Palm™ Ethernet Cradle

Enterprise Solutions

Frequently Asked Questions

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1. Overview

Q. What is the Palm™ Ethernet Cradle?

A. The Palm™ Ethernet Cradle is a hardware solution that combines a standalone, 10-Mbps Ethernet network node with a standard HotSync® Cradle, providing Palm™ handheld users in corporate environments with location-independent data synchronization services.

Q. Why is Palm offering the Palm Ethernet Cradle?

A. Enterprise IT organizations are asking for more options in providing data access to mobile handheld users. Handheld users are asking for access to up-to-the-minute information regardless of their location. The Palm Ethernet Cradle is an elegant enterprise solution providing handheld data synchronization from any location in the corporate facility with network access.

Q. How does the Palm Ethernet Cradle benefit Palm handheld users?

A. Palm handheld users in the enterprise are becoming increasingly mobile, even within the bounds of the corporate facility. The standard Palm HotSync Cradle provides data synchronization via a direct connection to the user's desktop PC. The Palm Ethernet Cradle provides data synchronization via a direct connection to the enterprise Local Area Network (LAN), eliminating the user's need to be at his or her desktop to receive e-mail and schedule updates, or information from virtually any enterprise application or data source. Now users can receive this information from any location onsite, greatly enhancing personal productivity. And these benefits are available using the familiar, single-button HotSync functionality.

Q. How does the Palm Ethernet Cradle benefit enterprise IT organizations?

A. The Palm Ethernet Cradle is inexpensive, easy to install, easy to maintain, and it requires minimal user training to implement. Since the Palm Ethernet Cradle requires only an Ethernet connection and a power source, it doesn't impact the network infrastructure. It can be placed in a multitude of convenient locations anywhere onsite, such as conference rooms, cafeterias, lobbies, and laboratories. And since the Palm Ethernet Cradle enables synchronization without a desktop PC, organizations can save the expense of maintaining dedicated PCs to support workgroup synchronization.

2. Pricing and Availability

Q. How much does the Palm Ethernet Cradle cost?

A. The Suggested Retail Price (SRP) for the Palm Ethernet Cradle is US$249.

Q. When will the Palm Ethernet Cradle be available?

A. The Palm Ethernet Cradle is now shipping.

Q. Is the Palm Ethernet Cradle available globally?

A. In its initial release, the Palm Ethernet Cradle is available to customers in the U.S. and Canada. Moving forward, Palm is evaluating both domestic and global demand and will schedule global distribution accordingly.

Q. Where can the Palm Ethernet Cradle be purchased?

A. It is available through authorized Palm National Reseller Organizations (NROs) and through corporate resellers. A current listing of these resellers can be found on the Palm web site at http://www.palm.com.

3. Handhelds Supported

Q. Which Palm OS®-based handhelds does the Palm Ethernet Cradle support?

A.
- Palm™ III Handheld Series
- Palm™ VII Handheld
- IBM WorkPad 20X and 30X Handhelds
- Franklin Covey family of handhelds (except the Palm™ V Series)
- Symbol Technologies SPT 1500 Handhelds

4. Features and Functionality

Q. What do Palm™ handheld users need to use the Palm Ethernet Cradle?

A. Users only need to follow a simple handheld setup. Using the same HotSync® button they already know, users can connect to server-resident data via the Palm HotSync Server or other server-based synchronization software, or to their desktop PCs using Network HotSync technology.

Q. What do IT managers need to install the Palm Ethernet Cradle?

A. The majority of enterprises already have DHCP servers in their network. The Palm Ethernet Cradle automatically obtains an IP address from the DHCP server, and utilizes a standard Ethernet connection to a 10- or 10/100 Mbps networking device.

Q. What are the features of the Palm Ethernet Cradle?

A. • A single-slot cradle supporting 10 Mbps Ethernet data transmission (works with 10/100 Ethernet devices such as hubs and switches).

• An RJ-45 connector for connecting to any standard RJ-45 connector in a conference room, lobby, lab, or other centralized area equipped with Ethernet connectivity.

• Two LEDs: one to indicate adequate power and communication with the DHCP server, and one to indicate that the cradle has a valid Ethernet connection and that data packets are being transmitted.

• The standard HotSync button for one-touch data synchronization with server-based data (via Palm HotSync Server or other server-based synchronization software) or the user's desktop PC (via Palm's Network HotSync technology).

• An AC power adapter.

Q. Why did Palm choose a 10 Mbps rather than a 10/100- or 100- Mbps Ethernet device?

A. Today's network infrastructures typically support either 10- or 10/100-Mbps Ethernet data transmission. By providing enterprise organizations with a 10-Mbps Ethernet device, we offer a cost-effective solution that supports the majority of existing networking infrastructures. In addition, the Palm Ethernet Cradle will be able to communicate with the 10/100-Mbps hubs and switches.

Q. How does the synchronization speed of the Palm Ethernet Cradle compare to synchronization speed of the standard HotSync® Cradle?

A. The handheld synchronizes at the same speed regardless of which method is used. The difference is that once the data is on the Ethernet network, it is transmitted at (or up to) 10 Mbps. Serial transmission occurs over the direct serial connector between the cradle and the handheld.

Q. If a developer were writing an application residing on the Palm and interacting with network resources over TCP/IP, can this code be tested and delivered with the Palm Ethernet Cradle?

A. Yes. The Palm Ethernet Cradle utilizes Network HotSync technology to deliver connectivity between a device application and a program at an IP address that will respond to the device application. This connectivity makes it possible to use the Palm Ethernet Cradle to provide campus access to third party synchronization servers from companies like AvantGo, IBM, Puma Technology and Synchrologic.

5. Competition

Q. How does the Palm™ Ethernet Cradle compare with the World Cyberlinks four-slot cradle?

A. The products provide similar functionality. Each is, however, optimized for a particular customer environment. For example, the World Cyberlinks cradle is ideal for vertical markets in need of a primary cradle with multiple slots to support high-volume usage. The Palm Ethernet Cradle, on the other hand, is designed for mobile users in corporate environments.

Q. How does the Palm Ethernet Cradle compare with the solution available from Clarinet?

A. Clarinet is marketing a product that provides infrared (IR) synchronization over the network and also supports communication for any IR-enabled devices. Since this product requires a hub, its installation is more complicated than that of the Palm Ethernet Cradle, which requires only an Ethernet connection and a power supply.

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