

Natara Comet

Advanced Call Log for the Treo Smartphone

User Manual

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Comet User Manual

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Last not least, we want to thank EC Software who wrote this great help tool called HELP & MANUAL which printed this document.

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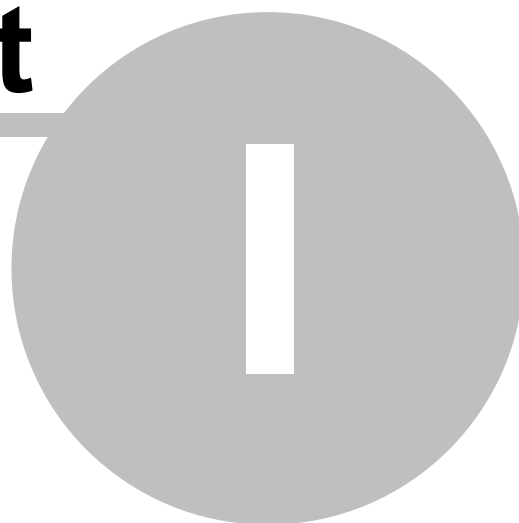
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Top Level Intro

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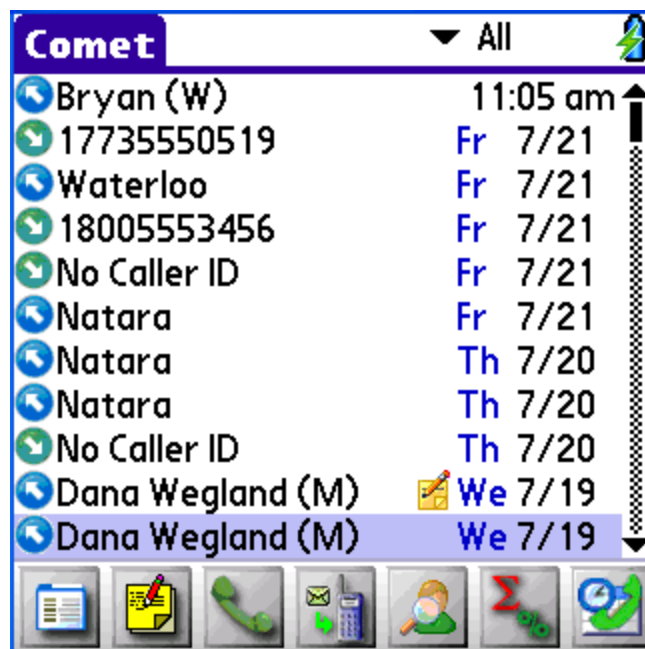
1 Introduction

1.1 Introduction

This manual describes the features of the Natara Comet™ call log for the Palm Treo smartphone.

Improve your productivity with this call log application replacement.

- Review and easily return phone calls.
- Schedule to return calls with optional alarm.
- Keep a record of what was discussed on your phone calls.
- Review all the times you spoke with a contact.
- Quickly see how many minutes have been spent on the phone with a contact.
- Integrate with Natara DayNotez journal for a complete note taking solution.

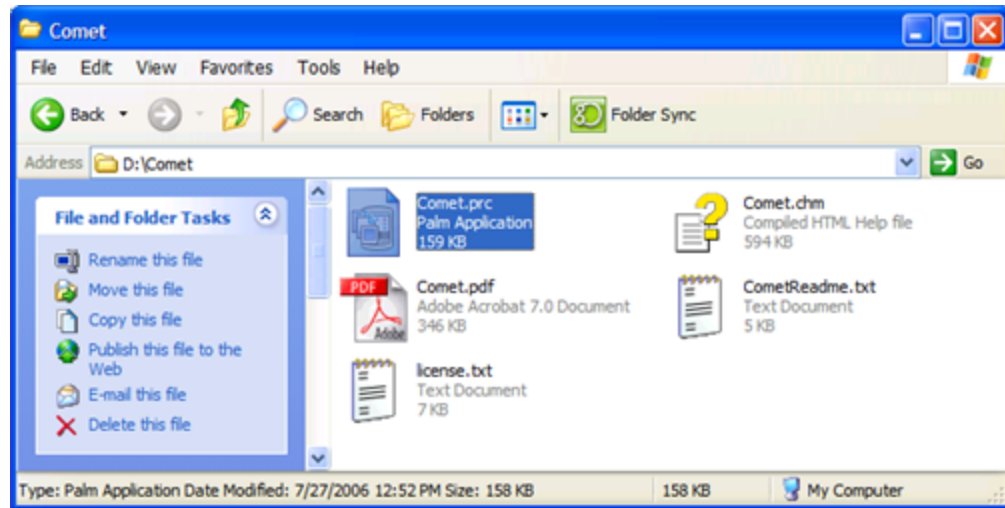


Comet is provided as a 30 day fully functional trial version. If you find the application useful, please [purchase](#) a license for continued use.

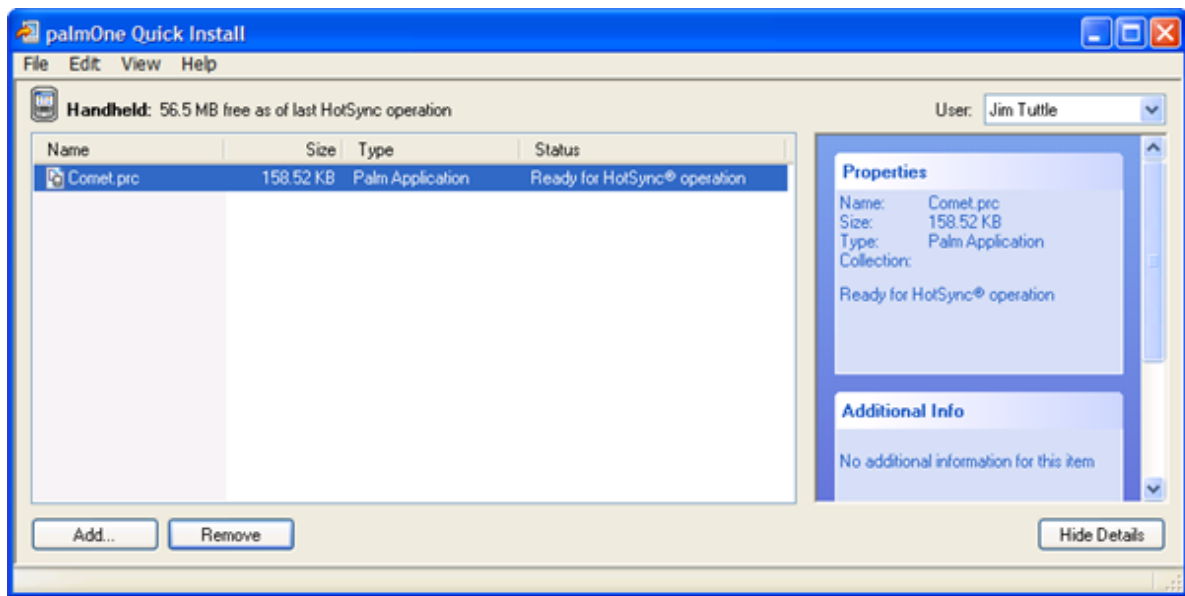
1.2 Installation

Installing the Natara Comet call log application onto your handheld PDA device only takes a few steps. The following example shows the steps required when using a desktop machine running the Windows operating system. Consult the user manual provided with the handheld synchronization software if you use another desktop operating system, for example Mac OS X or Linux, for instructions on installing a Palm OS application file.

Locate the directory where you extracted the Comet files.



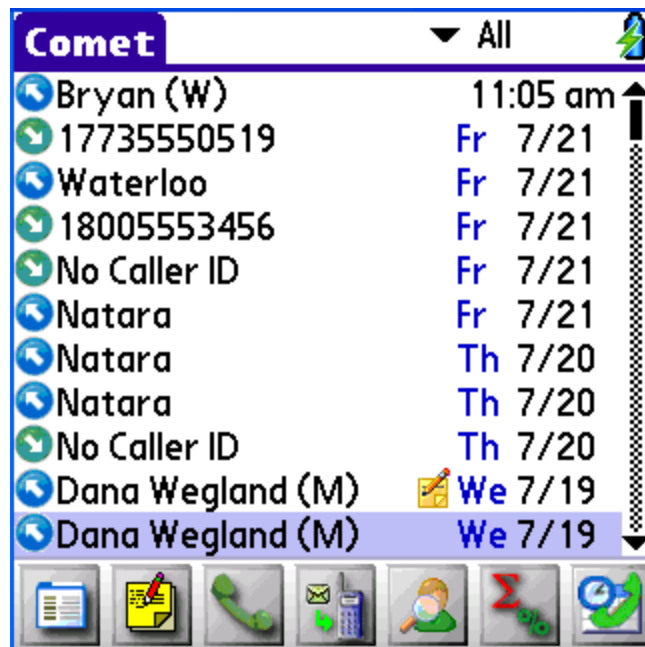
Double-click on the Comet Palm Application file (extension PRC) to launch the Palm Install Tool or the PalmOne Quick Install depending on your handheld PDA device model. Comet should be listed as one of the files to be installed.



Click on the Done button. Place your handheld PDA device in its cradle and push the button to start a synchronization. When the synchronization completes, tap the home button to display the application launcher. The Comet icon will be displayed on the application launch screen.



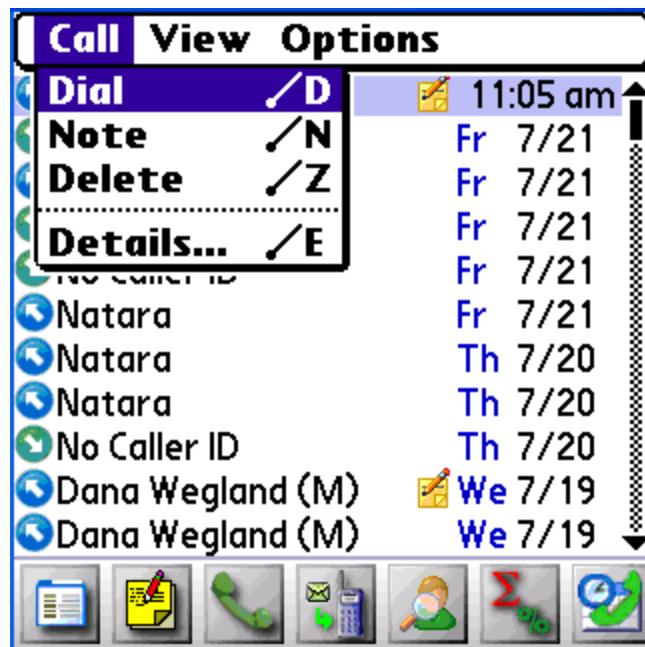
Tap on the Comet icon and the application will display the phone call log.



1.3 Menus and Toolbars

The most commonly used commands are provided as toolbar buttons on the bottom of each screen. The full list of toolbar buttons is provided under the [reference topic](#) of this user manual.

All commands are available on the menus.



Most commands have menu shortcuts. The shortcuts are shown next to each command on the menus. Refer to your handheld PDA device user manual for instructions on how to invoke a menu shortcut. The full list of shortcuts is provided under the [reference topic](#) of this user manual.

1.4 Purchase a License

You can purchase a license for Comet from the Natarra website at <http://www.natarra.com/Comet/purchase.cfm>.

After purchasing a license, you will receive a registration number by email (usually within 12 hours). Follow the instructions in the email to enter your registration number in the registration number dialog.



The image shows a 'Product Registration' window for NATARA SOFTWARE. It features a blue header with the title 'Product Registration' and the NATARA SOFTWARE logo. Below the logo is a dashed box labeled 'Purchase Information'. Further down, there are labels for 'User:' and 'Code:' followed by a dotted line for input. At the bottom, there are two buttons: 'Register' and 'Later'.

Lost Registration Numbers

Visit the Natarra web site www.natarra.com to request your registration number if you misplace it.

If you misplace your registration number or have not gotten your registration after 12 hours of registering, visit the Natarra web site <http://www.natarra.com/Support.cfm> to request your registration number or see if it has been posted yet.



Due to the high amount of internet email spam, our registration emails are sometimes marked by various spam filters as spam. This can prevent our emails from getting to you. By visiting the support site mentioned above, you can verify if your registration code has been processed. You can also change the email address that your notifications are sent to and avoid email servers that block our emails.



Natarra **DOES NOT** recommend using free email servers such as Hotmail or Yahoo due to the high number of dropped emails on those systems. If you use them, please check with our support site mentioned above prior to contacting Natarra to verify if your registration has been processed.



Also note that Natarra **WILL NOT** respond to challenge/response email verification system. Our registration process is automated.

1.5 Requirements & Limitations

1.5.1 Requirements

The Comet call log application has the following requirements:

- Approximately 2 MB of disk space for user manual and installation files.

For the Palm Treo smartphone

- Models 600, 650, 680, 700p
- 210 Kilobytes of memory for the application (phone call note database requires additional memory).
- An SD card is required for the Export features.

1.5.2 Limitations

Comet has the following limitations.

- Each note is limited to about 32 KB of text.

1.6 Uninstalling

To uninstall the application from your handheld;

- Go to the application launcher screen on your Treo smartphone.
- Tap the Menu button and select Delete from the App menu.
- Select Comet from the list of applications and tap Delete



Note: Uninstalling the application will also delete the database of notes.

1.7 What's New

Changes in version 2.2.1

- Added ability to import old call log databases.

Changes in version 2.1.1

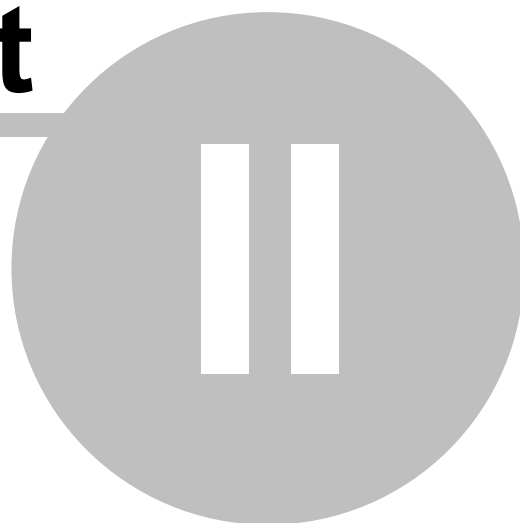
- Added ability to schedule calls.
- The Add Contact command will update the call log if a contact already exists with the selected phone number.

- Phone numbers on log view use same formatting as call details view.

Top Level Intro

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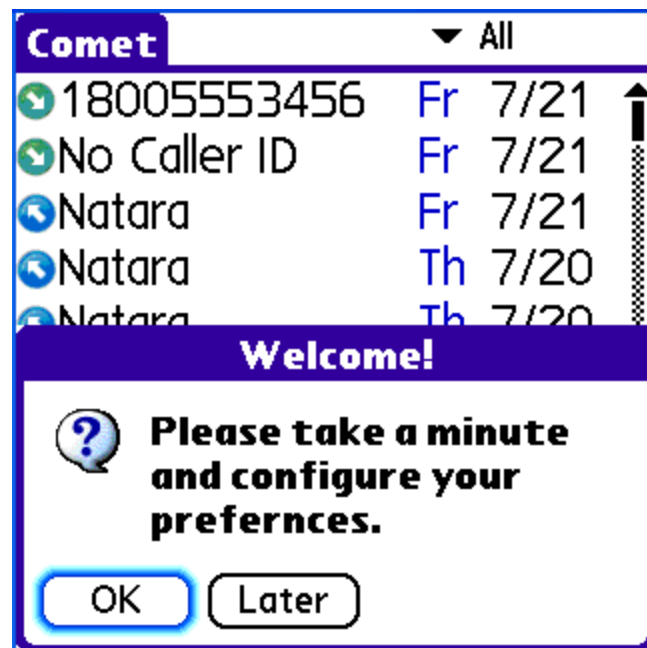


2 Configuration

This chapter contains topics on how to configure the application for use on your Palm Treo smartphone.

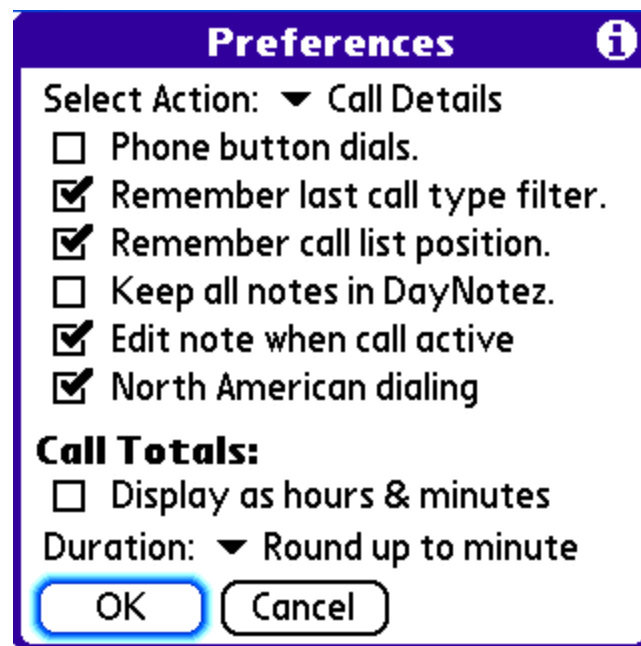
2.1 First Time

The first time you run Comet on your Treo smartphone it will suggest that you customize your [application preferences](#)



2.2 Application Preferences

This dialog is used to customize the application. Select the Preferences command from the Options menu to display this dialog.



Select Action

Select the action to perform when the 5-way Select button is pressed while on the [Log View](#) screen.

- **Call Details** Display the [Call Details](#) screen for the selected call log record.
- **Edit Note** View of edit the [note](#) for the selected call log record.
- **Dial** Dial the phone number of the selected call log record.
- **Dial Alternate** Pop up a list of all the phone numbers for the contact of the selected call log record. Select one of the numbers from the list to dial that number. This is useful if you frequently need to call a contact back on a number other than the one they called you from.

Phone button dials

When this option is checked pressing the green phone button will dial the selected number. If the option is not checked pressing the green phone button will display the phone application.

Remember last call type filter

Check the option to retain the last used call type filter when starting Comet.

Remember call list position

Check this option to return to the last selected call when Comet is launched. If the option is not checked the most recent call will be selected.

Keep all notes in DayNotez

Check this option to integrate the phone call notes with the Natara DayNotez journal database.

Edit note when call active

When the Comet application is launched when a phone call is active and this option is checked the note for the phone call will be displayed. If you frequently take notes during a phone call this option will save a tap.

North American dialing

When this option is checked phone numbers displayed in the Call Details view will be formatted. For example; "16185555306" would be displayed as "1-618-555-5306".

Display as hours and minutes

When this option is checked the values shown on the Call Totals screen will be shown in hours and minutes as hh:mm. When unchecked the value will be in minutes only.

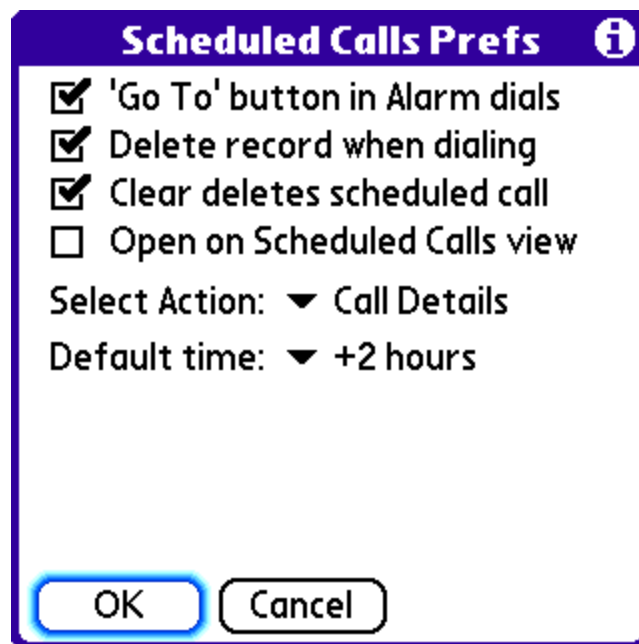
Duration (rounding options)

This selection affects the calculation of the values shown on the call totals screen. The first three can be used to help estimate the number of minutes used on a mobile plan. The following three might be useful in client billing. The options include;

- **Do not round** The call durations are totalled without any modification.
- **1 minute minimum** Any call durations less than 1 minute are rounded up to 1 minute when added to the total.
- **Round up to minute** Call durations are rounded up to the next minute when added to the total.
- **Less than 1 minute free** Any call durations less than 1 minute are dropped. Other calls are not rounded.
- **First minute free** Any call durations less than 1 minute are dropped. All other calls are reduced by 1 minute.
- **Round to 5 minutes** Call durations are rounded up to the next 5 minute boundary when added to the total.
- **Round to 10 minutes** Call durations are rounded up to the next 10 minute boundary when added to the total.
- **Round to 15 minutes** Call durations are rounded up to the next 15 minute boundary when added to the total.

2.3 Scheduled Call Preferences

This dialog is used to customize the scheduled calls feature. Select the Preferences command from the Options menu of the [scheduled calls](#) view to display this dialog.

**'Go To' button in Alarm dials**

When this option is checked pressing Go To in response to a scheduled call alarm will immediately dial the phone number. Otherwise, Comet is launched and the scheduled calls are displayed in response to an alarm.

Delete record when dialing

When this option is checked the scheduled call record will be deleted automatically when the phone number is dialed. Otherwise, you must ask that the scheduled call be deleted.

Clear deletes scheduled call

When this option is checked and the Clear button on an alarm dialog is tapped the call will be deleted from the list of scheduled calls. Otherwise, the alarm is cleared but the scheduled call remains in the list.

Open on Scheduled Calls view

When this option is checked the [scheduled calls](#) view will be displayed when Comet is launched instead of the call log view..

Select Action

Select the action to perform when the 5-way Select button is pressed while on the [scheduled calls](#) screen.

- **Call Details** Display the [details](#) screen for the selected scheduled call record.
- **Dial** Dial the phone number of the selected scheduled call.

Default time

Determines how the date and time are initialized when a scheduled call is

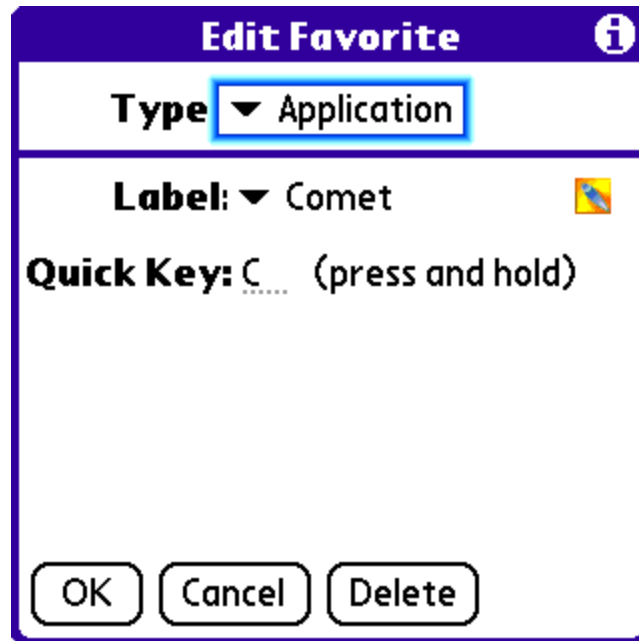
created.

- **Fixed Time** The time will be initialized to the value configured.
- **+ X** The time will be initialized to the current time plus the amount configured.

2.4 Launching Comet

You may want to configure a Favorite Button to launch Comet for more convenient access to your phone call log.

Within the Phone application press the 5-way Select button on an unused favorite button. The Edit Favorite dialog will be displayed. Select Application as the Type. Pick Comet from the list. You may want to configure a Quick Key. Tap OK to save the change.



Comet will then appear on your favorites list.



Once you have configured a Comet button you can move it to a convenient button for quick launch. Open the Edit Favorites Pages screen and drag and drop the Comet button to the desired location.



2.5 DayNotez Template

When starting a new note Comet will look for a DayNotez template named "Comet". If the template is found it will be used to initialize the note.

First, define a template in DayNotez with the name Comet.

Templates ⓘ

Comet

Status Report

Support Incident

OK New Edit Delete

Comet ⓘ

Had #type# phone call with
#name# (#number#). The call
lasted #duration#.

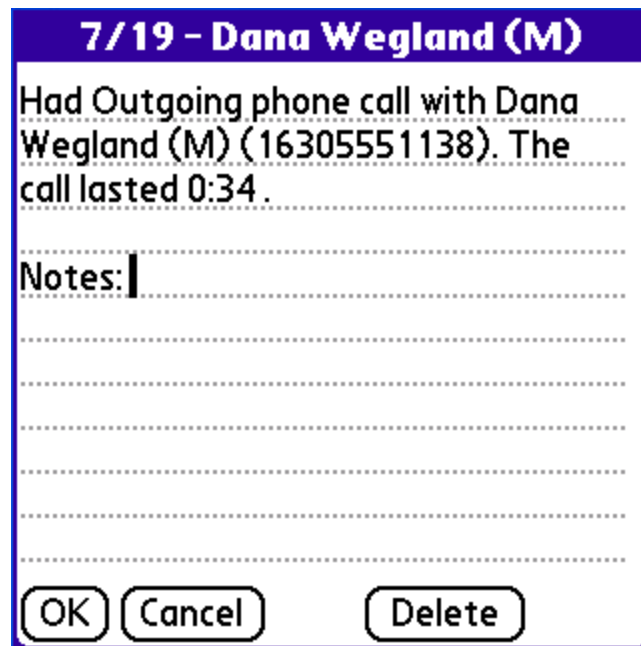
Notes: |

OK Cancel Set Cursor Details

Enter text that you want inserted into new phone call notes. There are several replacement tags that can be used for phone call information.

- **#name#** - The name of the caller.
- **#number#** - The phone number of the caller.
- **#duration#** - The call's duration in minutes and seconds
- **#type#** - The type of call; Incoming, Outgoing, Missed.

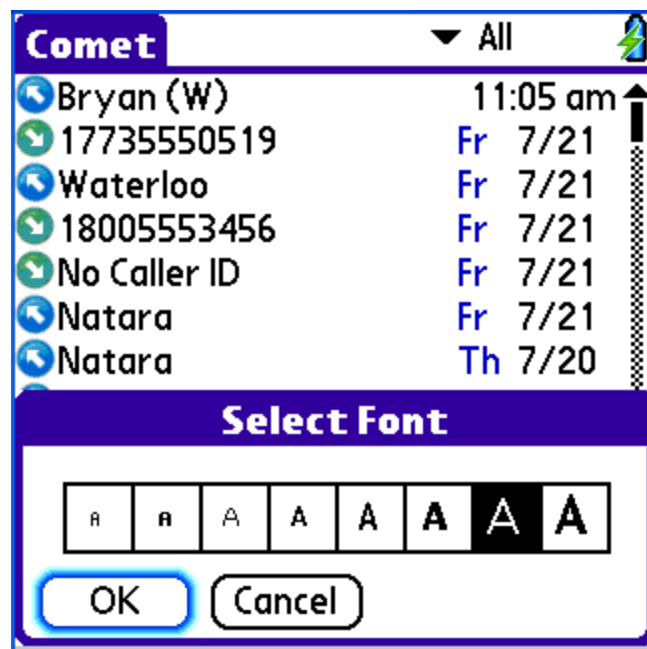
When a new note is added the text from the template will be inserted. Once the call is completed the replacements will be made.



The screenshot shows a form with a blue header bar containing the text "7/19 - Dana Wegland (M)". Below the header, the text "Had Outgoing phone call with Dana Wegland (M) (16305551138). The call lasted 0:34 ." is displayed. Underneath this text is a section labeled "Notes:" followed by several horizontal lines for text entry. At the bottom of the form are three buttons: "OK", "Cancel", and "Delete".

2.6 Font Size

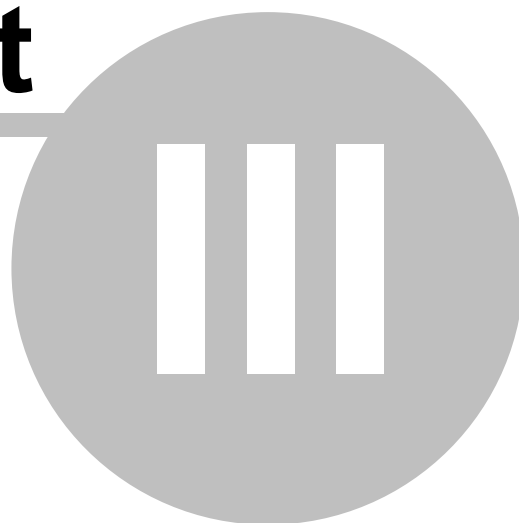
Use the Font command on the Options menu to change the font size used for the log of phone calls.



Top Level Intro

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3 Main Views

This chapter contains topics that describe the 3 main views. The toolbar icons for switching views are:




Display the [call log](#) view.



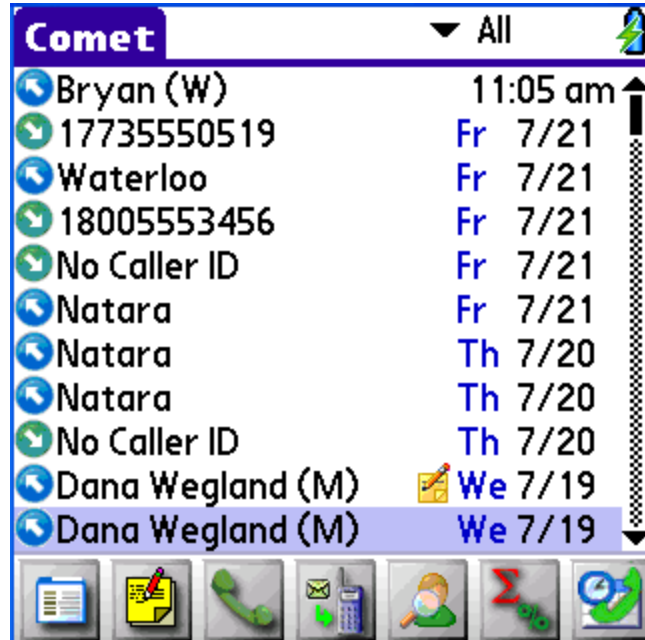
Displays the [details](#) of the selected phone call record.



or  Display or edit the phone call [note](#).

3.1 Log View

This view displays the log of phone calls. The [icons](#) on the left side of each line show the type of call. A note icon is displayed to the left of the date if there is already a note associated with the call. The type of call displayed (incoming, missed, or outgoing) can be selected from the drop list at the top of the screen.



Navigating the Phone Call Log

The 5-way up / down buttons are used to scroll one call at a time.

The 5-way left / right buttons are used to page up and down.

The 5-way Select button can be configured in the [application preference](#) screen to

perform one of several actions; including dialing the selected number or displaying the phone call details.

Tapping the space bar will move focus to the toolbar. Likewise, when focus is on one of the toolbar buttons tapping the space bar will move focus back to the list.

Tapping period ('.') on the keyboard will move focus to the call type selector.

The rectangular green button on a Palm Treo 700p smartphone will dial the selected phone number.

The Toolbar



Displays the [details](#) of the selected phone call record.



or Display or edit the phone call [note](#).



Dials the number from the selected phone call record.



:Launches the Messaging application to send a message to the selected phone number.



Launches the Contacts application to add a new contact for the selected phone number. Or, update the call log with the contact name if there is already a contact with the select phone number.



Display a [filtered view](#) of only calls for the selected caller.



Clear the contact filter and display calls from all contacts.



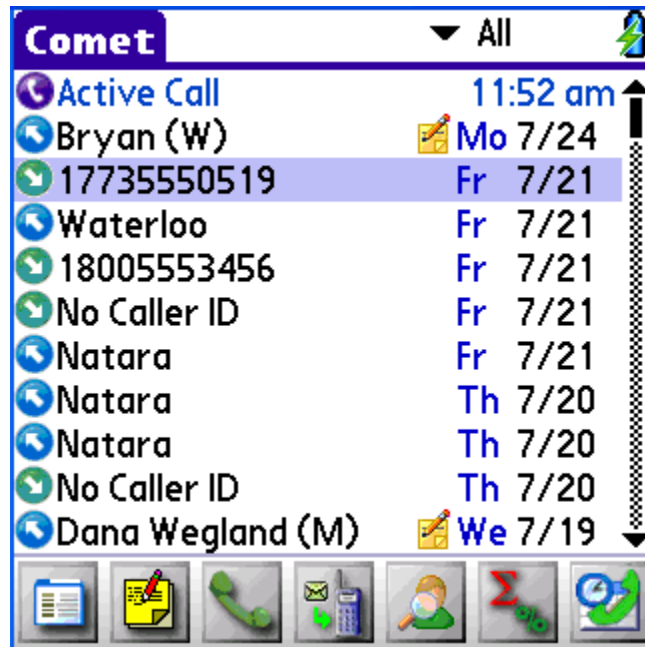
Displays a [summary](#) of the phone call records.



Display the view of [scheduled calls](#).

3.1.1 Active Call

When a phone call is active it will be shown as the first line in the log view.




3.1.2 Filtered

Use the Selected Contact command on the View menu to show only calls from a single contact.

Comet will match all other phone call records that match the same contact name minus the type of phone (e.g., "(H)", "(W)", "(M)").

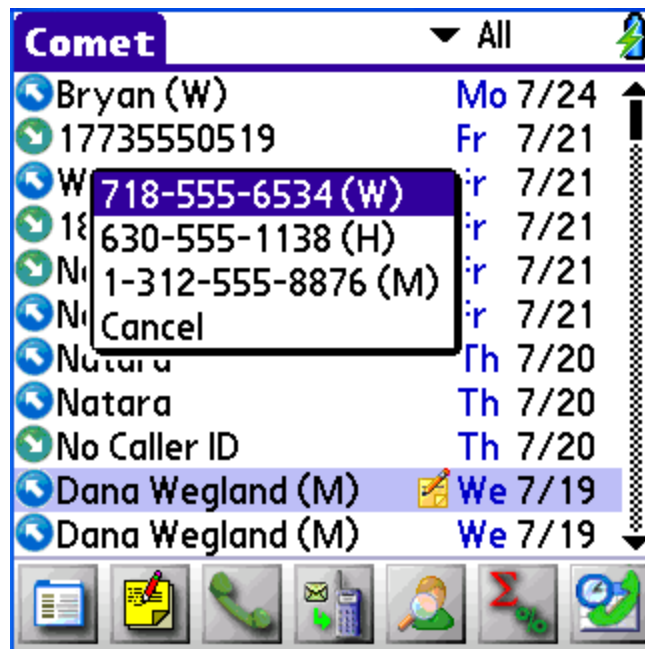
The phone number will be used if there was no contact name associated with the phone call record. The Export and [Call Totals](#) work off the filtered view.



Tap on the  toolbar icon, or select the Reset command on the View menu, to clear the contact filter and display calls from all contacts.

3.1.3 Dial Alternate

Selecting Dial Alternate from the Call menu will display a pop up of menu of all the contact's phone numbers for the selected call record. Selecting one of the numbers from the list will dial that number. This is useful if you frequently need to call a contact back on a number other than the one they called you from.



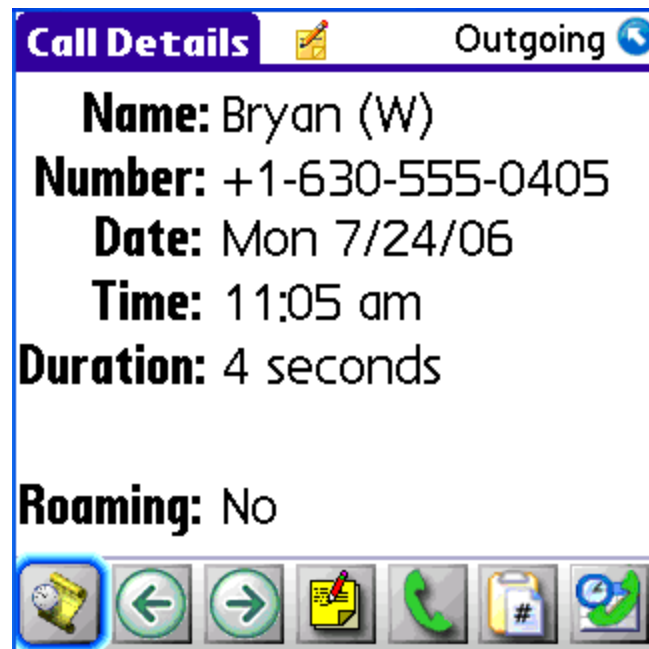
Select Cancel from the list if you do not want to dial one of the numbers.

The alternate number list can also be displayed by configuring the 5-way select action on the [Application Preferences](#) dialog.

3.2 Call Details

This view is used to review details of a phone call.

If there is a note for this phone call an icon is displayed next to the title.



The rectangular green button on a Palm Treo 700p smartphone will dial the selected phone number.

The Toolbar



Return to the [call log](#) view.



Display the next (older) call in the list.



Display the previous (newer) call in the list.



or Display or edit the phone call [note](#).



Dials the phone number.



Copy the phone number to the clipboard.



Display the view of [scheduled calls](#).

3.3 Note

This dialog is used to view and edit phone call notes.

11:05 am - Bryan (W)

Discussed framing the next house.
Promised to send the estimate next
Monday.

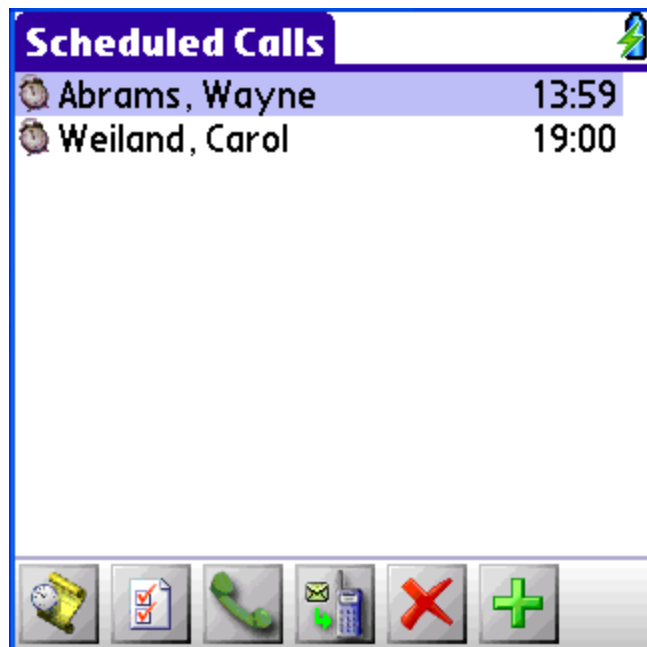
OK Cancel Delete

You can configure the text that is inserted into new notes if you use Natara DayNotez by creating a [Template](#).

3.4 Scheduled Calls

This view displays a list of scheduled calls. An alarm icon is displayed to the left of the name if an alarm is set for the call.

Scheduled calls can be created either from the [log view](#) or from a contact by selecting New from the Call menu.



An alert is displayed when the scheduled time is reached and the alarm option is selected.



The buttons have the following results;

Clear

The alarm is cleared and [optionally](#) the scheduled call is removed from Comet.

Snooze

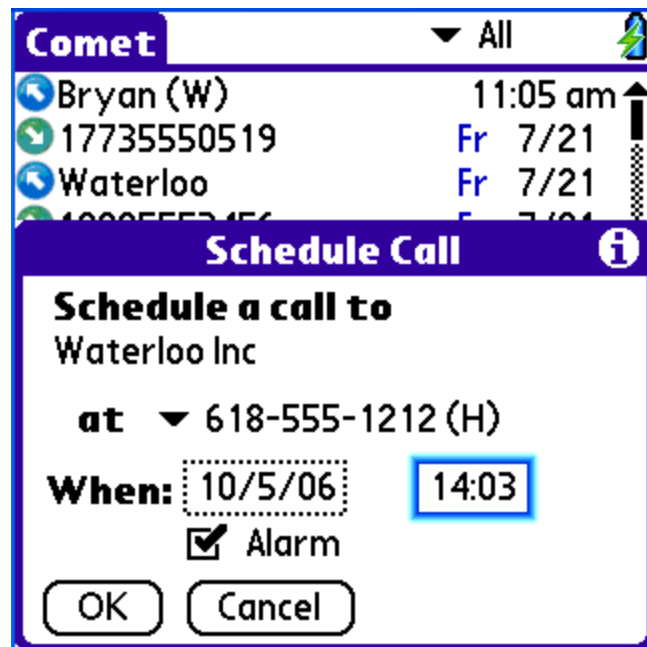
The Treo smartphone will ignore the alarm for several minutes.

Go To

Depending on a [preferences](#) setting, either the phone number will be dialed or Comet will be launched.

3.4.1 Add Scheduled Call from Log

Select the Schedule Call command from the Call menu to schedule a return call. If the phone number is found in your contact database then the other numbers will be included in the list of phone numbers.




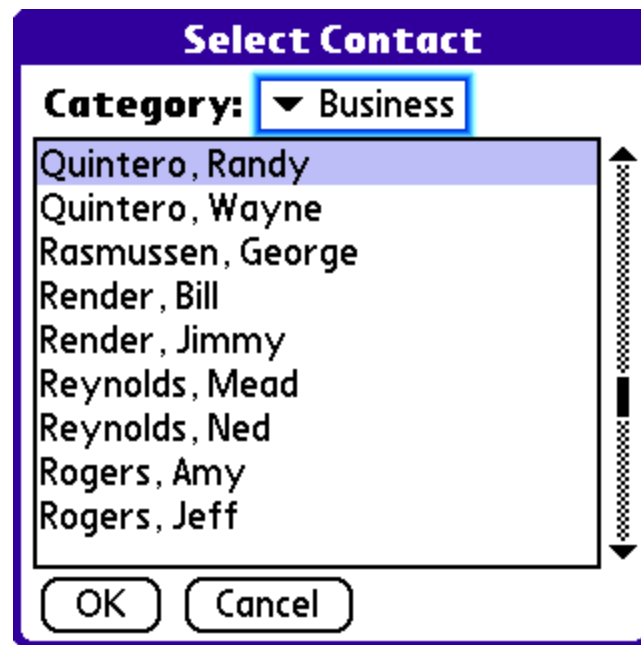
When the time field is highlighted the time can be entered from the keyboard. For example; '8p' would result in 8:00 pm. Similar time entry can be done when in 24 hour mode.



When the date field is highlighted the date can be changed from the keyboard using the '+' and '-' keys.

3.4.2 Add Scheduled Call to Contact

This dialog is used to select a contact when adding a scheduled call. Select New from the Call menu of the scheduled calls view, or tap on the  toolbar button.



Select Contact

Category: ▼ Business

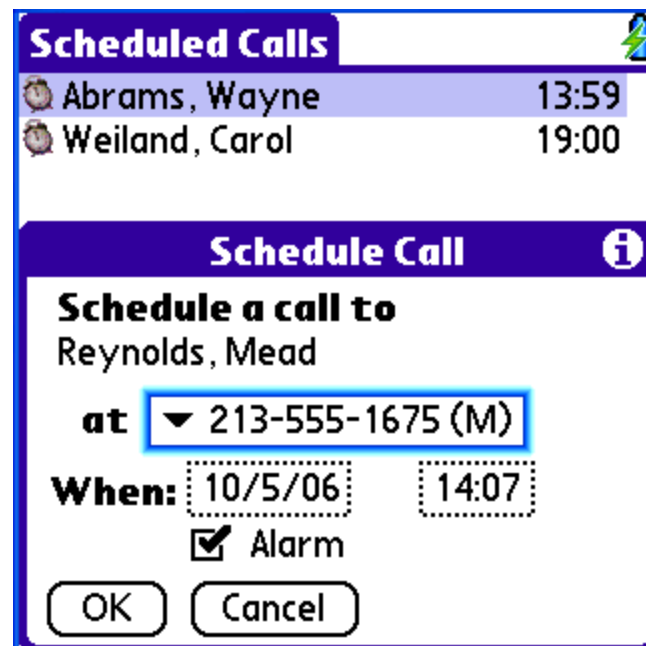
- Quintero, Randy
- Quintero, Wayne
- Rasmussen, George
- Render, Bill
- Render, Jimmy
- Reynolds, Mead
- Reynolds, Ned
- Rogers, Amy
- Rogers, Jeff

OK Cancel



Enter the first few letters of the name to scroll the list.

The dialog to edit the details of the scheduled call is displayed after the contact is selected.



Scheduled Calls

Abrams, Wayne	13:59
Weiland, Carol	19:00

Schedule Call

Schedule a call to
Reynolds, Mead

at ▼ 213-555-1675 (M)

When: 10/5/06 14:07

☒ Alarm

OK Cancel

Top Level Intro

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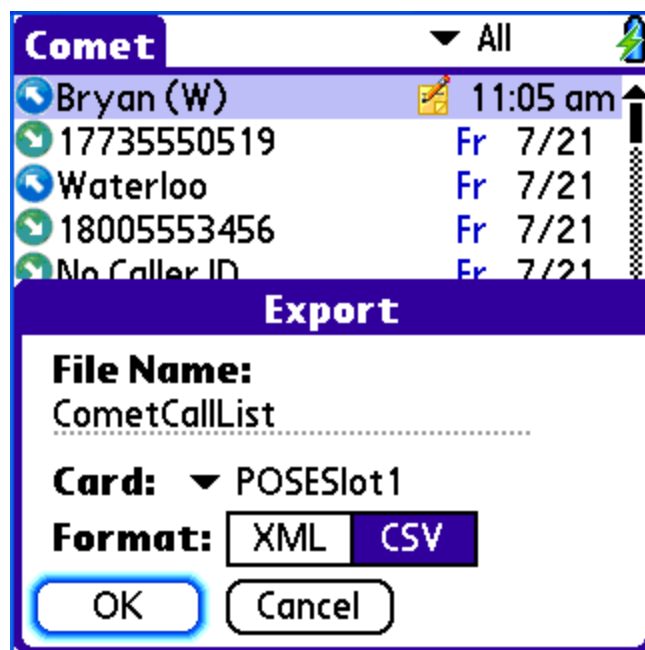
IV

4 Other Dialogs

4.1 Export

This dialog is displayed when exporting the phone call information from either the [log view](#) or the [call totals](#) screen.

Two export formats are supported; comma separated value (CSV) and XML. The export file is written to the directory "Palm/Programs/Natara/Comet".



Note: The Export command requires an external storage card..

4.2 Import

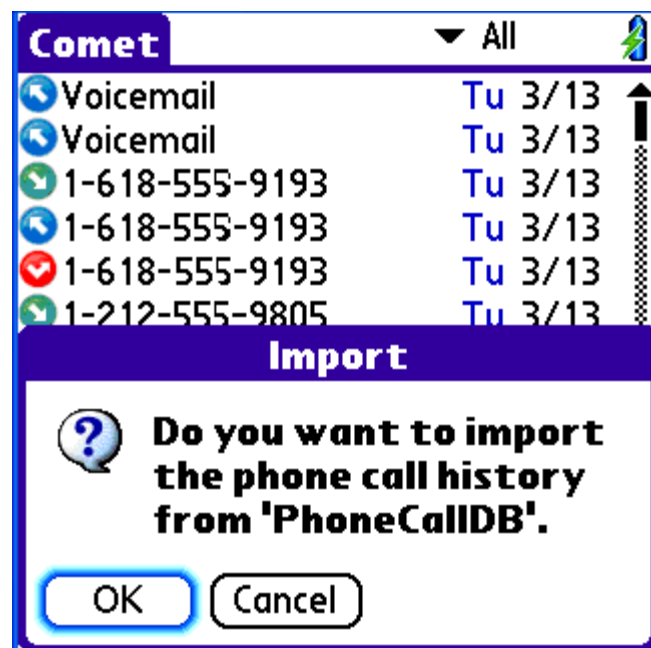
Comet can import the call log records from old call log databases (backup files named "PhoneCallDB.pdb"). You may find this useful if you have upgraded to a new Treo smartphone and would like to combine the phone call log from your previous Treo smartphone.

Place the call log files to be imported in the folder "Palm/Programs/Natara/Comet" on an SD card. You will need to rename the files if you have more than one to import. You can

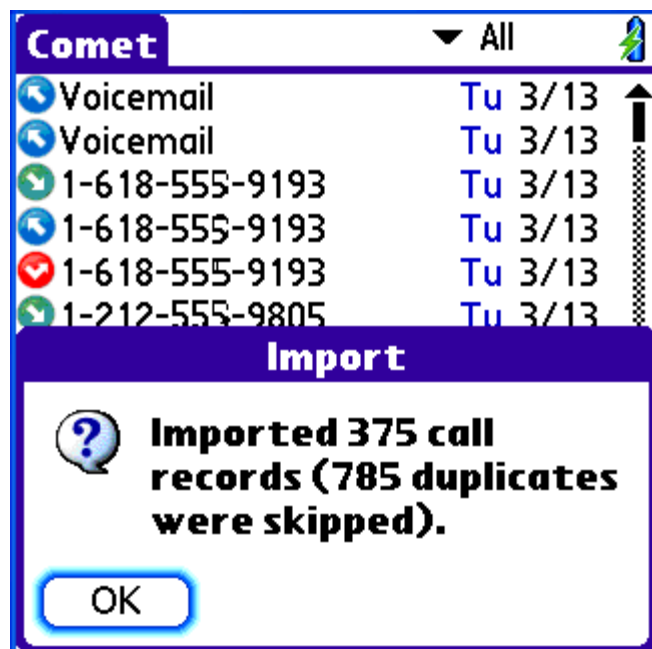
simply append '2', '3', etc. to the file name as in the example below. You can either use a card reader on your desktop machine, or synchronize the files to the card in your Treo and use a utility to move them to the Comet folder.



Insert the card into your Treo and run the Comet application. Select Import from the Options menu. Comet will ask for confirmation for each call log file to import.



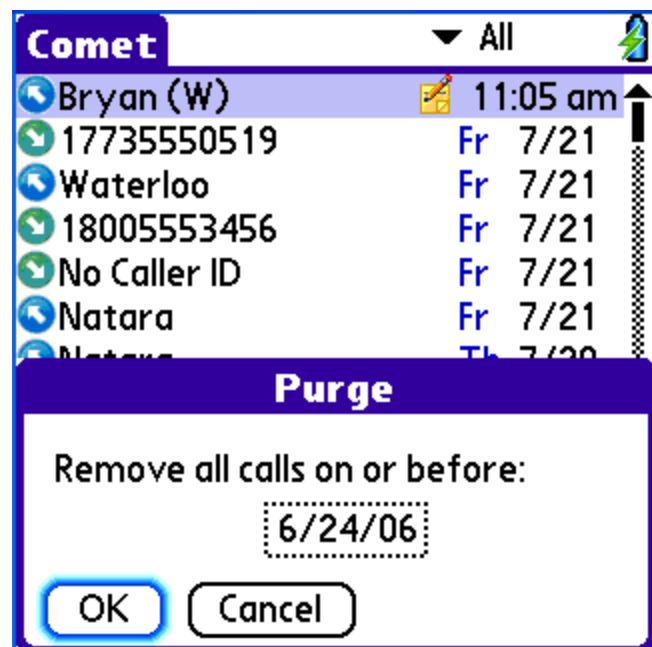
Comet will display a summary after the import is completed. Any call records that are already in your Treo smartphone's phone call log will be skipped. Once the import is complete you can view the combined call log records in the list.



4.3 Purge

The Purge command is used to remove old phone call records from the database. When OK is tapped all phone call records before the date will be permanently deleted from the database.

You may want to [export](#) the old phone call records to the storage card before deleting it.





Note: Purged call records can not be recovered. Consider using the Natara Comet Windows desktop for archival of old phone call notes.

4.4 Call Totals

This dialog provides a summary of the phone call records. The totals reflect the current log view and the usage for the time frame given in the dialog. The name of the contact will be shown if the log view is filtered to display a single contact.

The values are displayed in minutes. There are two formats available through a [preference](#) setting. One format includes both hours and minutes. For example; 2:15 would be 2 hours and 15 minutes. The other format is in minutes.

Another [application preference](#) specifies if any rounding of the call durations is performed.

Call Totals	
Usage Since:	1/1/06
<input checked="" type="checkbox"/> through:	4/1/06
For: Bryan	
Incoming:	35 min
Outgoing:	36 min
Home:	71 min
Roaming:	0 min
Total:	71 min
# of Calls: 33	
Done	Export...

Tap on the Export button to [export](#) the call total information to a file on a storage card.



Note: Although the call totals may provide an estimate of the number of minutes used in a mobile plan, the calculations are performed using the call durations from the phone's call log and not the mobile operator's records.

Top Level Intro

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top-level chapter starts

Part

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5 How Do I ... ?

This chapter contains step-by-step instructions for a number of common tasks.

5.1 Delete old records

The [Purge](#) command can be used to delete old phone call records.

5.2 Backup the notes database

The database of Comet notes is named "CometNotesDB". This database will be backed up by the HotSync Manager System conduit to your backup folder under your HotSync Manager user directory when you synchronize the Treo smartphone. For extra protection, the backup folder should be part of your desktop backup.

Follow Natara DayNotez backup recommendations if using the option to store phone call notes in DayNotez.

Top Level Intro

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top-level chapter starts

Part

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6 Reference

6.1 Toolbar Icons



Display the [details](#) of the call record.



Display the [call log](#).



Display or edit the [note](#) for the call.



Display or edit the note (when stored in the DayNotez journal database).



Dial the phone number.



Send an SMS message to the caller.



Add a new contact for the phone number, or update Call Log with existing contact name.



Display only calls for the [selected caller](#).



Clear the contact filter and display calls from all contacts.



Display summary of [call totals](#).



Display the [scheduled calls](#) view.



Display the next older call in the list.



Display the previous (newer) call in the list.



Copy the phone number to the clipboard.



Display or edit the properties of a [scheduled call](#).



Delete a [scheduled call](#).



Add a new scheduled call.



Display and edit the application [preferences](#).

6.2 Other Icons

Other icons used in the application.



Incoming calls



Outgoing calls



Missed calls



Active call



The call has an attached note.



The scheduled call has an alarm set.

6.3 Menu Shortcuts

The menu shortcuts for Comet are as follows.

- A Display the details for the next older call.
- B Go to the bottom of the list.
- C Only display calls with the [selected contact](#).
- D Dial the number.
- E Display the [phone call](#) or [scheduled call](#) details.
- F Select a [font](#).
- G [Purge](#) old phone call records.

- H [Schedule](#) a Call.
- J Sort by date (the default log view).
- K Display the contact information for the selected call.
- L Switch to the [log view](#).
- M Sort by name.
- N Display or edit a [note](#).
- O Go to the top of the view.
- P Display the previous call.
- Q Display the summary of phone call [totals](#).
- R View and edit the application [preferences](#) or scheduled call [preferences](#).
- S Reset the log view to the default.
- U Sort the log view by number.
- V Display the [Scheduled Calls](#) view.
- W [Dial Alternate](#) phone number.
- X [Export](#) the phone call information to the storage card.
- Z Delete the phone call record.

6.4 Contacting Natara Software

Questions, comments, or bug reports?

Email:

support@natara.com

Online:

<http://www.natara.com>

Natara User Forums:

<http://www.natara.com/forums>

If you are having problems with our product or wish to report a bug, please first look in the following locations to see if we have already provided some help or the issue has already been reported by looking at the following locations:

[The Natara Support Pages](#)

[The Natara User Forums](#)

If you do not see an answer to your question and do not feel like posting in our forums, please feel free to email us.

Note: When reporting problems, be sure to be as specific as possible.

Include:

- Which Natara Software product you are having trouble with
- Device OS version (Palm OS 3.1, 3.5, etc. Windows Mobile 6 standard, etc.)
- Palm Desktop version (HotSync version) or ActiveSync version
- What desktop operating system (Windows 2000, XP, Vista.)
- Steps to reproduce the problem.
- It is also **very useful** to provide a copy of your latest HotSync log file. That file usually contains error messages reported by the Project@Hand conduit during HotSync operations.

6.5 Software License Agreement

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