

laplink
PDAsync™

The ultimate in PDA synchronization

Quick Start Guide

Laplink Software, Inc.

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

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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 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 Mobile Devices" 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". Please contact Microsoft if you have any questions.

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

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.**

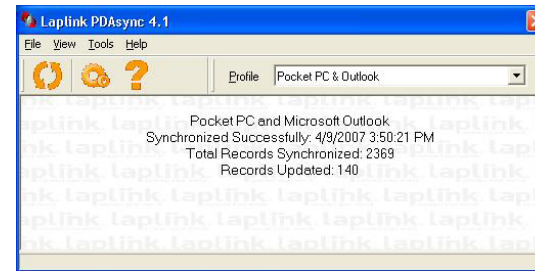
1. Start the installation program.
2. Follow the instructions in the series of installation screens:
 - Welcome screen
 - License Agreement screen
 - Get Registration Information screen
 - Choose Destination Location screen
 - Select Devices screen
 - Select Applications screen
 - Select Default Device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


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**.

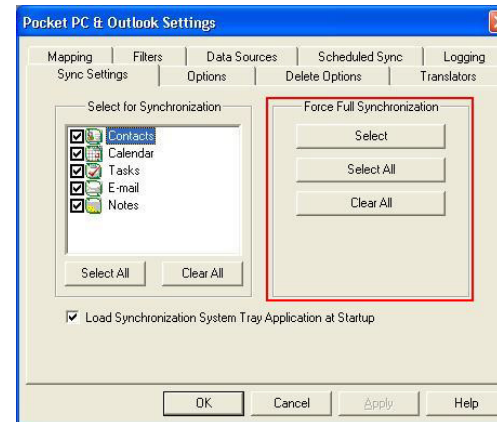
Note: If you cannot find your system tray, it is generally located in the lower-right corner of your screen in the Start Bar, near the computer clock.



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).

For more details regarding Synchronization, please refer to the Help file within the software. This information is located in the **Help** menu, under **Contents**.

Troubleshooting

General Troubleshooting

PDAsync can be installed on a wide variety of PIMs and 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 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.
- **“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 below 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.