 888 202</td>
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<tr>
<td>City Code: 4</td>
<td>Corporate Sales</td>
<td>toll-free: 1 800 888 213</td>
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<tr>
<td>Country (City)</td>
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<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
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<tr>
<td><strong>Mexico</strong></td>
<td>Customer Technical Support</td>
<td>001-877-384-8979 or 01-800-888-3355</td>
</tr>
<tr>
<td>International Access Code: <strong>00</strong></td>
<td>Sales</td>
<td>50-81-8800 or 01-800-888-3355</td>
</tr>
<tr>
<td>Country Code: <strong>52</strong></td>
<td>Customer Service</td>
<td>001-877-384-8979 or 01-800-888-3355</td>
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<tr>
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<td>Main</td>
<td>50-81-8800 or 01-800-888-3355</td>
</tr>
<tr>
<td><strong>Netherlands Antilles</strong></td>
<td>General Support</td>
<td>001-800-882-1519</td>
</tr>
<tr>
<td>Country (City)</td>
<td>International Access Code</td>
<td>Country Code</td>
</tr>
<tr>
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<td>--------------</td>
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</tbody>
</table>
| Netherlands (Amsterdam) | 00 | 31 | 20 | Website: support.euro.dell.com  
E-mail (Technical Support):  
(Enterprise): nl_server_support@dell.com  
(Latitude): nl_latitude_support@dell.com  
(Inspiron): nl_inspiron_support@dell.com  
(Dimension): nl_dimension_support@dell.com  
(OptiPlex): nl_optiplex_support@dell.com  
(Dell Precision): nl_workstation_support@dell.com | Technical Support 020 674 45 00  
Technical Support Fax 020 674 47 66  
Home/Small Business Customer Care 020 674 42 00  
Relational Customer Care 020 674 4325  
Home/Small Business Sales 020 674 55 00  
Relational Sales 020 674 50 00  
Home/Small Business Sales Fax 020 674 47 75  
Relational Sales Fax 020 674 47 50  
Switchboard 020 674 50 00  
Switchboard Fax 020 674 47 50 |
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<td>E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a></td>
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<tr>
<td>International Access Code: <strong>00</strong></td>
<td>E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a></td>
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<tr>
<td>Country Code: <strong>64</strong></td>
<td>Home and Small Business 0800 446 255</td>
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<td>Government and Business 0800 444 617</td>
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<td>Sales 0800 441 567</td>
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<td></td>
<td>Fax 0800 441 566</td>
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<tr>
<td><strong>Norway (Lysaker)</strong></td>
<td>Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a></td>
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<td>International Access Code: <strong>00</strong></td>
<td>E-mail Support (portable computers): <a href="mailto:nor_nbk_support@dell.com">nor_nbk_support@dell.com</a></td>
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<tr>
<td>Country Code: <strong>47</strong></td>
<td>E-mail Support (desktop computers): <a href="mailto:nor_support@dell.com">nor_support@dell.com</a></td>
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<td>E-mail Support (servers): <a href="mailto:nordic_server_support@dell.com">nordic_server_support@dell.com</a></td>
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<td>Technical Support 671 16882</td>
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<td>Relational Customer Care 671 17514</td>
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<td>Home/Small Business Customer Care 23162298</td>
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<td>Switchboard 671 16800</td>
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<td>Fax Switchboard 671 16865</td>
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<tr>
<td>005</td>
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<td>Technical Support</td>
<td>toll-free: 800 6011 051</td>
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<td></td>
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<td>Customer Service (Penang, Malaysia)</td>
<td>604 633 4949</td>
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<td>Transaction Sales</td>
<td>toll-free: 800 6011 054</td>
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<td>Corporate Sales</td>
<td>toll-free: 800 6011 053</td>
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### Spain (Madrid)

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<td>00</td>
<td>34</td>
<td>91</td>
<td>Website: support.euro.dell.com</td>
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<td>E-mail: support.euro.dell.com/es/es/email/dell/</td>
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#### Home and Small Business

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<tr>
<td>Customer Care</td>
<td>902 118 540</td>
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<td>Sales</td>
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#### Corporate

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<td>Customer Care</td>
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<tr>
<td>Switchboard</td>
<td>91 722 92 00</td>
</tr>
<tr>
<td>Fax</td>
<td>91 722 95 83</td>
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<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
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<tr>
<td>Sweden (Upplands Vasby)</td>
<td>Website: <a href="support.euro.dell.com">support.euro.dell.com</a></td>
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<td>E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a></td>
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<tr>
<td></td>
<td>E-mail Support for Latitude and Inspiron:</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a></td>
</tr>
<tr>
<td></td>
<td>E-mail Support for OptiPlex:</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a></td>
</tr>
<tr>
<td></td>
<td>E-mail Support for Servers:</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a></td>
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<td>International Access</td>
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<td>Code: <strong>00</strong></td>
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<td>Country Code: <strong>46</strong></td>
<td>Home/Small Business Customer Care</td>
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<td>City Code: <strong>8</strong></td>
<td>Employee Purchase Program (EPP) Support</td>
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<td>Fax Technical Support</td>
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<td>Sales</td>
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<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
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<td>Switzerland (Geneva)</td>
<td>Website: support.euro.dell.com E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a></td>
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<tr>
<td>International Access Code: 00 Country Code: 41 City Code: 22</td>
<td>Technical Support (Home and Small Business) 0844 811 411</td>
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<td>Technical Support (Corporate) 0844 822 844</td>
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<td>Customer Care (Home and Small Business) 0848 802 202</td>
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<td>Customer Care (Corporate) 0848 821 721</td>
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<td>Fax 022 799 01 90</td>
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<td></td>
<td>Switchboard 022 799 01 01</td>
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<tr>
<td>Turks and Caicos Islands</td>
<td>General Support toll-free: 1-866-540-3355</td>
</tr>
<tr>
<td>Country (City)</td>
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<tr>
<td>Country (City)</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
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<tr>
<td><strong>U.K. (Bracknell)</strong></td>
<td>Website: support.euro.dell.com Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp</td>
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<td>International Access Code: 00</td>
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<tr>
<td>City Code: 1344</td>
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E-mail: dell_direct_support@dell.com

Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])

Technical Support (direct/PAD and general)

Global Accounts Customer Care

Home and Small Business Customer Care

Corporate Customer Care

Preferred Accounts (500-5000 employees) Customer Care

Central Government Customer Care

Local Government & Education Customer Care

Health Customer Care

Home and Small Business Sales

Corporate/Public Sector Sales

0870 908 0500

0870 908 0800

01344 373 186

0870 906 0010

01344 373 185

0870 906 0010

01344 373 193

01344 373 199

01344 373 194

0870 907 4000

01344 860 456
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<tbody>
<tr>
<td>U.S.A. (Austin, Texas)</td>
<td>Automated Order-Status Service</td>
<td>toll-free: 1-800-433-9014</td>
</tr>
<tr>
<td>International Access Code: 011</td>
<td>AutoTech (portable and desktop computers)</td>
<td>toll-free: 1-800-247-9362</td>
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<tr>
<td>Country Code: 1</td>
<td>Consumer (Home and Home Office)</td>
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<tr>
<td></td>
<td>Technical Support</td>
<td>toll-free: 1-800-624-9896</td>
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<td></td>
<td>Customer Service</td>
<td>toll-free: 1-800-624-9897</td>
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<tr>
<td></td>
<td>DellNet™ Service and Support</td>
<td>toll-free: 1-877-Dell-net (1-877-335-5638)</td>
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<tr>
<td></td>
<td>Employee Purchase Program (EPP) Customers</td>
<td>toll-free: 1-800-695-8133</td>
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<td>Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a></td>
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<tr>
<td></td>
<td>Financial Services (lease/loans)</td>
<td>toll-free: 1-877-577-3355</td>
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<tr>
<td></td>
<td>Financial Services (Dell Preferred Accounts [DPA])</td>
<td>toll-free: 1-800-283-2210</td>
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<td>Business</td>
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<tr>
<td></td>
<td>Customer Service and Technical Support</td>
<td>toll-free: 1-800-822-8965</td>
</tr>
<tr>
<td></td>
<td>Employee Purchase Program (EPP) Customers</td>
<td>toll-free: 1-800-695-8133</td>
</tr>
<tr>
<td></td>
<td>Projectors Technical Support</td>
<td>toll-free: 1-877-459-7298</td>
</tr>
<tr>
<td></td>
<td>Public (government, education, and healthcare)</td>
<td></td>
</tr>
<tr>
<td>Country (City) Access Code</td>
<td>Department Name or Service Area, Website and E-Mail Address</td>
<td>Area Codes, Local Numbers, and Toll-Free Numbers</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Customer Service and Technical Support</td>
<td>toll-free: 1-800-456-3355</td>
</tr>
<tr>
<td></td>
<td>Employee Purchase Program (EPP) Customers</td>
<td>toll-free: 1-800-234-1490</td>
</tr>
<tr>
<td></td>
<td>Dell Sales</td>
<td>toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355</td>
</tr>
<tr>
<td></td>
<td>Dell Outlet Store (Dell refurbished computers)</td>
<td>toll-free: 1-888-798-7561</td>
</tr>
<tr>
<td></td>
<td>Software and Peripherals Sales</td>
<td>toll-free: 1-800-671-3355</td>
</tr>
<tr>
<td></td>
<td>Spare Parts Sales</td>
<td>toll-free: 1-800-357-3355</td>
</tr>
<tr>
<td></td>
<td>Extended Service and Warranty Sales</td>
<td>toll-free: 1-800-247-4618</td>
</tr>
<tr>
<td></td>
<td>Fax</td>
<td>toll-free: 1-800-727-8320</td>
</tr>
<tr>
<td></td>
<td>Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired</td>
<td>toll-free: 1-877-335-5889 or 1-877-335-5889 (DELLTTY)</td>
</tr>
</tbody>
</table>
Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, the manufacturer guarantee for Latin America and the Caribbean, and the Intel® Pentium® and Celeron® warranty for the U.S. and Canada.

Limited Warranty for Dell-Branded Hardware Products
(U.S. Only)

What is covered by this limited warranty?
This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?
This limited warranty does not cover:

• Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
• Non-Dell-branded and Solution Provider Direct products and accessories
• Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
• Products with missing or altered Service Tags or serial numbers
• Products for which Dell has not received payment
THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL’S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LastS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only 1 year and the limited warranty on the lamps for Dell-branded projectors lasts only 90 days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.
What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Home Consumers:</td>
<td>U.S. Only</td>
</tr>
<tr>
<td>Technical Support</td>
<td>1-800-624-9896</td>
</tr>
<tr>
<td>Customer Service</td>
<td>1-800-624-9897</td>
</tr>
<tr>
<td>Individual Home Consumers who purchased through an Employee Purchase Program:</td>
<td></td>
</tr>
<tr>
<td>Technical Support and Customer Service</td>
<td>1-800-822-8965</td>
</tr>
<tr>
<td>Home and Small Business Commercial Customers:</td>
<td></td>
</tr>
<tr>
<td>Technical Support and Customer Service</td>
<td>1-800-456-3355</td>
</tr>
<tr>
<td>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):</td>
<td></td>
</tr>
<tr>
<td>Technical Support and Customer Service</td>
<td>1-800-822-8965</td>
</tr>
<tr>
<td>Government and Education Customers:</td>
<td></td>
</tr>
<tr>
<td>Technical Support and Customer Service</td>
<td>1-800-234-1490</td>
</tr>
<tr>
<td>Dell-Branded Memory</td>
<td>1-888-363-5150</td>
</tr>
</tbody>
</table>

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you.

We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.
NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell’s website:

• If you are an Individual Home Consumer, go to
Limited Warranties and Return Policy

• If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm

• If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

"Total Satisfaction" Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you’re satisfied with your purchases. That’s why we offer a “Total Satisfaction” return policy for most products that you—the end-user customer—purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees as follows:

• New Hardware Products and Accessories — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within 30 days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell’s Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within 30 days from the date on the packing slip or invoice, but a fifteen percent (15%) restocking fee will be deducted from any refund or credit. The “Total Satisfaction” Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, or enterprise software.

• Reconditioned or Refurbished Dell-Branded Hardware Products and Parts — All reconditioned or refurbished Dell-branded server and storage products may be returned within 30 days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within 14 days of the date on the packing slip or invoice.

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See “Contacting Dell” or “Getting Help” in your customer documentation (or www.dell.com/us/en/gen/contact.htm) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within 5 days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.
Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer’s—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

This warranty gives you specific legal rights, and you may also have other rights which vary from province to province. Dell’s responsibility for malfunctions and defects in product is limited to repair and replacement as set forth in this warranty statement, for the term of the warranty period reflected on your packing slip or invoice, except for the express warranties contained in this warranty statement, Dell disclaims all other warranties and conditions, express or implied, including without limitation implied warranties and conditions of merchantability and fitness for a particular purpose, statutory or otherwise. Some provinces do not allow the exclusion of certain implied warranties or conditions, or limitations on how long an implied warranty or condition lasts. Therefore, the foregoing exclusions and limitations may not apply to you.
WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only 1 year and the limited warranty on the lamps for Dell-branded projectors lasts only 90 days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).
What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

<table>
<thead>
<tr>
<th>Individual Home Consumers; Home Office and Small Business Customers:</th>
<th>Canada Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Support and Customer Service</td>
<td>1-800-847-4096</td>
</tr>
<tr>
<td>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value-Added Resellers (VARs):</td>
<td></td>
</tr>
<tr>
<td>Technical Support</td>
<td>1-800-387-5757</td>
</tr>
<tr>
<td>Customer Service</td>
<td>1-800-326-9463</td>
</tr>
<tr>
<td>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</td>
<td></td>
</tr>
<tr>
<td>Technical Support</td>
<td>1-800-387-5757</td>
</tr>
<tr>
<td>Customer Service</td>
<td>1-800-326-9463 (Extension 8221 for Individual Consumers)</td>
</tr>
<tr>
<td>Dell-Branded Memory</td>
<td>1-888-363-5150</td>
</tr>
</tbody>
</table>

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, during the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.
NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years following the first year of all limited warranties: We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell’s service contracts can be found online at www.dell.ca or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell’s website:

www.dell.com
Limited Warranties and Return Policy

For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm

For out-of-country transfers (outside of the original country of purchase), go to www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm

If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

"Total Satisfaction" Return Policy (Canada Only)

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within 5 days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell’s Software and Peripherals division. For those products, please instead refer to Dell’s Software and Peripherals then-current return policy (see the following section, “Dell Software and Peripherals (Canada Only)”).
Dell Software and Peripherals (Canada Only)

Third-Party Software and Peripherals Products
Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

Dell-Branded Peripheral Products
Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors. To determine which limited warranty applies to the product you purchased, see the Dell packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell’s limited warranties are described in preceding sections.

Return Policy
If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date on the packing slip or invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer’s packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.
1-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)

Guarantee
Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of 1 year from the original purchase date. Products for which proper claims are made will, at Dell’s option, be repaired or replaced at Dell’s expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

Exclusions
This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

Making a Claim
Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell’s repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

Limitation and Statutory Rights
Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user’s sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.
Dell World Trade LP
One Dell Way, Round Rock, TX 78682, USA

Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)/
Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)
Avenida Industrial Belgraf, 400
92990-000 - Eldorado do Sul - RS - Brasil

Dell Computer de Chile Ltda
Coyancura 2283, Piso 3- Of.302,
Providencia, Santiago - Chile

Dell Computer de Colombia Corporation
Carrera 7 # 115-33 Oficina 603
Bogota, Colombia

Dell Computer de Mexico SA de CV
Paseo de la Reforma 2620 - 11° Piso
Col. Lomas Altas
11950 Mexico, D.F.
Glossary

BLUETOOTH™ — A wireless technology standard for short-range (10 m [30 ft]) networking devices that allows for enabled devices to automatically recognize each other.

COMPACTFLASH CARD — A removable card that is used to expand the capabilities of a device. Common types of CompactFlash cards include memory and wireless cards.

CRADLE — A device that allows your handheld device to synchronize with a computer, recharge its battery, and run on AC power.

DHCP — dynamic host configuration protocol — A communication protocol that allows network administrators to manage and automate the assignment of Internet Protocol addresses to computers in a network.

IMAP — Internet message access protocol — A standard client/server protocol that allows you to access your e-mail from a server. Using IMAP, you can store and browse your e-mail on the server.

INFRARED SENSOR — A port that allows you to transfer data between the computer and infrared-compatible devices without using a cable connection.

ISP — Internet service provider — A company that allows you to access its host server to connect directly to the Internet, send and receive e-mail, and access websites. The ISP typically provides you with a software package, username, and access phone numbers for a fee.

LAN — local area network — A computer network covering a small area. A LAN usually is confined to a building or a few nearby buildings. A LAN can be connected to another LAN over any distance via telephone lines and radio waves to form a wide area network (WAN).

PIM — personal information manager — A program that stores and organizes your personal information, such as Calendar, Contacts, Inbox, and Tasks.

POP3 — post office protocol 3 — A standard client/server protocol that allows you to access your e-mail from a server. Using POP3, you must download your e-mail to your local system to view and browse your messages.

RAM — random-access memory — The primary temporary storage area for program instructions and data. Any information stored in RAM is lost when you perform a reset.

RAS — remote access server — A type of server that allows users to access a network from a remote location.
ROM — read-only memory — Memory that stores data and programs that cannot be deleted or written to by the device. ROM, unlike RAM, retains its contents after you perform a reset. Some programs essential to the operation of your device reside in ROM.

SDRAM — synchronous dynamic random-access memory — A type of DRAM that is synchronized with the optimal clock speed of the microprocessor.

SECURE DIGITAL CARD — A type of removable memory commonly used in digital cameras, handheld devices, cell phones, and other devices. Secure Digital cards are approximately the size of a postage stamp.

SERIAL CONNECTOR — An I/O port often used to connect devices such as a handheld digital device or digital camera to your computer.

SMS — short message service — A service that is capable of sending short messages to wireless devices.

SMTP — simple mail transfer protocol — A type of protocol used for sending and receiving e-mail. SMTP is typically coupled with POP3 or IMAP.

SYNC CABLE — A cable through which you can connect a handheld device to a computer to transfer or synchronize files.

SYNCHRONIZATION — An automated process that replaces the files in one location with the most updated files from another location. For example, you can synchronize the files on your computer with the files on your handheld device.

TCP/IP — transmission control protocol/Internet protocol — The basic communication language of the Internet. TCP/IP can also be used as a communication protocol in an intranet or extranet.

USB — universal serial bus — A hardware interface for a low-speed device such as a USB-compatible keyboard, mouse, joystick, scanner, set of speakers, printer, broadband devices (DSL and cable modems), imaging devices, or storage devices. Devices are plugged directly into a 4-pin socket on your computer or into a multiport hub that plugs into your computer. USB devices can be connected and disconnected while the computer is turned on, and they can also be daisy-chained together.

VPN — virtual private network — A set of communication protocols that allows remote users to securely access a network.

WAP — wireless application protocol — A standardization for the way that wireless devices access the Internet.
Index

A
ActiveSync
   about 57
   installing 59
appointments
   scheduling 63
audio
   Media player 91
   notifications 76
AvantGo
   about 100

B
battery
   backup 17
   charging 18
   main 16
   using and installing 15
block recognizer 43
Bluetooth
   cards 23
   settings 55
books
   library 92
   Reader 91
books (continued)
   reading ebooks 92
   removing 95
buttons
   about 28
   Calendar 13
   Contacts 13
   Home 13
   Inbox 13
   locations 12
   navigator 13
   power 12
   program buttons 31
   record 13
   reset 13
   scroll dial 13

C
Calendar
   about 62
   appointments 63
   meeting requests 64
command bar 33
communicating
   with other devices 105
CompactFlash
about 23
installing 23
slot 12
computer
connecting to 19
Contacts
about 65
creating 66
finding 66
cradle
connecting to a computer 19
e-mail (continued)
Inbox 70
message list 71
organizing 75
synchronizing 70
ethernet connection 108
Excel
about 86
tips 88
expansion slots
CompactFlash 23
locations 12
Secure Digital card slot 24
D
data
backing up 37
disconnecting
dial-up connection 110
from a cable or cradle 110
from a network 110
infrared sensor 110
drawing
creating 48
F
files
backing up 37
File Explorer 80
finding 80
finding and organizing 36
synchronizing 57
finding information 9
contacting Dell 128
H
help
ActiveSync Help 111
contacting Dell 128
finding 111
Pocket PC Help 9
I
icons
    program 32
    status 30
Inbox
    about 70
infrared
    using 106
input panel 40
Internet
    connecting to 105
Internet Explorer
    about 97
    browsing the web 101
    favorite links 100
    mobile favorites 98, 100

K
keyboard
    soft 42

L
letter recognizer 42

M
Media Player
    about 91
meeting requests
    creating 64
memory
    conserving 99
microphone
    recording a message 50
modem connection 107
MSN Messenger
    about 89
    setting up 89
    working with contacts 90
My Text
    inserting 51

N
navigation bar 33
network
    connecting to 105
Notes
    creating 68
notifications
    about 76

P
Pocket Outlook
    about 62
Pocket PC
    getting started 27

Index | 167
pop-up menus 35
print-style text
  converting written text to 42, 43
programs
  accessing 31
  ActiveSync 57
  adding and removing 77
  adding programs using
    ActiveSync 78
AvantGo 100
Calendar 62
Contacts 65
downloading 79
Inbox 70
Media Player 91
MSN Messenger 89
Notes 68
Pocket Excel 86
Pocket Internet Explorer 97
Pocket Outlook 62
Pocket Word 84
Reader 91
removing 81
Start menu 80
Switcher Bar 32
Tasks 67

R
Reader
  about 91
  features 93

recording
  voice messages 50
reminders. See notifications
reset
  button 13
  performing 24
resources
  finding 9

S
scroll dial 13
Secure Digital card slot
  about 24
  installing cards 24
  location 12
service tag 9, 16
settings
  adjusting 53
  Connections tab 55
  Personal tab 54
  System tab 54
software. See programs
specifications 114
stylus
  using 28
  writing methods 39
Switcher Bar 32
sync cable
  connecting to a computer 22
synchronizing
  with your computer 19

T
Tasks
  about 67
  creating 67
text
  converting written text to
    print-style text 42, 43
  editing 44, 45
  input panel 40
typing 42
  written 42, 43, 44
Today screen 28
transcriber 43

V
video
  Media Player 91
VPN connection 109

W
warranty 149
Word
  about 84
writing
  block recognizer 43
  converting written text to
    print-style text 42, 43
  drawing 48
  editing 44
  letter recognizer 42
  methods 39
  on the screen 44
  transcriber 43