

## 1SRC Podcast 209 Show Transcript

Hello everyone and welcome to the 1SRC podcast. I'm your host Alan Grassia, and for those keeping score at home, this is show 209 for Saturday, April 25, 2009. It's great to have you a long for the ride this week.

There wasn't an overwhelming amount of Palm news last week to talk about. So rather than take a week of after finally getting back into a steady rhythm or manufacture news to talk about, we'll just take this week's show steady as she goes. I've got a few things that I wanted to talk about and we'll end the show when we're done. Fair enough? Ok. Let's grab a can of Diet Coke, and let's cover this week's Palm news.

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### Palm Taking Suggestions on Pre Stress Tests

[http://blog.palm.com/palm/2009/04/apparently-the-folks-following-palm\\_inc-on-twitter-must-all-work-in-the-abuse-department-made-infamous-in-that-old-monty-pyt.html](http://blog.palm.com/palm/2009/04/apparently-the-folks-following-palm_inc-on-twitter-must-all-work-in-the-abuse-department-made-infamous-in-that-old-monty-pyt.html)

This week there are three bits of Palm Pre news that I want to take a few minutes looking at. The first is that Palm has been Twittering about how Palm should be, well, for lack of a better term, abuse testing, the upcoming Pre smartphone.

Now, as you guys probably know, I don't Twitter, or tweet, or whatever it is called. But I did stumble across this interesting thread thanks to a post on Palm's corporate blog over at [blog.palm.com](http://blog.palm.com) called "Pockets, and other worst-case scenarios." I thought it was an interesting article because I thought that there were some really good suggestions that Jon Zilber cross-posted from the Twitter discussion.

For example, one suggestion was to, “put it in a small cloth bag with a bunch of keys and some coins, and then shake the bag for eight hours.” Another good was the “greasy fingers (friend chicken, anyone?), with earlobes and shirt collars rubbing on display” test. “Dropping from, say, belt height. Repeatedly. On all kinds of hard, unforgiving surfaces. In the rain” was another great idea. And then there was my personal favorite was the suggestion for the "Drunken Fumble" test.

All kidding a side though, I think that these are some really good examples of the kinds of real world punishment that Palm’s products will be subjected by their owners. I don’t know how many times I dropped my Treo 600 from belt and or desk height on to a concrete floor with industrial carpeting. Or worse, the sidewalk. The Treo 600 was indestructible under “normal” conditions. Eventually I did get a RhinoSkin hard case when I had to participate in an orienteering team building event in the wooded area of a local state park. So I hope that Palm really has either a team at Palm working on these kinds of test or has hired a third-party firm to test how durable the Pre is going to be in. That said, I’m not going to cancel my Sprint Total Equipment Coverage insurance plan anytime soon.

I’d be interested to see if you carry insurance on your Palm smartphone or if you prefer to walk on the wild side and let the chips, or phones, fall where they may. Let me know in the 1SRC discussion thread for show 209.

I’ll have a link to the Palm blog entry in the show notes for this podcast, or you can follow all the Palm action on Twitter by checking out [www.twitter.com/palm\\_inc](http://www.twitter.com/palm_inc).

YouTube App shows up in blurry photos

<http://www.everythingpre.com/articles/2009/4/23/palm-pre-in-the-wild-youtube-app/>

Next up in the Palm Pre arena is the appearance of an obligatory blurry photo of the Palm Pre running a, dare we say, webOS native, YouTube application according to EverythingPre.com. The photos originally appears in a Twitter feed, and have since been taken down, but not before the Pre fan site managed to download them. According to EverythingPre.com, “[t]he photos show the YouTube videos application and composing an email on the Palm Pre. The YouTube videos application looks similar to the same app that appears on Palm's Treo Pro.”

Now I'm not a big YouTube watcher, follower, viewer... I'm not sure what you'd call it. I guess visitor is the best word to describe it. I've gotten better than I was a year ago. I'll occasionally check out a video that one of my friends or co-works send over to me, but I usually won't just go browse the site on my own. Don't get me wrong. I think that there are a number of personal, business, and commercial applications for YouTube. So to that end, I'm glad to hear that there will be some kinds of YouTube application on the Pre. At this point, if you want to be taken seriously, you need to have applications that your potential customers are going to want to have and that your competitors already have or are trying to deliver. At the end of the day, it isn't that Palm has a YouTube application for webOS on the Pre. Everybody has a way to view YouTube. The differentiator is what really matters. How well do your application work over your competitors. The single biggest obstacle that I seem to have when I'm looking for a video on YouTube is trying to narrow down the selection. Searching for videos with my Apple TV is painful. The Apple TV has a USB port. Why can't I use an extra Apple keyboard or my Apple Bluetooth keyboard to enter search information? It would be really cool if Palm was able to come up with a cool way to help people find the videos that they are looking for. Sure the physical keyboard on the Pre is going to help, but maybe there is a way to integrate searching for YouTube videos into the webOS search engine. Just a thought. Anyway, check out the link in this week's show notes and make the jump to EverythingPre.com to check out the blurry photo of the YouTube app on the Palm Pre.

AT&T ramping up the disinformation machine

<http://www.precentral.net/att-vs-pre-internal-document-smackdown-oh-no-you-didnt>

And lastly for this week's Palm news, it looks like rival cellular carriers here in the US are gearing up for a war of words for the minds, and more importantly, the wallets, of potential new customers and customers who are coming due on their current contracts.

This past Wednesday, PreCentral.net managed to get a hold of an internet AT&T document that is intended to help employees "educate" consumers about the deficiencies of the new Palm Pre and extolling the feature of some practically unknown phone that AT&T has called the iPhone 3G.

### AT&T iPhone 3G vs. Sprint Palm Pre comparison chart

|                        | Sprint Palm Pre   | AT&T iPhone 3G  |
|------------------------|---|---|
|                        |   |   |
| <b>Value Prop</b>      | <ul style="list-style-type: none"> <li>• 3.1-inch touchscreen display</li> <li>• Full QWERTY-keyboard</li> <li>• Limited to 8GB storage</li> <li>• Available in Black only; plastic casing</li> </ul> | <ul style="list-style-type: none"> <li>• Thinner, lighter, bigger screen; metal and glass design</li> <li>• 3.5-inch Multi-Touch screen display</li> <li>• On screen QWERTY keyboard</li> <li>• Up to 16GB memory; available in Black or White</li> </ul> |
| <b>Applications</b>    | <ul style="list-style-type: none"> <li>• Unproven App Catalog app store</li> <li>• Limited 3D gaming experience with webOS constraints</li> </ul>   | <ul style="list-style-type: none"> <li>• Over 25,000 available apps</li> <li>• Almost 1 Billion apps downloaded</li> </ul>  |
| <b>UI</b>              | <ul style="list-style-type: none"> <li>• Touchscreen control gestures not intuitive</li> </ul>  | <ul style="list-style-type: none"> <li>• Patented Multi-Touch screen</li> <li>• Fast and responsive navigation</li> </ul>   |
| <b>Music</b>           | <ul style="list-style-type: none"> <li>• No synch capability; must drag-and-drop tracks from PC</li> <li>• Tracks also available through Amazon MP3 Store on phone</li> </ul>                         | <ul style="list-style-type: none"> <li>• Built-in widescreen iPod with full iTunes integration</li> <li>• Downloads via iTunes Store wirelessly</li> </ul>  |
| <b>Int'l Roam</b>      | <ul style="list-style-type: none"> <li>• Not a world phone; no GSM capability means Pre does not work overseas</li> </ul>   | <ul style="list-style-type: none"> <li>• Voice roaming to over 205 countries</li> <li>• Data access in over 170 countries (60 are 3G)</li> </ul>  |
| <b>GPS/ Global Nav</b> | <ul style="list-style-type: none"> <li>• Can't receive map updates or location assist information in most of the world due to lack of GSM capability</li> </ul>                                       | <ul style="list-style-type: none"> <li>• Global GPS; aGPS for maximum speed, accuracy and reliability even in built-up areas</li> </ul>   |
| <b>WIFI</b>            | <ul style="list-style-type: none"> <li>• Limited free Wi-Fi access</li> </ul>   | <ul style="list-style-type: none"> <li>• Free data connections at over 17,000 AT&amp;T Wi-Fi hotspots including Starbucks; Wi-Fi connections worldwide</li> </ul>   |
| <b>Business</b>        | <ul style="list-style-type: none"> <li>• No global roaming, limited global GPS</li> <li>• Very limited business applications at launch</li> </ul>   | <ul style="list-style-type: none"> <li>• JD Power and Associates 2008 Business Wireless Smartphone Customer Satisfaction Survey Winner</li> </ul>   |

For example, on the leaked document, under a section called "Value Prop" there are definitely some things that are totally subjective. The supposed AT&T document points out that the Pre has

a physical keyboard and the iPhone has an on screen keyboard. Ya, that's, um, a plus in the Pre column for me. The document also points out that the Pre comes with 8MB of non-expandable memory while the iPhone has a spacious 16GB. There is no mention of the less expensive 8GB version of the iPhone.

In the Applications section, the author points out that there is an unproven app catalog for webOS and the Pre with limited capabilities for 3D gaming. Yes, that is true, but didn't Apple have an unproven app catalog when iPhone and iPod touch launched? Ah, sort of. I think that Palm is going to have a harder time getting their app store off the ground than Apple did because Palm won't control the end-to-end solution for app distribution and monetization like Apple does with the iTunes Store.

And lastly, the document points out that the Pre isn't a "world phone" like the iPhone is. Well, if we go strictly by what we know about the Pre, then yes, the document is accurate. The first Pre to launch will be on Sprint and will use the CDMA/EVDO wireless network. We also know that AT&T uses the GSM/UTMS wireless network which is used by just about everyone else except Sprint and Verizon here in the United States. But, we as Palm fanatics know, there will be a GSM/UTMS version of the Pre that will be released after the Sprint Pre. But it would be unwise for Palm or AT&T to comment on devices that haven't been released, or even announced, at this time.

I'll have a link to PreCentral.net where you can take a look at the chart that was posted and decide for yourself whether or not the Apple iPhone on AT&T really knocks down the Palm Pre on Sprint.

I'm Alan Grassia and you're listening to the 1SRC Palm-Powered podcast.

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## Windows Mobile Minute

### Palm Treo Pro Sprint Edition

Hello everyone and welcome back to the 1SRC podcast.

For this week's Windows Mobile minute, I wanted to continue to focus on the Sprint edition Treo Pro that Palm was nice enough to send over for review. Last week I talked about some of the things that I really liked about the Pro. This week, I'd like to complain about the things that I don't like.

Actually, before I get to the things that have been driving me nuts, I do want to talk about one setting that I uncovered that I really like. We all know that the Treo Pro comes with built-in Wi-Fi. I've been using Wi-Fi around the house for years now. I am constantly walking around the house with my first gen iPod touch, which I use as my Wi-Fi connected Mobile Internet Device (MID). One of the features that I really like about the touch is that it will automatically connect to trusted access points as soon as I turn it on.

When I first took the Treo Pro out of the box and connected it to my Apple Airport Extreme N router, just like my Treo 750, it would drop the connection as soon as the device went into power save mode. When I woke up the Treo, I would have to reconnect to my access point before I could continue to surf the web. It was a big enough deal that I stopped carrying the Treo Pro with me and went back to my iPod for mobile Internet. Then I found the Advanced settings for the Pro's Wi-Fi radio. In Settings > Connections > Wi-Fi ... almost there ... > Menu > Advanced there is a pull down menu for Turn off Wi-Fi if not connected in. Once I set the pull down list to the value of "Never" the Treo Pro started acting just like my iPod. The moment I turned it on, it would establish a connection with my access point and it was ready for me to start surfing. Coolness!

For as much as I liked the flexible, if not buried, command to control the ability to reconnect a dropped Wi-Fi connection, I disliked Pocket Outlook. Now that I have the always on, or close enough, option for Wi-Fi it was time to start using the Treo Pro for sending and receiving email. So I figured I would start by configuring my primary GMail account. There is a new email account setup wizard that runs when you tap Setup E-Mail in Outlook. The wizard knew I just typed in a GMail address and seemingly configured the rest of the settings for my GMail account. When it came time to type in my password, I did, checking the remember password checkbox and then tried to perform a send/receive action. After a few seconds, Outlook came back indicating that I had entered an incorrect user name or password. After screwing around with the Pro, I came to the conclusion that something had gone wrong. I know that I know my valid user ID and account password. I double checked in the Memos application that I was typing in my account ID and password correctly. I was. So why the heck couldn't I connect to GMail? I don't know. I had an Internet connection that Pocket IE was happy with. I verified that I was pressing the correct keyboard combos to get the punctuation in place for my login ID and password. Just nothing was going. I think that I'm going to have to get the Treo 750 and it's Wi-Fi miniSDIO card out and double-check all the settings because I know my 750 is working normally with GMail. The long and short of this story is that I wished that the Treo Pro would just work. If you used Palm's VersMail 4.0.1 application on the Centro, you know what I mean. When you type in gmail.com, VersaMail configured the correct settings and off you go. It would be nice if Pocket Outlook had an option that allowed you to test the network settings prior to use.

While I'm on a role, I want to get on the record about the hardware buttons on the Pro. You'll recall that last week I said that I really liked the keyboard and new hardware button layouts. For the most part I do. I still like the hardware buttons, though after a few days of use, the keyboard is feeling a little bit cramped. I think it is a case of domed keys vs. flatter keys. I felt that I was able to type more effectively on the Treo 750 than I can on the Treo Pro's keyboard. The hardware keys just above the keyboard are fine. It's just the keyboard that I'm having a hard time getting used to.

And there is one more thing that bugs me about the Treo Pro. Hear that creaking noise? That is the sound of the Treo Pro's back plate battery door creaking when I press an on-screen control or one of the PIM buttons (Windows key, Calendar, Ok, and Email). I think that the Treo makes the noise because they made the battery door kinda thin to try and keep the overall weight of the Treo down. But on a \$400 + dollar device, you kinda don't want to hear it creaking every time you press a button between the keyboard and the screen.

So for the coming week, I'm going to try and get Outlook working with some of my various email accounts from Google, Microsoft, and Yahoo. And to keep my sanity, I'll be testing each of my account on my Treo 750 first and then the Treo Pro. They should all be working, but I'm wondering if there is setting gotcha that is keeping the Pro from working with GMail. I can't believe that Microsoft won't test with GMail. This has to be a settings error somewhere and I'm going to try and find it. Well, not right now. But soon. I'll let you know how I make out.

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Alright, I think that will do it for this edition of the 1SRC podcast. I hope you've enjoyed this week's show. Don't forget to stop by [SmartphoneFanatics.com](http://SmartphoneFanatics.com) and subscribe to the enhanced 1SRC podcast feed if you list to this show with iTunes or your iPod to access the companion art and chapter markers.

From all of us here at 1SRC, I'm your host Alan Grassia, until next week, thanks for listening!