laplink

PDAsync™

The ultimate in PDA synchronization

User Guide

MN-PDASYNC-EN-01 (REV. 05/07)

Laplink Software, Inc.

For technical support issues or questions, please visit:
www.laplink.com/support

For other inquiries, please see contact details below:

E-mail: CustomerService@laplink.com

Tel (USA): +1 (425) 952-6001
Fax (USA): +1 (425) 952-6002

Tel (UK): +44 (0) 870-2410-983
Fax (UK): +44 (0) 870-2410-984

Laplink Software, Inc.
14335 NE 24th Street, Suite 201
Bellevue, WA 98007 U.S.A.

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www.laplink.com/support
Email us at CustomerService@laplink.com
Tel (USA): +1 (425) 952-6001
Fax (USA): +1 (425) 952-6002
Tel (UK): +44 (0) 870-2410-983
Fax (UK): +44 (0) 870-2410-984

PDAsync is designed to work on a Windows PC to synchronize data between two data sources, such as a PIM (Personal Information Manager) and a mobile device. It is comprised of a synchronization engine and translators, which are used to seamlessly integrate with the data source's features and data.

Data Types

PDAsync makes every attempt to support the data types in each PIM and mobile device:

- Contacts
- Calendar
- Tasks
- E-mail
- Notes

Translators

A translator is the component that PDAsync uses to seamlessly integrate your PIM or mobile device to the sync engine. The translator interprets the data, converts it into a common readable form, and sends it to the sync engine. Two translators are necessary to synchronize. When the translators both communicate to the sync engine, the engine determines which items have changed on either side, determines what updates need to be made, and then communicates those changes to each of the translators.

Profiles

A profile is the relationship between two translators. Synchronization can only be performed between two data sources at a time. If you choose to synchronize between more than two PIMs or mobile devices, you must define multiple profiles.

Installation

System Requirements:

- A Pentium processor or later.
- Windows 2000/XP (Home & Professional) including Windows XP Media Center and XP Tablet PC/Vista 32-bit. Please note that this version of PDAsync is not supported on Windows XP 64-bit or on Windows Vista 64-bit.
- RAM as specified by Windows operating system minimum requirements.
- 80 MB free hard disk space.
- Two supported data sources. See "Supported Applications" and "Supported Mobile Devices" below for more information.
- If you are using a mobile device, you will need the linking device (cable, infrared, etc.) and the software that came with the mobile device.
- The installation language of the synchronization software must match the language of the PC operating system.

Supported Applications:

- Lotus Notes R5 / 6.0 / 6.5 / 7.0
- Lotus Organizer 5.0 / 6.0 / 6.1
- ACT! 2000 / 5.0 / 6.0
- Novell GroupWise 6.5.3x / 7.x
- Microsoft Outlook 98 / 2000 / 2002 / 2003 / 2007*

  ***IMPORTANT: Microsoft Outlook 2007 requires the installation of a Collaboration Data Objects (CDO) package. For more details, please contact Microsoft, as we are unable to assist you in the installation of CDO packages:**

  http://www.microsoft.com/downloads

  Search for the term "CDO" and download the file called "Collaboration Data Objects". Contact Microsoft if you have any questions.

For more information about each supported application, please refer to the Help file by clicking on **Help** and then on **Contents**.

Supported Mobile Devices:

- Palm OS Devices
- Microsoft Pocket PC 2000 / 2002 / 2003 / Mobile 5.0 devices
- Microsoft Smartphone 2003 devices
- Windows Mobile 5.0/6.0 for Smartphone devices
- Sony Ericsson IrMC Phones

For more information about each supported application, please refer to the Help file by clicking on **Help** and then on **Contents**.

Installing the Software

IMPORTANT: Before you begin, Laplink strongly recommends:

- **Backup your data as a precaution**
- **Exit all open programs**
- **Uninstall PDAsync 3.x from *both* the computer and the mobile device. To uninstall from the computer, go to Add/Remove programs, and choose PDAsync 3.x, then follow the on-screen instructions. To uninstall from the mobile device, please refer to the documentation that came with the device.**

1. Start the installation program.
2. Follow the instructions in the series of installation screens:
    - Welcome screen
    - License Agreement screen
    - Get Registration Information screen
    - Choose Destination Location screen
    - Select Devices screen
    - Select Applications screen
    - Select Default Device screen (displays only if multiple devices are selected)
    - Start Installation screen
3. When installation is complete, click **Finish**.

What is Synchronization?

A common problem for mobile computer users is the need to maintain two different copies of important data. There might be a copy of a contact list on an office PC and a copy of a contact list on the mobile device. What happens when updates are made to both the PC and the mobile device?

With synchronization, the data stored in the mobile device and the data in the PIM are compared and modifications are made to each to make them identical.

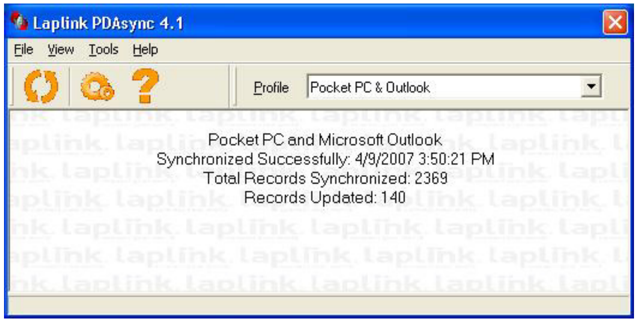
For instance, a user adds a contact in the PIM and another user modifies a contact on the mobile device. When synchronization is executed, the synchronization software adds the new contact to the mobile device and modifies the correct entry in the PIM.

How to Synchronize

You can start PDAsync in different ways:

- From the **Start** menu: Click **Programs**, and then select **PDAsync** to restore the program's main window.
- From the system tray: left-click on the PDAsync icon (if available) to restore the main window; right-click to choose an instant operation, such as **Synchronize**.

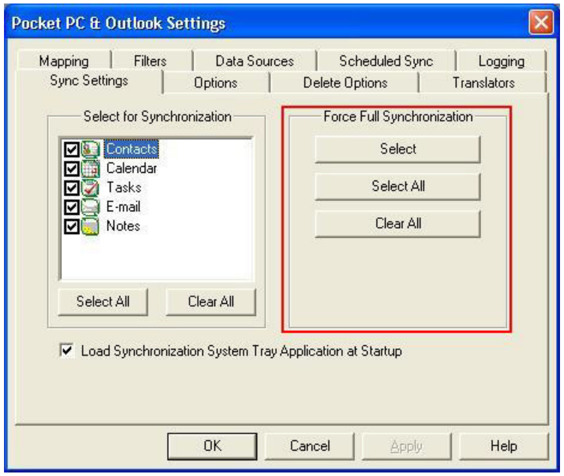
Note: If you cannot find your system tray, it is generally located in the lower-right corner of your screen in the Start Bar, near the computer clock.



Once the program's main window is open, you can start synchronization by either choosing **Synchronize** from the **File** menu or by pressing the **Synchronize** button on the toolbar. 

Full Synchronization

When synchronization is executed for the first time, PDAsync executes a full synchronization. With full synchronization, the software tries to match each entry on the mobile device to each entry in the PIM. When an exact match is found, those two entries are identified as the same. To make an exact match, the two entries must be *identical*, down to the punctuation in the description fields.



When you synchronize for the first time, you are given three options for each data source you select to synchronize:

- Replace mobile device records with PIM application records.
- Replace PIM application records with mobile device records.
- Combine both mobile device and PIM application records (may result in duplicate records).

If your PIM or your mobile device already contains all of the information you need, we recommend that you reset (or clear) all of the data on the other side so that all records are sent to the other device.

You can prevent duplicate entries if you choose to replace records from one side or the other. For example, if you want the PIM to take precedence over your mobile device data because the PIM contains your most up-to-date records, simply select to replace the mobile device records. Selecting this option will delete all records from your mobile device and send all your PIM records to your mobile device, synchronizing your PIM and your mobile device.

If you choose to do a full synchronization that replaces the records in your PIM with the records in your mobile device, all of the records in your PIM will be erased and replaced with the contact, calendar, and task items on your mobile device. Keep in mind that filters, field-truncation lengths, recurrence exceptions, field mappings, etc., can all cause less information to be on the mobile device than is in the PIM.

However, if you have incomplete data on both devices, you should choose to copy data in both directions. Full synchronization looks for exact matches. If the mobile device and the PIM both have similar, yet not exact data, you might receive two entries for the same record. For example, if you have John Smith as a contact in your PIM and John S. Smith as a contact in your mobile device, you will have two entries when synchronization completes: one for John Smith and another for John S. Smith.

Note: In most cases when using filters, the *unfiltered* value, rather than the *filtered* value, is displayed in the Full Synchronization window.

For example, if you set a text filter for a company for which 93 contacts out of 700 contacts are to be synchronized, when prompted for full synchronization, PDAsync reports 93 contacts in the mobile device and 700 in the PIM. The *total* number of unfiltered records available in the PIM is 700, but the *actual* number of records synched after applying filters is reported at the end of the synchronization.

E-mail Synchronization

When the synchronization software detects a new e-mail in the PIM Inbox, it transfers the e-mail to the mobile device and marks it as transferred. If you then read the e-mail on the mobile device, delete it, and synchronize again, the e-mail is not transferred to the mobile device again. The software recognizes the e-mail as previously transferred.

Device translators that support e-mail can be configured to handle deleted e-mail on the device in different ways. See the “Supported Applications” and “Supported Mobile Devices” sections in the Help File for more details regarding these translator-specific settings.

The filter settings for each message store can be set independently.

With certain combinations of PIMs and Mobile Devices, the properties of the synchronized e-mails are updated. For example, if the user reads an unread e-mail on the mobile device, the “Read/Unread” property is updated in the PIM upon the next synchronization. This means that when the user gets back to the office and synchronizes his or her e-mail, any mail marked as read in the mobile device will be marked as read in the PIM.

Incoming Message Location

- All new e-mail from the mobile device's Incoming Message box is added to the PIM Incoming Message box. Incoming messages are synchronized in both directions.

Outgoing Message Location

- New e-mail from the mobile device's Outgoing Message location is added to the PIM Outgoing Message location and will be sent out. Once the e-mail has been transferred to the PIM Outgoing Message location, it will be deleted from the mobile device. Any e-mail in the PIM Outgoing Message location will not be transferred to the mobile device.

Sent Message Location / Draft Message Location

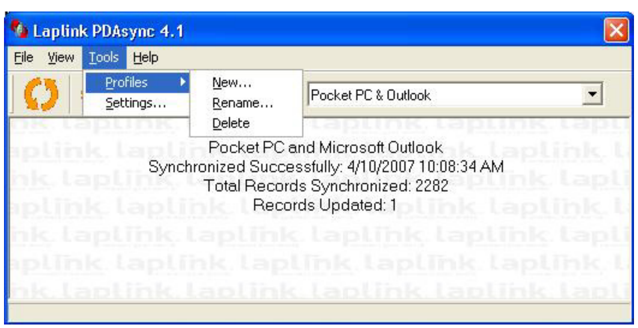
- Sent Messages and Draft Messages are synchronized in both directions.

Profiles

Profiles are created when using multiple PIMs and multiple mobile devices. A unique profile is created for an association between translators. Multiple mobile devices can be synchronized with a single PIM using a unique profile for each Mobile Device - PIM combination.

Each profile can be configured to meet your needs. Synchronization settings, such as Translators, Filters and Mapping, are saved on a per-profile basis. More information about available profile settings is described in "Profile Settings" in the Help File. Any profile settings information unique to your mobile device or PIM can be found under the "Supported Applications" or "Supported Mobile Devices" sections in the Help File.

Profile Menu



Profiles can be created, renamed or removed. You can manipulate profiles using the Profile menu in the software.

To establish a unique relationship between data sources, a new profile must be created. The first profile is automatically made for you when you start the software. If you require more than one profile, you can create others.

New

- Select **New** from the Profile menu to create a new profile. You can provide a unique name as well as select the mobile device and the PIM to sync.

Linking

- When creating a new profile, you can choose to link it to the current profile by selecting the "Link this profile to the active profile" option. Linked profiles allow you to sync some data types from one PIM and other data types from another simultaneously. For instance, you may wish to sync Contacts and Email from Microsoft Outlook and Calendar and Tasks from Lotus Organizer to your mobile device at the same time. In this case you would have a profile for Outlook and your mobile device and only select Contacts and E-Mail in the sync settings. Then you would create a second profile for Organizer and your mobile device and choose the link option.
- By default, when you link a new profile to an existing profile, the secondary profile automatically sets its sync settings to sync only those items that are not selected in the original profile to which it is linked. For instance, if your first profile has only Contacts selected to sync, the secondary linked profile would automatically be set to sync all remaining data types except Contacts. This is because you cannot sync the same data type with both profiles.
- By selecting each profile in the profile selector list, you can modify the settings of each side independently of the other profile, with the exception of the data types you intend to sync. The software will not allow you to sync the same data type in both profiles.

Note: Make sure if you are linking a new profile that the profile you want to link with is currently selected in the Profile selector on the main screen.

Rename

- Select any existing profile and select **Rename** from the Profile menu to rename that profile. Renaming a profile is helpful if several profiles exist. For example, one profile could be named "David's Device" to differentiate from a profile named "Susan's Device".

Delete

- Select any existing profile and select **Delete** from the Profile menu to remove the profile and its settings permanently.

Note: This option is not available if you only have one existing profile.

Profile Selector

- When more than one profile exists, you have to select the profile that you want to synchronize. The selected profile becomes the Current Profile and the indicated PIM and mobile device will synchronize the next session.
- To change the current profile, select a different profile from the drop list.

New Device Screen

- When a new mobile device is connected or you connect your mobile device to a different computer, you will get a "New Device Detected" screen. In order to maintain consistent synchronization logs, the device identifier is compared to that which was saved with the previous synchronization profile. If the device identifier matches, the Current Profile is used. Otherwise, the device is considered new and you are prompted to resolve the potential conflict.

Replace

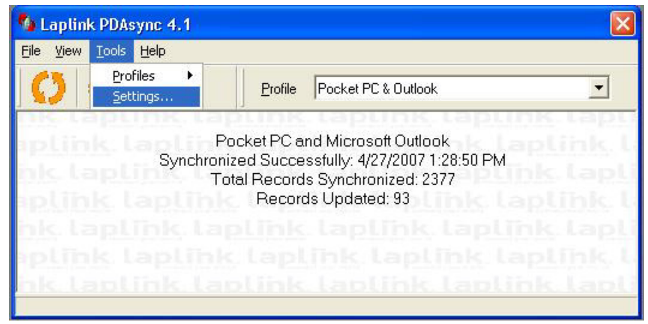
- Select **Replace** to continue with the current profile. The old device profile will be removed and a new profile will be established with the new mobile device.

New

- Select **New** to create an entirely new profile. The old device profile will be preserved, or you can select **Cancel** and choose another available profile.

Settings

To reach this set of screens, click on **Tools** and then on **Settings** from the main screen:



Sync Settings Screen

Select for Synchronization

- For each data type you select to synchronize, the software copies the data from one source to the other. Once you are synchronized, it tracks the changes to the individual entries and merges only those changes in future synchronization sessions.

Force Full Synchronization

- Full synchronization can be forced by using the Force Full Synchronization options in the Settings menu. You can flag individual items (Select/Clear button) or all items (Select All/Clear All buttons) using the appropriate buttons. When you select any or all of the data types listed under Force Full Synchronization, a full synchronization of those selected data types will occur the next time you synchronize.

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Load Synchronization System Tray Application at Startup

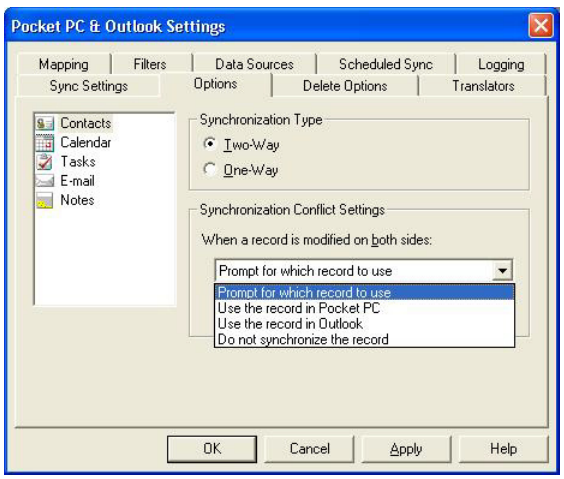
- If you have the "Load Synchronization System Tray Application at Startup" option enabled, the sync software will be loaded into the system tray automatically when Windows starts.

Auto Synchronize Screen

Note: This option is only available if you install a translator that supports Auto Synchronization.

- When the **Automatically Synchronize Upon Connection** check box is selected, synchronization starts automatically every time the mobile device is connected to the PC. The PC must be turned on.
- If you choose to enable auto synchronization, simply connect the mobile device to the PC and synchronization will begin automatically. Menu selections are not required for synchronization to occur.

Options Screen



Synchronization Type

You have the option of selecting either two-way or one-way synchronization for your records.

Two-way synchronization is the traditional synchronization method, where changes on each side are reflected to the other. And, you have the ability to specify what should happen when a record has been modified on both sides (a conflicting record).

- When performing two-way synchronization, a conflict occurs when the same data entry is changed in both the mobile device and the PIM. For example, if you delete a contact on the mobile device and a colleague edits the same contact in the PIM, the software detects the conflict and can handle it according to your conflict setting.
- When encountering a conflicting record, a dialog box may appear asking whether to overwrite one record or the other. The merge option does not exist in this case because multiple fields within a single record are not merged.
- **Synchronization Conflict Settings:**
  - **Prompt for Which Record to Use**: If you choose to resolve conflicts manually, a screen will appear at the end of synchronization. For each conflict, you will be able to select which record to use. For example, you could choose whether to delete the contact from the PIM or update the contact on the mobile device. This is the default setting.
  - **Use the record in the Mobile Device (Pocket PC, Palm, etc)**: The information in the mobile device will overwrite the information in the PIM.
  - **Use the record in PIM (Outlook, Lotus Notes, ACT, etc)**: The information in the PIM will overwrite the information in the mobile device.
  - **Do not Synchronize the Record**: If this option is selected when a conflict occurs, it will not be resolved. Conflicts will be skipped or ignored, causing it to appear as if the software is not synchronizing the data.

One-way synchronization is used when you want one side to take precedence over the other. One-way synchronization differs from simple one-way copy in that only changes to the data will be transferred, not all records will be transferred. You might use this, for instance, if you frequently add phone numbers to your device's phone book and wish to back them up to a special PIM folder or if you wish to make a device appear to be a 'read-only' device.

- When you select one-way synchronization, you must select which side contains the "master" records -- that is, which side's changes will always be synchronized to the other side. You have two options to determine how the changes to the data are transferred on the other side: Overwritten and Ignored.
  - If you select "Overwritten", the software always attempts to overwrite any changes you have made with the data on the "master" side. In other words, after each one-way synchronization the two sides should be

identical, and should contain the data that was on the "master" side before synchronization. This setting is often used to make a device appear to be a 'read-only' device.

- If you select "Ignored", changes made to the other side (such as adding, modifying, or deleting records) will simply be disregarded. Over time, the contents of the two sides may begin to differ.

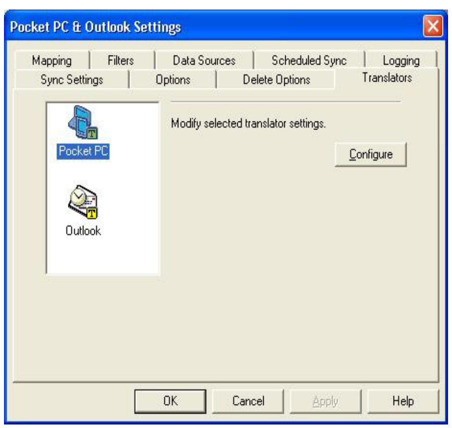
Notes: A full synchronization will override your one-way settings. This also applies to the full synchronization that takes place when you do your first synchronization. We do not recommend using filters when one-way synchronization is selected. Duplicate records may occur.

Delete Options Screen

Use the Delete Options to control the display of delete confirmation messages during synchronization. If a record is deleted on either the PIM or the mobile device, a message asking whether you would like to continue with the synchronization is displayed before deleting the corresponding record on the other source. This provides the opportunity to keep the entry on the other source. To allow deletions to occur without further prompting, choose the "Remember" setting on the message and then click **Yes**. Your settings will be applied to all Delete Confirmations in the future.

You can also manage the Delete Options in the Settings menu for each profile. For instance, you may want to re-enable the Delete Confirmation warnings during sync, or you may wish to enable Delete Confirmations only for your PIM.

Translators Screen



Translator Settings

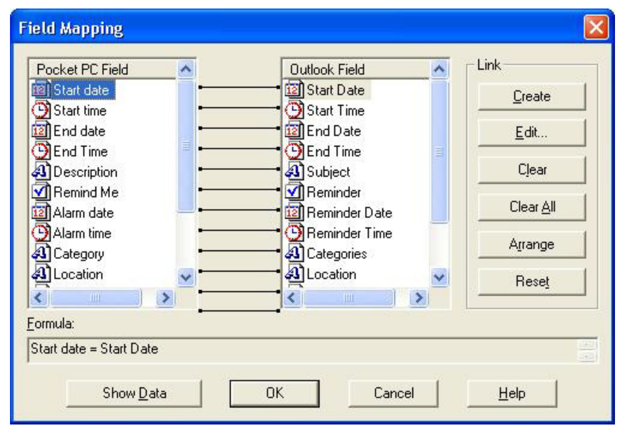
You can modify the settings of the available translators. After highlighting the appropriate PIM or mobile device, you can configure the settings. If the option is not supported, the **Configure** button will not be available.

For details regarding specific settings available for each translator, see "Translator Settings" in the appropriate "Supported Applications" and "Supported Mobile Devices" sections in the Help File.

Mapping Screen

To transfer data between the mobile device and the PIM, a link must exist between the individual fields on both devices. For instance, the Appointment Start Date field in the PIM must be linked to the Appointment Start Date field on the mobile device. The collection of links that tell the synchronization software what to do with data is called Field Mapping.

Click **Mapping** to view and edit the existing mapping of individual fields. This screen will appear:



Field Mapping screen

The Field Mapping screen allows you to customize data transfers between the mobile device and the PIM. Since the fields on the mobile device are not the same as the fields in the PIM, you can indicate which fields should be aligned with a link.

Note: When you first install the synchronization software, default links are created for you.

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Data Types

- A date field on the mobile device can be mapped to a date field on the PIM and so forth. You can also map any data type to a text field. An icon next to each field indicates the data type:

  Date

  Time

  Text

  Number

  Flag

Create Links

- To create a link, identify a field in the PIM list and a field in the mobile device list. Two methods for creating links between fields are available:

  Drag and Drop

  - Simply click one of the fields, hold down the left mouse button, and drag that field on top of the field you wish to link. If mapping is not allowed, a circle appears with a line through it.

  Create Link Button

  - Select the fields to be linked in the PIM list and then in the mobile device list. Click **Create**. If you select two fields that cannot be linked, you will be unable to create the link.

Edit Links

Click **Edit** on the Field Mapping screen to access this function.

- When two or more fields are mapped to a single field, you must identify the order that the fields should appear and the separator.

  For example, if you want to map the PIM's Notes, Customer ID, and Billing Information fields for a contact to the mobile device's field Notes, you must specify the separator(s). You might map the PIM Notes field, plus a comma, space, and carriage return; the Customer ID field, plus a comma, space, and carriage return; and the Billing Information field, plus a comma, space, and carriage return, to the mobile device Notes field.

Change Order

- Change the order of the fields as they should be communicated. Select a field, and then click either **Move Up** or **Move Down**.

Edit Separator

- The following separators are available by button, or you can type your own separator into the box:

,	Comma
[SP]	Space
[CR]	Carriage Return (blank line)
/	Forward Slash
;	Semicolon
:	Colon
+	Plus
-	Hyphen

Formula

- The Formula window shows the full formula for the mapped fields. This can be helpful in determining the overall effect of the mapping.
- For example, the formula *Location + ",[SP]" + Description* for the PIM field, Description, indicates that the PIM Description field will receive the mobile device Location field, then a comma, then a space, and then the Description field. Data entered into the PIM in this fashion will be sent to the mobile device fields Location and Description.

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Clear Links

- To delete a link between fields, select the field in the PIM list and the field in the mobile device list, and then click **Clear**.

Clear All Links

- To remove all links and start over, click **Clear All**. A confirmation dialog will confirm your request to clear all of the links.

  Note: The Clear All function cannot be undone. Links can be reset to the defaults. If changes have been made to the default links, they will no longer be reflected.

Arrange Links

- The **Arrange** button arranges the fields in the PIM list and the mobile device list to make the links between fields more visible, but it does not change the function of the mapping.

Reset Links

- Clicking the **Reset** button returns all field links to the default set. This will remove any changes made to the field links.

  Note: The Reset function cannot be undone. If changes have been made to the links, they will no longer be reflected.

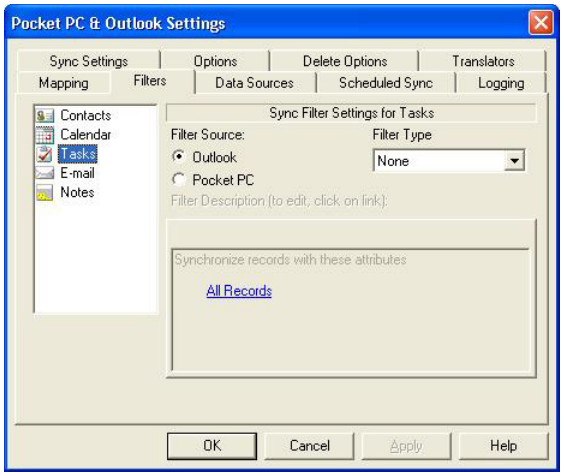
Formula Bar

- For your convenience, the field mapping information on the currently selected field is displayed in the Formula Bar. This provides information about the fields linked on both sides.

Show Data

- The **Show Data** button allows the user to see more detail related to the field mapping assignments. The first five records of data will be displayed when this button is selected.

Filters Settings Screen



Filters are used to select only the data you need. The filter rules established in these settings cause the creation of a complete data set on one side with all records and a partial data set on the other side with the smaller filtered record set. This can speed up the synchronization process by limiting the amount of data transferred.

Filters are set independently for each data type. Selecting a data type in the left pane of the screen shows the settings for that data type.

Filters do not delete data from the side with the complete data set. Filtering simply limits the amount of data being synchronized to the side with the partial data set. If a record is created on the partial data set side that is not within the filter range, it will be synchronized to the side with the complete data set. On subsequent synchronizations, if this record remains outside the filter range, it will be deleted from the partial data set, but will remain in the complete data set.

Filter Source

- The translator selected contains all records (the complete data set). The translator not selected will contain the smaller set of filtered records (the partial data set).

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Filter Type

- You may select filters based on Field Content or Record ID. You may also select **None** to indicate that no filter is set for the highlighted data type.

Field Content Filters

- A filter based on Field Content evaluates data within a record to determine if the field meets the specified condition. When a field meets the filter condition, the record is synchronized. Field level filters can be set based on Text and/or Date and/or True/False settings.
- For Field Content settings, you can select Operators to set multiple filter conditions each with their own attributes. The Operator "AND" means that all filter conditions must meet the assigned filter attributes. The Operator "OR" means that the field might or might not meet each filter attribute, but that it must meet at least one filter condition. You can select separate date ranges to give more specific synchronization results.

Note: The fields displayed in the drop-down list vary according to the data type you have selected.

Text Filter

- The text filter is available for records that contain text fields. The available text-based fields are displayed in the drop-down list. After selecting the field, you must indicate how the field is to be compared. You then need to type the text that the field must contain in order for the record to synchronize.
- For example, say you want to transfer only those contacts that are categorized as Business. In the Field list, you would select **Categories**. In Comparison, you would select **Equals**. In the Value box, you would type "Business". The next time you synchronize, only the business contacts are transferred. All other contacts are not synchronized.

Date Filter

- The date filter is available for records associated with time, such as Calendar records. The available time-based fields are displayed in the drop-down list. Once you have selected the field, you must select the date range and date anchor. The date range can be based on various durations.

True/False Filter

- The True/False filter is available for records associated with a True or False value, such as Task records. The available True/False fields are displayed in the drop-down list. Once you have selected the field, you must select "True" or "False" as your filter value.

Record ID Filter

- A filter based on a Record ID allows you to select which individual records are to be synchronized. This feature is useful when you want to specify exact records to synchronize.
- For example, say you have personal contacts and business contacts in your Contacts list. You only want to synchronize the business contacts. Using Record ID, you can select only the business contacts.

Note: Record ID filters are only available when filtering from PIM translators.

Filter Description

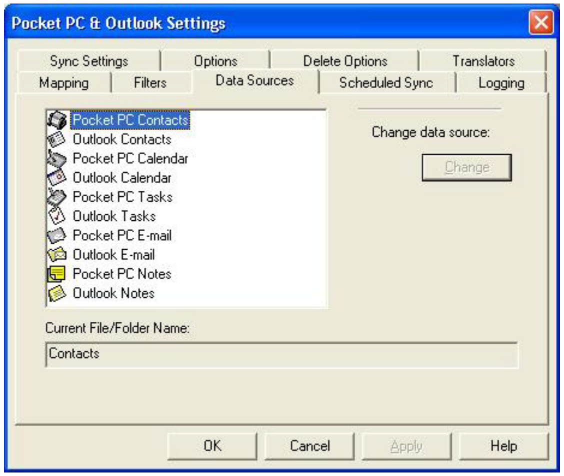
- The Filter Description section displays the filter conditions that have been defined for the selected data type. Rather complex filters can be defined, and each filter condition can be modified using this dialog section. You can click on the links to modify or remove the filter conditions.

E-mail Filter

- All e-mail that matches the filter conditions is transferred to the mobile device by forcing a full synchronization. The following filter conditions are available for e-mail:
  - **Read / Unread filter**—Allows you to filter read or unread messages.
  - **Date filter**—Provides the number of days in the past to consider for filtering.
  - **Size filter**—Allows the user to choose the maximum size of the e-mail to be sent.
  - **Attachments**—If enabled, the Send Attachments option provides the ability to filter on a specified size of attachments. If disabled, e-mail attachments will not be synchronized. If you have attachments (such as documents or spreadsheets) in your Notes field, they will not be synchronized to your mobile device, even if the Notes field is mapped in your field mapping.

Note: E-mail filters automatically select the PIM translator to contain the complete data set.

Data Sources Settings Screen



Change Data Source

- To change the data source, select the item you want to change from the list and then click **Change**. If the translator does not support a change of data source, the Change button will not be available (grayed out).

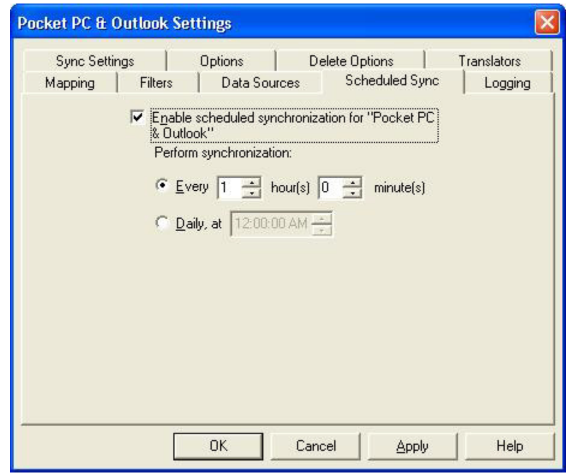
Change Button

- When the Change button is available for the specified translator, this allows you to select a data source with which you want the translator to work. For example, if you have two Contact folders in your PIM, you can specify which folder is to be used as the contact source of data for the translator.

Current File/Folder Name

- This displays the actual data source for the selected translator. This field is for display only.

Scheduled Sync Settings Screen



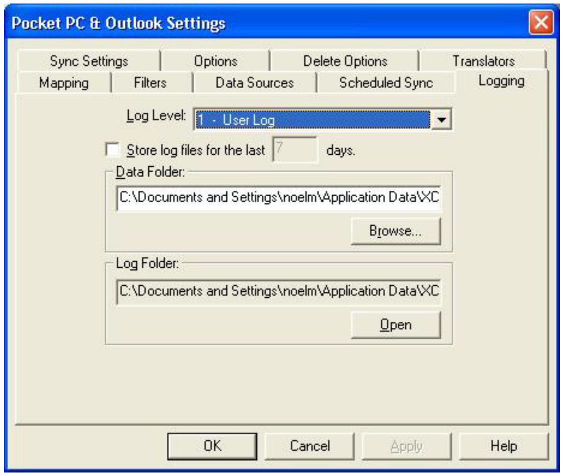
Scheduled Sync is a tool that allows you to schedule an interval or specific time to synchronize your data. This feature is helpful when you want to synchronize your data while you are away from your desk. For example, if you have a mobile device with wireless connection abilities, your mobile device will synchronize with your PIM even when you are away from your PC.

Scheduled Synchronization is only available to profiles which support automatic synchronization. Some devices are not capable of automatic synchronization and thus cannot be scheduled. If a device in a profile does not support Scheduled Synchronization, the Scheduled Synchronization tab will not appear in the profile settings dialog.

Two kinds of schedules are provided: Interval and Daily. Interval schedules allow you to synchronize based on the specified time interval. This allows you to set refresh synchronizations to meet your needs - such as every hour. Daily allows you to specify the time of day when the sync is to be performed.

Note: If multiple profiles are defined, you can set up a separate schedule for each profile.

Logging Screen



Log files are used to track the status of the synchronization process. Different levels of log files are provided to give you various information about the synchronization just completed.

A User Log can be created to track the status of the synchronization. It contains high level information that illustrates what data was synchronized, the number of records transferred and whether any conflicts were encountered. If you should encounter a synchronization error or problem, more detailed, technical log files can be created to assist Technical Support.

To enable the log file feature, use the Logging screen in the profile settings.

Log File Levels

0 — No Log

- This indicates that no log will be created.

1 — User Log

- This log file shows what synchronization activity has taken place. It's intended to be used by you to review the data types, number of records synchronized and other helpful high-level information. This is the default setting.

2 — Debug Log

- This produces a log file with error information and the technical status of the synchronization. It is intended only for Technical Support review.

3 — Debug Data Log

- This log file contains all technical sources of information about the synchronization. It includes errors, data, and other exchanged information. Choosing this option can result in a very large file, depending on how much data you are transferring. It is intended only for Technical Support review.

All log files are saved in HTML format. They can be opened and viewed with any web browser. To open the folder containing the log files, click the **Open** button in the Log Folder section.

Store log files

- This check box can be selected to save log files for a specified number of days. Saving your synchronization history may be helpful to review the status of synchronization over a period of days. It may also be helpful to Technical Support if an issue is problematic.

  The Data Folder section of the screen allows you to designate a location for the log. Click the **Browse** button to change the location.

  Note: The location displayed in the Log Folder section will not reflect the new location for the logs until the next time the software is opened.

Troubleshooting

General Troubleshooting

PDAsync can be installed on a wide variety of PIMs and mobile devices. Depending on the environment, problems can occur as a result of installation errors, data errors, or system errors. We encourage you to review "Errors and Warnings" (page 14 of this Guide) to determine what problem you are encountering. See below for general troubleshooting issues that can occur:

- **Unable to run the software:** If you are unable to run PDAsync, most likely there was an error during installation. Please install PDAsync again.
- **Unable to synchronize:** If you are able to run PDAsync, but are unable to synchronize, verify that the current profiles -- the icons displayed on the main synchronization screen -- are the two data sources you wish to synchronize. Next, check the settings for your synchronization profiles to confirm that the translators are configured properly. Finally, if synchronizing with a mobile device, verify the device is connected to the PC properly.

www.laplink.com/support
Email us at CustomerService@laplink.com
Tel (USA): +1 (425) 952-6001
Fax (USA): +1 (425) 952-6002
Tel (UK): +44 (0) 870-2410-983
Fax (UK): +44 (0) 870-2410-984

- **"Synchronization completed (with one or more errors)":** Something happened during synchronization and one or more errors were encountered. This message generally follows a different or additional message. Choose to synchronize again, forcing a full synchronization. (From the "Synchronization Settings" screen, select **Settings**, and then select the check box in **General Settings**.) If you continue to get this message, contact Technical Support:

  www.laplink.com/support
- **Data isn't being synchronized:** Please check your filter settings. Certain date filters are already set by default when you install the software. If you prefer to synchronize data within a different date-filter range, please check the filter settings and make the necessary changes, and then synchronize again.
- **Some data is lost or truncated after synchronization:** When performing synchronization, some data fields may be truncated or ignored based on the capabilities of the device and/or the mapping settings of the synchronization profile. For example: If an appointment in a PIM that contains a 400 character note is synchronized with a phone or other mobile device that can only support note lengths of 150 characters, the note field will appear truncated in the phone/mobile device.

  Understand that synchronization affects all mapped fields in the affected record. Therefore, if a field is truncated (as in our note example) and the record is modified on the mobile device with limited capabilities, then when this change is synchronized back to the PIM, the note on the appointment will be the truncated version, even if the note field was not specifically edited or modified by the user.
- **"Unknown error" received during synchronization:** If you receive an "Unknown error" during synchronization, please create a log file to send to Technical Support for resolution (see the "Logging Screen" section on Page 13 and "Troubleshooting Tools" on Page 14 for instructions).

If you are unable to resolve these issues, or need help creating a log file, please see our Knowledge Base article at:

http://www.laplink.com/support/kb/article.asp?ID=504

This article should assist you in resolving issues of this type.

Errors and Warnings

Because of feature differences between the mobile device and the PIM, some validation of data occurs. When data that is entered on one source is invalid in the other, an error or a warning will be issued during the synchronization process. An error is a condition that causes the offending record not to be communicated; a warning is a condition that you should be aware of but that does not inhibit the communication of the record.

Troubleshooting Tools

Creating a Debug Log File

You may encounter other errors or warnings that are not well defined. In this case, a log file can be created to capture the data path through the code. This log file can then be sent to trained technical support representatives for interpretation.

Note: To enable the log file functions, please see the "Logging" section of this document.

Sending the log files to Technical Support

Once you have created the appropriate log file, attach it to an e-mail, and send it to Technical Support at:

support@laplink.com

The log file will be named SyncLog.html for the most recent log file and SyncLogPrev.html for the previous synchronization. If both log files are present, always attach both log files to your e-mail to Technical Support. If the log files are large, please zip them using a zip utility before attaching them to your e-mail.

Contacting Technical Support

Technical Support options for PDAsync include our free Knowledge Base, free web incident (e-mail support), free live chat support, and fee-based telephone support. Please visit:

http://www.laplink.com/support

When contacting PDAsync Technical Support, please have the following information available:

- PDAsync Version (Found in the About PDAsync window. Example: 4.0)
- PDAsync Product ID (Found in the About PDAsync window)
- Mobile Device (Example: Palm Tungsten E2)
- Personal Information Manager (PIM) (Example: Microsoft Outlook 2003, ACT! 6.0, etc.)
- Specific error and problem description