

## Cingular 8500/8525 Frequently Asked Questions

### Device Features

- Q.** I see that the Cingular 8500 & 8525 are Cingular-branded devices. Who is the manufacturer?
- A.** Cingular sourced the 8500/8525 from HTC (High Tech Computer), manufacturer of well-known Cingular devices such as the Cingular 8125, Palm Treo 650, Siemens SX66, Audiovox SMT5600, and HP iPAQ hw6920/hw6925.
- Q.** What are the key features of the Cingular 8500/8525 that set it apart from other Pocket PCs?
- A.** The Cingular 8500 & 8525 are Cingular's first 3G UMTS/HSDPA Pocket PC devices to support the Windows Mobile 5.0 operating system and Microsoft's Messaging and Security Feature Pack. The 8500 & 8525 also include integrated WiFi capabilities, Bluetooth v2.0 which allows for multiple active Bluetooth connections, and a unique sliding QWERTY keypad!
- Q.** What is the difference between the Cingular 8500 and Cingular 8525?
- A.** The Cingular 8525 includes a 2.0 mega pixel camera with LED light and video capabilities; the 8500 is the non-camera version for customers that may have camera-related security concerns.
- Q.** I see that there is a PTT (Push to Talk) button on the 8500 and 8525. When will the service be active?
- A.** The Cingular 8500 and 8525 will support Push to Talk in early 2007. A software upgrade to the devices will be required in order for customers to use the PTT service.
- Q.** What frequency bands does the 8500/8525 support?
- A.** The 8500/8525 is a quad-band GSM device, supporting the 850/900/1800/1900 MHz and tri-band UMTS/HSDPA, supporting 850/1900/2100 MHz frequencies for travel both domestically and abroad.
- Q.** What are the voice capabilities of this Pocket PC?
- A.** The Cingular 8500/8525 is just as powerful a phone as it is a PDA. Users can communicate by voice just as they would with a regular mobile handheld, using the integrated speaker and microphone. The Cingular 8500/8525 also includes a speakerphone and wired stereo headset, for easy hands-free use. A key differentiator is Bluetooth v2.0 support which allows for up to six active Bluetooth connections simultaneously. For example, a user could have a tethered connection to a PC via Bluetooth, while having a conversation on their Bluetooth headset, or use a Bluetooth GPS accessory for navigation while on a call on their Bluetooth headset.
- Q.** How much user-available memory is on the Cingular 8500/8525?
- A.** The device has 128MB RAM and 64MB ROM. User available memory is ~64MB.
- Q.** Where can I go to learn more about the Cingular 8500/8525?
- A.** Customers should visit [www.cingular.com/8525](http://www.cingular.com/8525); the Cingular sales team should visit CSP and search under "8525".

## Microsoft Windows Mobile 5.0 and Messaging & Security Feature Pack (MSFP)

- Q.** What is the Microsoft Messaging and Security Feature Pack?
- A.** The Microsoft Messaging and Security Feature Pack (MSFP) is a service pack for the Windows Mobile 5.0 operating system that provides additional features such as “push” (auto sync) email capabilities and robust security features such as remote device wipe and remote enforcement of IT policies.
- Q.** Does the Cingular 8500/8525 ship with MSFP?
- A.** Yes. The Cingular 8500/8525 will ship with MSFP at the time of launch.
- Q.** What version of ActiveSync is used with the Cingular 8500/8525?
- A.** You must use the latest version of ActiveSync (4.2 or later) with Microsoft Windows Mobile™ 5.0 software. Remember that you must download Active Sync to your desktop PC before you can sync with your device. ActiveSync 4.2 is included on the Getting Started Disc in the Cingular 8500/8525 box. You can also download the latest version of ActiveSync from the Microsoft website at [www.microsoft.com/windowsmobile](http://www.microsoft.com/windowsmobile).

## Messaging Solutions

- Q.** What mail & messaging solutions are supported on the Cingular 8500/8525?
- A.** The Cingular 8500/8525 support the following email solutions:
1. Microsoft ActiveSync v4.2 or higher
  2. Good™ Mobile Messaging v4.9
  3. Cingular Xpress Mail v6.7
  4. POP3/IMAP4

## Accessories

- Q.** What Bluetooth headsets are recommended for use with the Cingular 8500/8525?
- A.** Below is a list of tested and recommended Bluetooth headsets for use with the Cingular 8500/8525:
- Jabra BT250v
  - Plantronics Voyager 510w
  - Nokia CK-7W
  - Plantronics Discovery 640
  - Motorola HS820
  - Plantronics Explorer 320
  - Sony Ericsson HBH-608

Note: The Nokia BH800 and Motorola H670 Bluetooth headsets are not compatible with the Cingular 8500/8525 at this time. Compatibility with these headsets will be available via software download in the near future. Please check for an updated status on this at [www.htc.com](http://www.htc.com) under Product Support for the Cingular 8525.

- Q.** Can I work with two Bluetooth devices at the same time?
- A.** Yes, you can pair with up to six Bluetooth devices.
- Q.** How far can my Bluetooth headset be away from my device?
- A.** The maximum distance of Bluetooth headset to handset is 10 meters.

## Technical Troubleshooting

- Q.** Why does my battery not hold a charge?  
**A.** Make sure you are using the AC adapter to charge the battery that came with the device and not the USB cable.
- Q.** How do I reset the device to factory settings?  
**A.** Select Start > Settings > System > Clear Storage. Type 1234 in the box and tap YES. This will erase all information on the device and restore it to factory settings.
- Q.** How do I modify my Date and Time settings?  
**A.** Tap Start>Settings>System>Clock & Alarms. Here you can modify the time zone, date, and time on your device. The 8500/8525 supports NITZ or Network Time, so that you can select to use network time rather than set manually.
- Q.** How do I turn on/off flight mode?  
**A.** Tap the signal icon and tap "Turn on flight mode". You will see the signal icon become "X". To turn off flight mode, tap on signal icon and tap "Turn off flight mode".
- Q.** Is there a setting to auto-switch between GPRS/EDGE and WiFi?  
**A.** The device will automatically switch to the fastest connection that is available without changing any settings.
- Q.** Why am I not receiving a signal on my handheld?  
**A.** You may be outside of a coverage area or your handheld could be in flight mode. To determine if you are in a coverage area you can check the Cingular Coverage Map or contact Cingular at 1-800-331-0500.
- Q.** How do I assign a picture to a contact?  
**A.** Tap Start > Program > Pictures and Videos, select the picture you want for this contact, then tap Menu > Save > Save to Contact. You can also open a contact and select Menu > Edit and tap Select a Picture.
- Q.** Is it possible to sync data wirelessly without a Cingular wireless data connection?  
**A.** Yes, you can use Bluetooth or IrDA to sync with your PC via ActiveSync or another device which also supports Bluetooth or IrDA. It is also possible to sync directly with an Exchange 2003 Server.
- Q.** Why does the display go blank on my handheld?  
**A.** By default, the backlight will shut off if the device is unused for 30 seconds. To change this interval, select Start > Settings > System > Backlight > Battery Power. Tap on drop down arrow and change the setting. You can modify the backlight time-out period when the device is using battery power or AC power.
- Q.** How do I adjust the backlight?  
**A.** Click Start > Settings > System > Backlight, then use the stylus to adjust the backlight.

- Q.** Why can't I connect to the internet when using Wi-Fi?
- A.** The proxy server must be turned off in order to connect to Wi-Fi. You can change the proxy server setting by performing the following:  
Start>Settings>Connections>Set up my proxy server. Ensure the box "This network uses a proxy server to connect to the Internet" is unchecked.
- Q.** How do I set an audio file as my ringtone?
- A.** Save the Audio file to your device or Micro SD memory card. Tap Start>Phone>Menu>Options. In the Ring tone list, tap the sound you want to use.
- Q.** What type of extensions can Windows Media Player play?
- A.** Video format supported: wmv, asf, mp4, avi  
Audio format supported: AMR,AAC, WAV, WMA, MP3
- Q.** What encoding format for video capture is supported?
- A.** Still image: bmp, jpeg  
Video: avi, mp4  
MMS video: 3gp, mp4  
Burst/Sport: jpeg