



SMU Nokia 9210 / 9290 FAQ Directory



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CONTACT SMARTPHONE USER	2
A. TROUBLESHOOTING	5
A1 - I REMOVED THE 16MB MEMORY CARD FROM THE COMMUNICATOR AND NOW SOME OF THE APPLICATIONS ARE NOT WORKING CORRECTLY?	5
A2 - I WAS USING AN APPLICATION WHEN SUDDENLY IT STOPPED RESPONDING AND THE MACHINE HAS APPEARED TO CRASH. WHAT DO I DO NOW?	5
A3 - MY NOKIA HAS STOPPED WORKING AND APPEARS TO HAVE “CRASHED”. WHAT SHOULD I DO?	5
A4 - I HAVE ATTEMPTED TO MOVE THE MESSAGE STORE. DURING THE PROCESS THE NOKIA APPEARED TO HAVE CRASHED. HAVING RE-STARTED THE DEVICE I HAVE ATTEMPTED TO REPEAT THE PROCESS BUT THE MOVE BUTTON REFUSES TO APPEAR. WHAT CAN I DO?	5
B. MULTIMEDIA, IMAGING & SCREENSHOTS	6
B1 - IS IT POSSIBLE TO CAPTURE “SCREENSHOTS” FROM THE NOKIA?	6
C. MEMORY CARDS & MEMORY MANAGEMENT	7
C1 - HOW DO I VIEW THE CURRENT STATE OF THE MEMORY ON MY DEVICE?	7
C2 - THE MESSAGING APPLICATION APPEARS TO BE USING A CONSIDERABLE AMOUNT OF MEMORY ON THE DEVICE ITSELF. WHAT CAN I DO?	7
C3 - I HAVE ATTEMPTED TO MOVE THE MESSAGE STORE. DURING THE PROCESS THE NOKIA APPEARED TO HAVE CRASHED. HAVING RE-STARTED THE DEVICE I HAVE ATTEMPTED TO REPEAT THE PROCESS BUT THE MOVE BUTTON REFUSES TO APPEAR. WHAT CAN I DO?	8
C4 - CAN I USE THE SSD MEMORY CARD FROM MY NOKIA 91XX IN THE NOKIA 9210/9290?	8
D. SYNCHRONIZATION	9
D1 - WHAT IS SYNCHRONIZATION?	9
D2 - WHAT DESKTOP PROGRAMS CAN THE NOKIA 9210/9290 SYNCHRONIZE WITH?	9
D3 - WILL OTHER DESKTOP APPLICATIONS BE SUPPORTED IN THE FUTURE?	9
E. UPGRADING FROM NOKIA 91XX TO NOKIA 9210/9290	10
E1 - HOW DO I TRANSFER THE DATA IN MY NOKIA 91XX OVER TO MY NOKIA 92XX?	10
E2 - CAN I USE THE SSD MEMORY CARD FROM MY NOKIA 91XX IN THE NOKIA 92XX?	10
E3 - CAN I USE ANY OF THE PERIPHERALS I HAVE FOR THE NOKIA 91XX WITH THE 92XX?	10
F. MESSAGING APPLICATION	11
F1 - THE MESSAGING APPLICATIONS APPEAR TO BE USING A CONSIDERABLE AMOUNT OF MEMORY ON THE DEVICE ITSELF. WHAT CAN I DO?	11
F2 - I HAVE ATTEMPTED TO MOVE THE MESSAGE STORE. DURING THE PROCESS THE NOKIA APPEARED TO HAVE CRASHED. HAVING RE-STARTED THE DEVICE I HAVE ATTEMPTED TO REPEAT THE PROCESS BUT THE MOVE BUTTON REFUSES TO APPEAR. WHAT CAN I DO?	11
F3 - CAN I SEND AND RECEIVE HTML/RICH TEXT MESSAGES?	12
G. INSTALLING THIRD PARTY SOFTWARE	13
G1 - I HAVE SEEN SOFTWARE LIBRARIES ON THE INTERNET WITH EPOC SOFTWARE. CAN I INSTALL THESE APPLICATIONS IN MY NOKIA?	13
G2 - WHEN I INSTALL A THIRD PARTY APPLICATION A WARNING MESSAGE APPEARS THAT THE SOURCE OF THE PROGRAM CANNOT BE VERIFIED? IS IT SAFE TO INSTALL THE APPLICATION?	13
G3 - SHOULD I INSTALL THIRD PARTY SOFTWARE TO THE C OR D DRIVES?	13
H. GENERAL / MISCELLANEOUS / PHONE	14
H1 - HOW LONG CAN I EXPECT THE BATTERY TO LAST BETWEEN RECHARGES?	14
H2 - CAN I RECEIVE INCOMING PHONE CALLS WHEN USING A BUILT IN APPLICATION, SUCH AS THE WORD PROCESSOR?	14
H3 - CAN I USE THE COMMUNICATOR EVEN WITH THE PHONE SWITCHED OFF? FOR EXAMPLE, ON AN AIRPLANE?	14

A. Troubleshooting

A1 - I removed the 16Mb memory card from the Communicator and now some of the applications are not working correctly?

Many of the applications that appear to be “built-in” to the Nokia 9210/9290 are in fact stored in the memory of either the Communicator itself or the 16Mb Memory Card supplied with the device. Inevitably, many users will want to purchase a larger Memory Card to increase the number of third party applications they can install or document files. The solution is to re-install the missing applications on the Memory Card you have purchased. Refer to Edition 1 of our Nokia ePublication @ SMU, which features an article on Memory Management.

A2 - I was using an application when suddenly it stopped responding and the machine has appeared to crash. What do I do now?

If the application in the foreground appears to have crashed see A3 below.

A3 - My Nokia has stopped working and appears to have “crashed”. What should I do?

In the first instance close the Communicator and switch off the phone. Then remove the battery and wait a minimum of 30 seconds. Re-insert the battery and then open the Communicator. The Nokia will then begin a self-test process. This may take a few minutes. The Desk screen should then appear and the Communicator should now be working.

If after 10 minutes your Communicator still appears not to be working, you should close the case and remove the battery once more. Wait 30 seconds and then re-insert the battery. You need to be very quick here and open the Communicator, holding down the Ctrl + Shift + I keys. A message should appear asking whether you want to delete .INI files. Agree to delete the files and wait for the Communicator to re-start. If you do not see this message you were not quick enough in pressing the keys and may need to try again.

If this does not resolve the problem you may need to contact Nokia technical support.

A4 - I have attempted to move the message store. During the process the Nokia appeared to have crashed. Having re-started the device I have attempted to repeat the process but the MOVE button refuses to appear. What can I do?

Refer to FAQ F2.

B. Multimedia, Imaging & Screenshots

B1 - Is it possible to capture “screenshots” from the Nokia?

Yes. Refer to Edition 1 of SMU – an article within the magazine describes the full process for capturing screenshots. You can download this form www.smartphoneuser.com.

C. Memory Cards & Memory Management

C1 - How do I view the current state of the memory on my device?

Go to the Control Panel (accessible either via Desk or Extras) and select Memory. This will tell you the used and free memory on either the 9210 itself or any inserted Memory Cards. The information will also be broken down by the type of consumption e.g. Sheet files, Word files, Installed Applications and so forth.

C2 - The Messaging application appears to be using a considerable amount of memory on the device itself. What can I do?

The Messaging application enables you to specify whether you want all email messages and associated attachments stored in the internal memory of the Nokia or on a Memory Card.

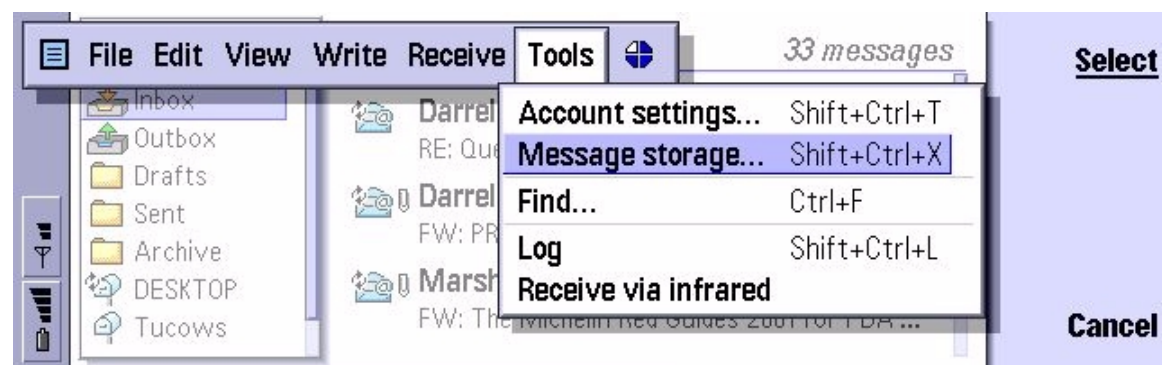
The available memory in the Nokia itself will determine how many programs you can open at any one time. Many users will find it useful to transfer the Messaging Store onto a Memory Card.

NOTE TO USERS WHO SYNCHRONIZE EMAIL WITH THEIR DESKTOP: When the Messaging Store is located on a Memory Card you will notice the synchronization process may be somewhat slower, as access to the Memory Card will take longer than to the memory built into the Nokia.

To change the Messaging Store, follow the steps below.

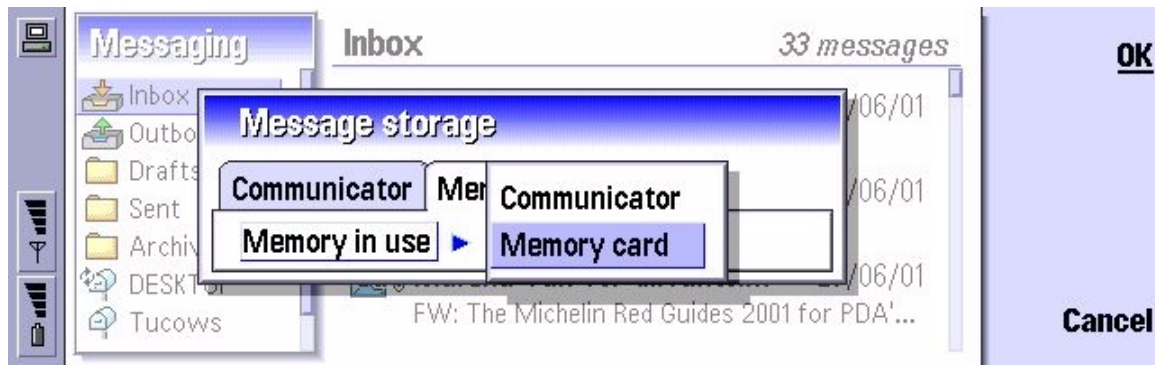
Step 1

Open the Messaging Application. Using the MENU button navigate to Tools. Alternatively, use the key combination Shift + Ctrl + X.



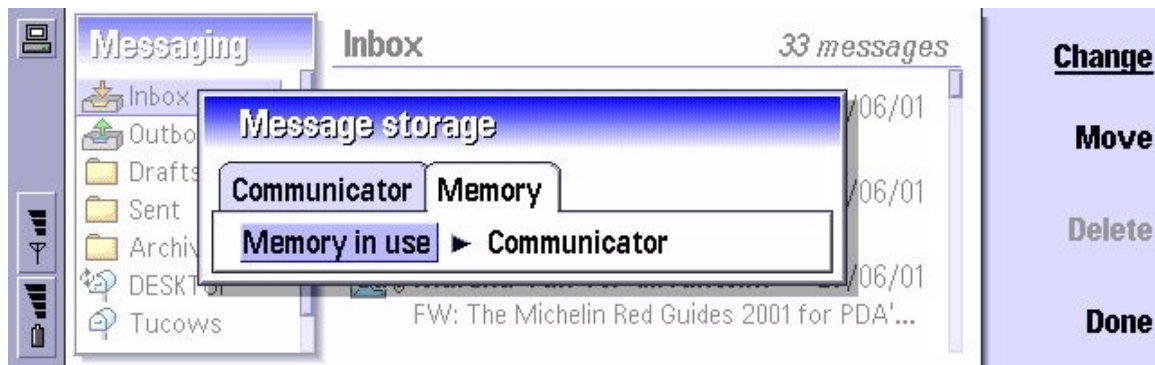
Step 2

Having selected this option, a dialog box will appear. There are two tabs which appear, Communicator and Memory. Select Memory. An option appears below this titled "Memory in use". A further two options are listed, either for Communicator (i.e. the internal memory) or Memory Card. Select MEMORY CARD.



Step 3

In the screenshot below the Message Store is actually already on the Memory Card and we have selected to move it back to the Communicator. Either way, once changed a button will appear on the right hand side – MOVE. Select this option. This will then begin a transfer process whereby messages are moved from their current location to the Memory Card.



C3 - I have attempted to move the message store. During the process the Nokia appeared to have crashed. Having re-started the device I have attempted to repeat the process but the MOVE button refuses to appear. What can I do?

Refer to FAQ F2.

C4 - Can I use the SSD Memory card from my Nokia 91xx in the Nokia 9210/9290?

Refer to FAQ E2.

D. Synchronization

D1 - What is Synchronization?

D2 - What desktop programs can the Nokia 9210/9290 Synchronize with?

The Nokia 9210/9290 is sold with a Windows application called PC Suite. As standard, the software enables you to synchronize data as follows:

<u>Desktop Program</u>	<u>Calendar</u>	<u>Contacts</u>	<u>E-Mail</u>
Microsoft Outlook 97/98/2000	Yes	Yes	Yes
Schedule+	Yes	Yes	No
Lotus Organiser 5.0, 6.0, 97, GS/4.0	Yes	Yes	No
Lotus Notes 4.5, 4.6, 5.0.	Yes	Yes	No

D3 - Will other desktop applications be supported in the future?

The answer is most likely. The Nokia uses the EPOC operating system. Earlier versions of this operating system can be found in handheld computing devices sold by Psion. These devices were supported by third party developers who wrote synchronization plug-ins for programs such as Novell Groupware & Act!. Keep a close eye on the Software Directory for the availability of additional software.

E. Upgrading from Nokia 91xx to Nokia 9210/9290

E1 - How do I transfer the data in my Nokia 91xx over to my Nokia 92xx?

Nokia have thoughtfully provided solutions in the box for this process. When you buy your Nokia 92xx there are two applications available to you - Data mover, which is already installed on the device, and the PC Upgrade software on the accompanying CD-ROM. The User Guide and CD-ROM provide instructions on the transfer process.

E2 - Can I use the SSD Memory card from my Nokia 91xx in the Nokia 92xx?

Yes, but you MUST format the SSD first before you begin to save files to the card.

E3 - Can I use any of the peripherals I have for the Nokia 91xx with the 92xx?

Only the mains and car charger kits are compatible. Unfortunately, there is no way of using any other hardware that you may have purchased for the Nokia 9110.

F. Messaging Application

F1 - The Messaging applications appear to be using a considerable amount of memory on the device itself. What can I do?

Refer to FAQ C2.

F2 - I have attempted to move the message store. During the process the Nokia appeared to have crashed. Having re-started the device I have attempted to repeat the process but the MOVE button refuses to appear. What can I do?

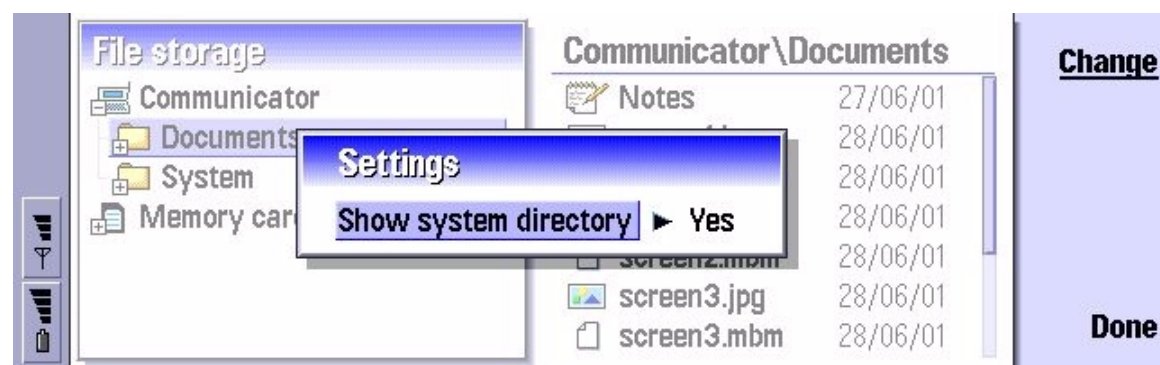
SMU have noted that in rare circumstances, moving the Messaging Store from the Communicator to the Memory Card may result in the machine “crashing”. Having re-started the device, it then becomes impossible to repeat the process, as the MOVE button no longer appears.

This is due to the fact that a MAIL directory has now been created on the Memory Card. The Communicator senses the existence of that directory and so refuses to allow you to move the current Messaging Store, thus preventing you from overwriting any data on your Memory Card.

The procedure for overcoming this is detailed below.

Step 1

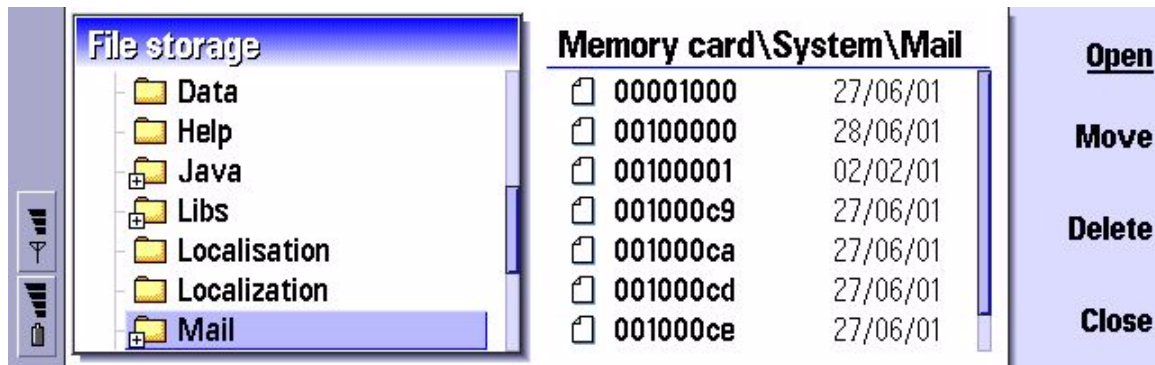
Open up the FILE MANAGER application. Using the MENU button, navigate to the TOOLS menu and select Settings. Alternatively, use the key combination of Shift + Ctrl + K. The dialog box below should then appear. The setting should be changed to YES, to enable you to view and navigate hidden system directories on the Memory Card.



Step 2

Next, navigate to the Memory Card and expand the System directory (the System directory will appear below the Documents directory on the Memory Card).

Highlight the Mail directory. Then use the DELETE button to remove the Mail directory and all files contained within it.



Having done this, you can now attempt to move the messaging store once again onto the Memory Cad.

NOTE: We strongly recommend that if you have experienced a crash that you remove old mail messages no longer needed in order to reduce the size of the Message Store. If you do not change the size, you are most likely going to experience yet another crash.

F3 – Can I send and receive HTML/Rich text messages?

The Messaging application enables you to send Rich text messages – these are limited to Bold, Underline, Italic, Colour and Alignment. You cannot view incoming HTML messages, however. When creating new e-mail accounts you have the option to set a default message type (plain text or rich text). Additionally, individual messages can be altered from the default. So if your default is rich text, you can send individual plain text messages and vice versa.

G. Installing Third Party Software

G1 – I have seen software libraries on the Internet with EPOC software. Can I install these applications in my Nokia?

You must only install EPOC applications that clearly indicate they will run on a Nokia 9210 or 9290. The Nokia 9210/9290 uses Symbian EPOC version 6.0. Some handheld devices, such as Psion's 5mx, Series 7 & Revo family, use EPOC Release 5.0. You must NOT install any application unless it explicitly states the Nokia Communicator is supported.

Installing software not designed for the Nokia is unlikely to work and is likely to cause unpredictable behaviour at best. The most likely result will be your machine completely "crashing", possibly resulting in the loss of data.

G2 – When I install a third party application a warning message appears that the source of the program cannot be verified? Is it safe to install the application?

Nokia have introduced a certification system for third party software, so smaller developers may not be registered. Generally speaking the software will be safe, providing you have downloaded from a reputable source. We do not recommend you install files obtained from Usenet groups.

G3 – Should I install third party software to the C or D drives?

The C drive is the RAM built into the 9210. The D drive is the Memory Card currently in use. SMU recommends always installing programs to a Memory Card in order to conserve available RAM.

H. General / Miscellaneous / Phone

H1 – How long can I expect the battery to last between recharges?

The battery life is excellent, even with the colour screen. Our Part 1 review of the 9210 in Edition 1 provides more detail on our assessment of battery life. It is impossible to give an exact time, but a solid days use should always be achievable even under the harshest conditions.

H2 – Can I receive incoming phone calls when using a built in application, such as the Word processor?

Yes. Any incoming communication (phone call, data call, fax, SMS message) will be displayed on screen, above anything else you happen to be working on. Buttons will appear on the left hand side of the screen enabling you to open or view a message, or answer the incoming phone call.

H3 – Can I use the Communicator even with the phone switched off? For example, on an airplane?

Yes. The phone does not need to be switched on to use the Communicator software. You should always ensure the phone is switched off before boarding an aircraft.