





Treo 270 demo script

The following script helps you demonstrate the Handspring™ Treo™ 270 Communicator, a compact device that integrates a mobile phone, a Palm OS® organizer, and wireless data applications like email and the Internet.





The left side of the column outlines what you should be showing during the demonstration. The right column outlines what you should be saying about the Handspring Treo 270. The script is in sections to allow you to customize your demo depending on your customer's interests. However, it is important to at least go through the first 2 sections to convey the main features of the Treo 270.

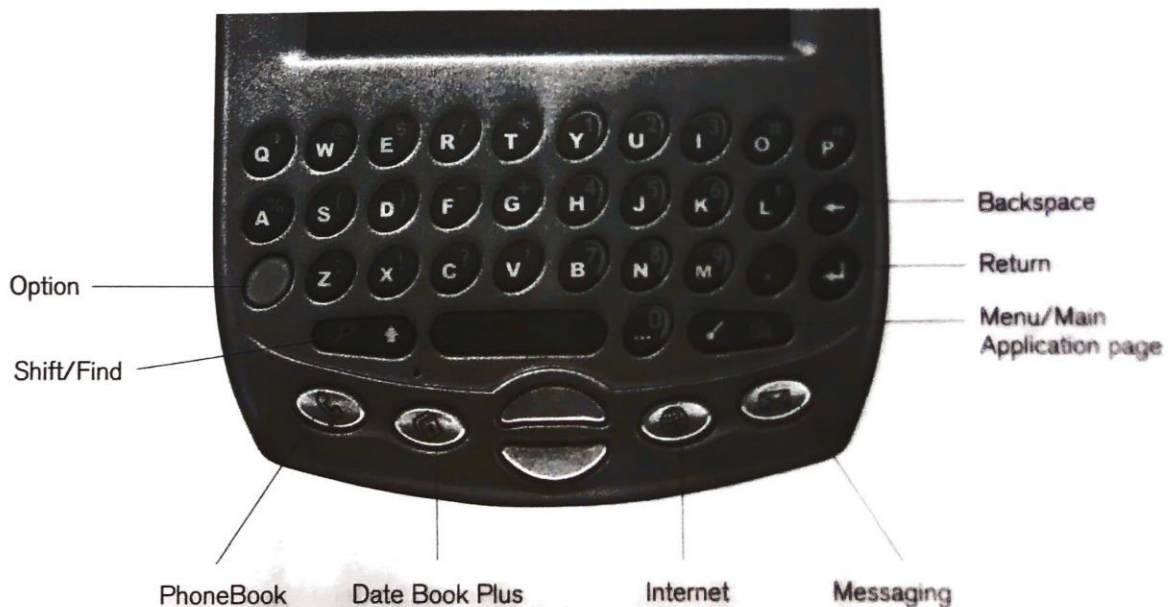


Handspring Treo 270 Overview










WHAT YOU DO	WHAT YOU SAY
Hold the Treo 270 in one hand with the lid closed. Show the compact size (you can hold it next to your wallet to show how small it is)	The Treo 270 is a very compact device that lets you stay in touch, organized, and connected almost anywhere. It's small enough to actually carry around with you everywhere you go! Treo 270 combines an advanced mobile phone and a Palm OS organizer. The Treo 270 also lets you send and receive email and you can browse virtually any website quickly and easily.
Point out the screen	The Handspring Treo 270 has a large full color touch screen. Crisp, 160 x 160 resolution lets you see phone numbers, messages and websites clearly and easily.
Point out Ringer/Mute switch  on the top of the device	Use this switch to quickly silence the Treo 270's system sounds (ringing and alarms) when you're in a meeting or the movie theater.
Point out the Infrared Port between the Ring/Mute switch and the Power button	You can beam applications and data (appointments, memos, contacts, etc) to other PDAs on cell phones that also have an infrared port.
Point out Power button  next to the antenna Note: Pressing the power button once before you open the lid, turns on Treo 270 and displays the last application you were using.	The power button controls a few functions: <ul style="list-style-type: none"> • Press the power button once to turn the unit on and off; • Press the power button rapidly 2 times to turn the keyboard backlighting on/off; • Press and hold the power button to turn the phone on/off. You can leave the phone turned off and still use the Treo 270's other organizer features.

Handspring Treo 270 Main Application Buttons

WHAT YOU DO	WHAT YOU SAY
Point out the four application buttons along the bottom of the device. Point out each individual button as you discuss each application.	Make calls, send and receive messages, surf the web and organize your life quickly and easily. You can do all of this with one-button access.
Push the PhoneBook button  (Each time you press the button, it scrolls among the first 3 ways to dial. To view and dial from Call History, access Call History from the options menu.)	There are 4 easy ways to dial: 1. Speed Dial—it's easy to set up and dial your 50 most important phone numbers. 2. Instant Lookup—find anyone in your PhoneBook in just a few keystrokes. 3. Dial Pad—use the on-screen dial pad or the keyboard dial pad 4. Call History Log—stores the last 1,000 incoming/outgoing calls.
Push the DateBook button 	The Treo 270 makes it easy to organize your life with DateBook Plus. • View all your appointments quickly and easily • Connect to your computer so you can synchronize with Microsoft Outlook or with the included Palm Desktop software.
Push the Internet button 	Access the web from anywhere! • Access virtually any website and see both graphics and text (supports HTML, WAP, and cHTML sites) • Bookmark up to 100 of your favorite websites for faster access • Access stock quotes, get driving directions, confirm flights while you're on the go!
Push the Messaging button 	Send short text messages (SMS) to other compatible mobile phones or any email address. Compose your own message or select from predefined messages for quicker message creation.
Point out the Rocker switch	The Rocker switch helps you easily navigate Treo with one hand • Scroll pages while reading email or web pages • Select Speed Dials or bookmarks • Select an item by pushing in on the Rocker switch • You can use many of Handspring Treo's applications and functions using one hand.
Point out that the lid isn't even open yet.	You can make calls, stay organized, access the web and read your messages and we haven't even opened the Treo 270's lid yet!






Under Handspring Treo 270's Lid

WHAT YOU DO	WHAT YOU SAY
Open the lid	The first thing you'll notice is the protective lid. The lid keeps the unit safe from dirt and scratching. It also prevents you from inadvertently pressing keys while the device is in your pocket or purse.
Point out the speakerphone in the lid	The lid also has a built-in speakerphone for hands free operation for when you're driving or in a small meeting when you want to let people in on the conversation. Treo 270 also includes a headset for private hands free conversations.
<p>Point out the built-in keyboard and show how to type using both thumbs</p> <p>Normal is the default mode.</p> <p>To capitalize letters, press the Shift key . When you're in Shift mode, you'll see a  appear at the bottom right of the screen. You can switch to CAPS LOCK where all letters will be capitalized by pressing the Shift key twice (you'll see a  at the bottom right of the screen). To cancel CAPS Lock, press the Shift key a third time and return to Normal mode.</p> <p>The blue Option key works like the Shift key. Press Option once to access numbers and symbols highlighted in blue on each key. When you're in Option mode, you'll see a  at the bottom right of the screen. Press Option twice to stay in Option Lock mode when entering a string of numbers and symbols (you'll see a  at the bottom right of the screen). Press Option a third time to return to Normal mode.</p> <p>Check out the Keyboard tutorial on the Main Application page for more keyboard tips and tricks (press Option and the Menu key  to access the Main Application page)</p>	<p>Once the lid is open, you'll notice the keyboard</p> <ul style="list-style-type: none"> • This is the first mobile phone that uses a built-in keyboard—now you can dial names instead of numbers! • Having a keyboard allows you to quickly enter text, lookup contacts, and easily create messages • You can hold Treo in one hand and use your thumb to type or hold in both hands and use both thumbs for faster typing • Most keys have 3 modes: <ol style="list-style-type: none"> 1. Normal for lower case letters 2. Shift for upper case letters 3. Option for numbers & symbols • The Menu key  on the bottom right accesses the menu bar within each application. You can then use the stylus, the Rocker switch, or scroll buttons to select a menu item. • In ANY view of ANY application, holding down Option and pressing the return key  will execute the following Palm OS buttons: <ul style="list-style-type: none"> - OK - Done - Yes - Next - Send - Accept • In ANY view of ANY application, holding down Option and pressing the backspace key  will execute the following Palm OS buttons: <ul style="list-style-type: none"> - Cancel - No - Previous - Back - Reject



Mobile Phone Functionality

WHAT YOU DO	WHAT YOU SAY
Demonstrate different ways to make a phone call	<p>It's so easy to make a call with the Treo 270.</p> <ul style="list-style-type: none"> • Create up to 50 named one-touch Speed Dials • Use the dial pad to tap out a phone number and dial • Use the Call History Log to dial—incoming phone number and name appears on the display if the caller is in your PhoneBook or Speed Dial list • Dial using Instant Lookup
Demonstrate Instant Lookup by typing in first initial and last name of a contact (note: you must have Contact information in your Treo 270 for this function to work. You can easily add contacts by tapping "New" and then entering the appropriate contact info.)	<p>Instant Lookup lets you find any contact's name using the keyboard. You can store up to 12,000 contacts and every one of them is like a speed dial—you can look up almost any name in 3 keystrokes!</p> <ul style="list-style-type: none"> • Simply type in the first initial and the first couple of letters of the last name to search thousands of your contacts instantly or type just the first name or last name to find who you're looking for
Point out the screen icons while on a call—the Hold icon places the first call on hold. Once the first call is on hold, you'll see a 2nd call icon that lets you place a 2nd call. Press the 3 way call icon to conference everyone together.	Once a call is connected, you can easily set up a 3 way call
Treo 270 has multiple ring tones	Treo 270 has multiple ring tones and you can also download many more to personalize your device.

Palm OS Organizer

WHAT YOU DO	WHAT YOU SAY
Demonstrate organizer by pressing the DateBook button 	Keep all your business and personal schedule information close at hand while you're on the go. <ul style="list-style-type: none"> You can set up recurring meetings, birthdays, or anniversaries so you'll never miss an appointment—enter the appointment once and select the frequency (weekly, monthly or yearly)
Show Main Application page—press the blue option button  and then press the menu button 	By connecting the Treo 270 to your PC and using the HotSync® cable, you can back up all your data to your computer with one button. If you ever lose or damage your Treo, your data is safe on your PC—when you get the replacement, just connect it to your computer and press the HotSync button and all your data will be restored onto the replacement Treo. <ul style="list-style-type: none"> It's 100% Palm OS compatible so you can transfer your existing data to the Treo 270 and use thousands of Palm OS applications currently available. Handspring Treo's mobile phone, email and web access functions are all seamlessly integrated with the organizer functions—you can check your calendar while you're talking on the phone or dial a call directly from your PhoneBook

Email and Web Functionality

WHAT YOU DO	WHAT YOU SAY
<p>Note: you will need your carrier's email solution or Treo Mail to demonstrate email.</p> <p>You can demonstrate Treo Mail if you've installed it onto your device by pressing the Treo Mail icon  on the Main Application page</p>	<p>The Treo 270 keeps you connected wherever you are. You won't miss important email messages and you can respond back quickly.</p> <ul style="list-style-type: none"> Quickly compose messages with the built-in keyboard Send, receive, reply, forward, and delete messages just like you're sitting at your computer
Demonstrate the web by pressing the Internet button 	<p>You can get driving directions, check the weather or news, get stock quotes, or buy a book all using the Treo 270.</p> <ul style="list-style-type: none"> Save up to 100 of your favorite web sites using the bookmark feature Quickly go to websites using saved bookmarks or by typing the website address

Close the Sale

WHAT YOU DO	WHAT YOU SAY
Close the lid and smile	Would you like to buy one?



Please check out www.handspring.com/teamtreo for more training information on Treo products.