About backing up and restoring information

To protect your work, use Microsoft ActiveSync to create a backup file that contains all files, databases, [personal information manager (PIM) information,](#) and RAM-based programs on your mobile device. The backup file is stored on your desktop computer.

For the greatest amount of protection, you should regularly back up information on your device. You can perform a backup automatically each time you connect or manually any time you want. You can also determine whether all or only new and updated information is backed up.

The backup file is not password protected, even if your mobile device is. If you store sensitive information on your device, protect the backup file as you would any other desktop computer file that contains sensitive information.

When you use the backup file to [restore](#) information to your mobile device, information on the device is replaced with the information stored in the backup file, and the Recycle Bin is emptied. Note that restoring does not:

- Overwrite your device password.

- Restore the placement of desktop icons.

Related Topics

[Automatically back up information](#)

[Manually back up information](#)

[Restore information to your mobile device](#)

Automatically back up information

1 Connect your mobile device.

2 On the **Tools** menu, click **Backup/Restore**, and then click the **Backup** tab.

3 Select **Automatically back up each time the device connects.** If you want to use a different backup file, click **Change,** and then select the file you want.

Note   Automatic backup is available only on mobile devices that have a [partnership](#) with the desktop computer. To back up information on a device that is set up as a [guest,](#) manually back up information.

Related Topics

[About backing up and restoring information](#)

[Manually back up information](#)

Manually back up information

Manually back up information if your device does not have a [partnership](#) with a desktop computer or before you [clear memory](#) on your device.

1 On the **Tools** menu, click **Backup/Restore,** and then click the **Backup** tab.

2 Do one of the following:

To back up all information, select **Full backup**.

To back up only new and changed information, select **Incremental backup**.

3 Click **Back Up Now.**

Related Topics

[About backing up and restoring information](#)

[Automatically back up information](#)

Restore information to your mobile device

If you have created files on your device since the last backup and don't want them deleted during the restore process, move those files from your device to your desktop computer before restoring information.

1 Connect your device. If the Partnership Wizard is started, close the wizard and connect as a guest.

2 If your device does not automatically exit programs as needed, exit any open programs on your device.

3 On the **Tools** menu, click **Backup/Restore,** and then click the **Restore** tab.

4 Click **Restore Now.** Do not use your device until the restore process is complete.

Note   If you are connected as a guest, click **Restore Now,** and then select the partnership you want to restore.

5 Reset your device as specified in the device manufacturer's documentation.

Related Topics

[About backing up and restoring information](#)

[Move a file](#)

The following topic is only accessible from a Help button in an error message that users receive if restore fails. This topic is not accessible from the Table of Contents, Index, or Find tab.

Resolve a device mismatch

You cannot use a backup file created on one type of mobile device to restore information to a different type of device. Devices are considered to be different when they do not use the same processor type, version of Windows CE, or language. You cannot restore information backed up on an H/PC to a P/PC, or vice versa. Create a partnership with the new device, and then synchronize or copy information from your desktop computer to the device.

If you have changed the device's regional settings, ActiveSync will no longer recognize it as the same type of device, and you will not be able to use your backup file to restore information. Change the regional setting back to the setting used when you created the backup file, and try to restore information again. For more information on changing regional settings, see Settings Help on your device.

Related Topics

[About copying and moving files](#)

[About partnerships](#)

[About synchronization](#)

[Restore information to your mobile device](#)

About ActiveSync file conversion

Files created on your desktop computer may need to be converted by Microsoft ActiveSync so that they can be viewed and edited on your device, and vice versa. For example, an Excel (.xls or .xlt) file can be converted to a Pocket Excel (.pxl or .pxt) file to be viewed in Pocket Excel. Every time you synchronize, copy, or move files, ActiveSync converts files as necessary.

All formatting attributes contained in device files are retained when the files get converted to their corresponding desktop computer files. However, converting desktop computer files to device files may cause some formatting attributes to:

- Be displayed on the device and remain unchanged in the original files on the desktop computer.

- Be changed when converted to device files and not be restored when converted back to desktop files.

- Not be displayed on the device but be restored when converted back to desktop computer files.

- Be removed when converted to device files and not be restored when converted back to desktop files.

To avoid losing or permanently modifying formatting attributes, close the file after viewing it on your device rather than saving it.

The following topics provide details about the types of formatting attributes and features contained in desktop computer files that are supported or not supported in device programs.

[Convert database files for use on a mobile device](#)

[Convert Excel files for use on a mobile device](#)

[Convert PowerPoint files for use on a mobile device](#)

[Convert Word files for use on a mobile device](#)

Notes

- Certain programs on your device may also have built-in converters that are used to convert files from the original format used on your desktop computer to a format that can be viewed on your device. For example, you can use these built-in converters to convert files received as e-mail attachments in Inbox on your device. To determine the formatting changes that may occur during conversion on your device, see Help on your device.

- Handwritten notes and drawings created in InkWriter or NoteTaker are converted to Word (.doc) files as metafiles, and can only be edited on your device.

Related Topics

[About copying and moving files](#)

[Synchronize with your desktop computer](#)

[Change the converter for a file type](#)

[Disable file conversion](#)

Convert database files for use on a mobile device

ActiveSync converts Access files (.mdb) and SQL Server database (or other ODBC database) information to a Pocket Access (.cdb) file, and vice versa, whenever you synchronize, copy, or move information to your mobile device. All formatting attributes contained in Pocket Access files are retained when the files get converted to their corresponding desktop computer files.

During conversion to your device, many file attributes are supported and appear just as they do on your desktop computer. Other file attributes may be changed or removed. The following topics provide details about how conversion affects database information.

[Database field and table conversion to Pocket Access](#)

[Database data type conversion to Pocket Access](#)

[Database index conversion to Pocket Access](#)

Note   Each Pocket Access database is limited to 65,536 records.

Related Topics

[About ActiveSync file conversion](#)

[About copying and moving files](#)

[About synchronization](#)

Database field and table conversion to Pocket Access

- Fields larger than 64 KB are truncated when converted.

- Tables with names longer than 31 characters are converted with truncated names. When a table already exists with the truncated name, the last character of the new table's name is replaced with a 0.

- Table names that begin with "MSys" cannot be converted.

Related Topic

Convert database files for use on a mobile device

Database data type conversion to Pocket Access

Access and SQL Server	Pocket Access
AutoNumber	Integer
Binary	Binary
Boolean	Boolean
Byte	Small Integer
Currency	Float
Date/Time	Date/Time
Double	Float
HyperLink	Memo
Integer	Small Integer
Long Binary	OLE Object
Long Integer	Integer
Lookup Wizard	Text
Memo	Memo
OLE Object	OLE Object
Replication ID	Binary
Single	Float
Text	Text
Yes/No	Boolean

Related Topic

[Convert database files for use on a mobile device](#)

Database index conversion to Pocket Access

- Three types of indexes are converted in the following order:

    1 Primary Key indexes
    (When a Primary Key consists of multiple fields, each field is converted with an individual index. The numbers 0-2 are added to the end of the index names. If three Primary Key indexes are created, no other indexes will be converted.)

    2 Unique indexes
    (These indexes are converted to non-unique indexes. When a Unique index consists of more than one field, only the first field is converted.)

    3 Non-unique indexes
    (When a non-unique index consists of more than one field, it will not be converted.)

- Indexes with names longer than 64 characters are converted with truncated names. If an index already exists in a table with that truncated name, the new index will not be converted.

- Indexes are only converted with the attributes of ascending or descending.

- Indexes are always converted as non-case sensitive.

- Indexes for fields that contain information Pocket Access can't interpret (for example, images and OLE objects) will not be converted.

- Fields with more than one index are converted with only one index.

- Fields with a Boolean data type are converted without an index.

Related Topic

[Convert database files for use on a mobile device](#)

Convert Excel files for use on a mobile device

ActiveSync converts Excel (.xls or .xlt) files to Pocket Excel (.pxl or .pxt) files, and vice versa, whenever you synchronize, copy, or move files. All formatting attributes contained in Pocket Excel files are retained when the files get converted by ActiveSync to Excel files.

When using ActiveSync to convert Excel files to Pocket Excel files, many file attributes are retained and appear just as they do on your desktop computer. Other attributes are changed or removed. The following topics list the attributes that are supported or not supported in Pocket Excel.

[Excel attributes supported in Pocket Excel](#)

[Excel attributes not supported in Pocket Excel](#)

After a file is converted, you can open it using Pocket Excel on your mobile device. Your mobile device may also contain Excel converters. For more information, see Pocket Excel Help on your mobile device.

Related Topics

[About ActiveSync file conversion](#)

[About copying and moving files](#)

[About synchronization](#)

Excel attributes supported in Pocket Excel

Microsoft Excel attributes supported in Pocket Excel are either displayed without change or are slightly changed during conversion.

The following attributes are not changed during conversion.

- Custom and built-in number formats
- Single-line borders
- Names that reference worksheets in the same workbook
- Wrapping text

The following attributes are changed when converting an Excel file to a Pocket Excel file and are not restored when converting back to an Excel file.

- All borders are changed to a single line
- Formulas entered with a reference past row 16384 are replaced with #REF!
- Pivot table data is changed to a value

- Charts, sheets, VBA modules, macro sheets, and dialog sheets are changed to blank sheets
- Formulas not supported by Pocket Excel are changed to a value
- Vertical text is changed to horizontal text

- Formulas containing an array or an array argument are changed to a value
- Formulas or functions that reference names that refer to other workbooks, arrays, array formulas, or intersection ranges will be resolved as #NAME?

- Formulas containing external link references or intersection range references are changed to a value
- Hidden names are unhidden

Related Topic

[Convert Excel files for use on a mobile device](#)

Excel attributes not supported in Pocket Excel

Microsoft Excel attributes not supported in Pocket Excel are either restored when converted back to Excel or completely removed during conversion.

Cell shading is not supported in Pocket Excel but is restored when converted back to an Excel file.

The following attributes are removed when converting an Excel file to a Pocket Excel file and are not restored when converting back to an Excel file.

- Add-ins
- Alternate palette settings
- AutoFilter
- Cell notes
- Cell patterns
- Data consolidation
- Data validation
- Drawing objects
- Embedded OLE objects
- Excel 97 conditional formatting
- File sharing
- Hyperlinks
- Object charts
- Picture controls
- Protection
- Routing slit settings
- Scenarios
- Text boxes
- Vertical alignment
- Zoom

Related Topic

[Convert Excel files for use on a mobile device](#)

Convert PowerPoint files for use on a mobile device

You can use ActiveSync to convert a PowerPoint (.ppt) file to a Pocket PowerPoint (.ppv) file. After a file is converted, you can open it using Pocket PowerPoint on your mobile device. Pocket PowerPoint (.ppv) files cannot be converted to PowerPoint (.ppt) files.

ActiveSync offers four options when converting PowerPoint files: **Compact, High Quality (640X480), High Quality (800X600),** and **High Quality (1024x768).** Compact conversion results in the smallest possible file size. The High Quality conversion options produce files that are often larger than the original file on your desktop computer. By default, ActiveSync uses the **High Quality (640X480)** option.

Caution

- Do not synchronize, copy, or move an updated Pocket PowerPoint file back to PowerPoint on your desktop computer. The conversion process will render your original PowerPoint file unreadable in PowerPoint on your desktop computer.

- When using the Compact converter, grouped objects in a PowerPoint file are converted as one image. If the grouped objects contain text, you may get better conversion results by ungrouping the text from the graphic objects. Note, however, that the file produced on your mobile device may be much larger.

Related Topics

About ActiveSync file conversion

About copying and moving files

About synchronization

Change the converter for a file type

Convert Word files for use on a mobile device

ActiveSync converts Word (.doc) files to the appropriate file type on the mobile device, and vice versa, whenever you synchronize, copy, or move files. The file types that Word files can be converted to depend on the programs installed on your device.

What would you like to learn more about?

[Word to Pocket Word conversion](#)

[Word to InkWriter conversion](#)

[Word to Note Taker conversion](#)

[Word to Notes conversion](#)

Note   Handwritten notes and drawings created in InkWriter or NoteTaker are converted to Word (.doc) files as metafiles and can be edited only on your device.

Related Topics

[About ActiveSync file conversion](#)

[About copying and moving files](#)

[About synchronization](#)

Word to InkWriter conversion

If InkWriter is installed on your device, but Pocket Word is not, ActiveSync converts Word (.doc) files to the .pwi file type, and vice versa. Word templates (.dot) are also converted to the .pwi file type. Conversion takes place any time you synchronize, copy, or move files. All formatting attributes contained in InkWriter files are retained when converted to Word files.

When using ActiveSync to convert Word files to InkWriter files, many file attributes are retained and appear just as they do on your desktop computer. Other file attributes are changed or removed. The following topics list the file attributes that are supported or not supported in InkWriter.

Word attributes supported in InkWriter

Word attributes not supported in InkWriter

Notes

- Password protected Word (.doc) documents cannot be synchronized. Remove password protection in Word, and then synchronize the document.

- Word templates (.dot) that have been converted to InkWriter (.pwi) convert back to Word documents (.doc) rather than Word templates.

- Handwritten notes and drawings created in InkWriter (.pwi) are converted to Word (.doc) files as metafiles. These files can be edited only on your device.

- Rich Text Format (.rtf) and Text (.txt) files can be copied or synchronized without conversion.

Related Topic

Convert Word files for use on a mobile device

Word attributes supported in InkWriter

Microsoft Word attributes supported in InkWriter are either displayed without change or are slightly changed during conversion.

The following attributes are not changed during conversion.

- Bold
- Bullets
- Indentation
- Italics
- Simple numbered lists
- Strikethrough
- Paragraph alignment
- Paragraph spacing

The following attributes are changed slightly when converting a Word file to an InkWriter file, and are not restored when converted back to a Word file.

- Index formatting is lost, but text remains
- OLE objects are changed to bitmaps
- Pictures with more than 256 colors are changed to 16 colors
- Some table formatting may be lost, but text remains
- Table of contents formatting is lost, but text remains

Related Topic

Word to InkWriter conversion

Word attributes not supported in InkWriter

Microsoft Word attributes not supported in InkWriter are either restored when converted back to Word or completely removed during conversion.

The following attributes are **mostly** restored when converted back to a Word file.

- Margins
- Gutter size
- Header/footer vertical location
- Paper size

The following Word attributes are removed when converting a Word file to an InkWriter file and are not restored when converting back to a Word file.

- Annotations
- Borders
- Columns
- Comments
- Footnotes
- Footers
- Frames
- Headers
- Page setup information, such as paper source and layout
- Revision marks
- Shading
- Style sheets

Related Topic

Word to InkWriter conversion

Word to Note Taker conversion

If Note Taker is installed on your device, ActiveSync converts Word (.doc) files to the .pwi file type, and vice versa. Word templates (.dot) are also converted to the .pwi file type. Conversion takes place any time you synchronize, copy, or move files. All formatting attributes contained in Note Taker files are retained when converted to Word files.

When converting Word files to Note Taker files, many file attributes are retained and appear just as they do on your desktop computer. Other file attributes are changed or removed. The following topics list the file attributes that are supported or not supported in Note Taker.

[Word attributes supported in Note Taker](#)

[Word attributes not supported in Note Taker](#)

Notes

- Password-protected Word (.doc) documents cannot be synchronized. Remove password protection in Word, and then synchronize the document.

- Word templates (.dot) that have been converted to Note Taker (.pwi) are converted back to Word documents (.doc) rather than Word templates.

- Handwritten notes and drawings created in Note Taker (.pwi) are converted to Word (.doc) files as metafiles. These files can be edited only on your device.

- Rich Text Format (.rtf) and Text (.txt) files can be copied or synchronized without conversion.

Related Topic

[Convert Word files for use on a mobile device](#)

Word attributes supported in Note Taker

Microsoft Word attributes supported in Note Taker are either displayed without change or are slightly changed during conversion.

The following attributes are not changed during conversion.

- Bold
- Bullets
- Indentation

- Italics
- Simple numbered lists
- Strikethrough

- Paragraph alignment
- Paragraph spacing

The following attributes are changed slightly during conversion when converting a Word file to a Note Taker file and are not restored when converted back to a Word file.

- Index formatting is lost, but text remains
- OLE objects are changed to bitmaps

- Pictures with more than 256 colors are changed to 16 colors
- Some table formatting may be lost, but text remains

- Table of contents formatting is lost, but text remains

Related Topic

Word to Note Taker conversion

Word attributes not supported in Note Taker

Microsoft Word attributes not supported in Note Taker are either restored when converted back to Word or removed during conversion.

The following attributes are **mostly** restored when converted back to a Word file.

- Margins
- Gutter size
- Header/footer vertical location
- Paper size

The following Word attributes are removed when converting a Note Taker file and are note restored when converting back to a Word file.

- Annotations
- Borders
- Columns
- Comments
- Footnotes
- Footers
- Frames
- Headers
- Page setup information, such as paper source and layout
- Revision marks
- Shading
- Style sheets

Related Topic

[Word to Note Taker conversion](#)

Word to Notes conversion

If Notes is installed on your device and you have selected to synchronize notes by using file synchronization rather than notes synchronization, ActiveSync converts Word (.doc) files and Word (.dot) templates to the .pwi file type, and vice versa. Conversion takes place whenever you synchronize, copy, or move files. After a file is converted, you can open it on your mobile device by using Notes.

When using ActiveSync to convert files, many file attributes are retained and appear just as they do on your desktop computer. Other file attributes are changed or removed. The following topics list the file attributes that are supported or not supported in Notes.

Word attributes supported in Notes

Word attributes not supported in Notes

Notes

- Password-protected Word (.doc) documents cannot be synchronized. Remove password protection in Word, and then synchronize the document.

- Word templates (.dot) that have been converted to Notes (.pwi) are converted back to Word documents (.doc) rather than Word templates.

- Handwritten notes and drawings created in Notes (.pwi) are converted to Word (.doc) files as metafiles.

Related Topic

Convert Word files for use on a mobile device

Modify Notes synchronization settings

Word attributes supported in Notes

Microsoft Word attributes supported in Notes are either displayed without change or are slightly changed during conversion.

The following attributes are completely supported in Notes and will not be changed during conversion.

- Bold
- Bullets
- Indentation
- Italics
- Simple numbered lists
- Strikethrough
- Paragraph alignment
- Paragraph spacing

The following attributes are supported in Notes, but are changed slightly during conversion. If you synchronize a Notes file that contains these attributes with you desktop computer, the changes will affect the original file.

- Index formatting is lost, but text remains
- OLE objects are changed to bitmaps
- Pictures with more than 256 colors are changed to 16 colors
- Table formatting is removed, but text is preserved.
- Table of contents formatting is lost, but text remains

Related Topic

Word to Notes conversion

Word attributes not supported in Notes

Microsoft Word attributes not supported in Notes are either restored when converted back to Word or completely removed during conversion.

The following attributes are not supported in Notes, but are **mostly** restored when converted back to a Word file.

- Margins
- Gutter size
- Header/footer vertical location
- Paper size

Some Word attributes are not supported in Notes, and are removed during conversion. If you synchronize the Notes file with your desktop computer, the original file will be affected. The most common attributes that are not supported are listed here.

- Annotations
- Borders
- Columns
- Comments
- Footnotes
- Footers
- Frames
- Headers
- Page setup information, such as paper source and layout
- Revision marks
- Shading
- Style sheets

Related Topic

Word to Notes conversion

Convert font files for use on a mobile device

Some mobile devices do not require conversion of font files. If your device requires font file conversion, ActiveSync converts fonts (in sizes you select during conversion) from your desktop computer to your device, but not vice versa.

ActiveSync only converts .ttf file types (TrueType fonts). If you want to use .fon files, you must first use a tool that converts .fon file types to .ttf file types, and then transfer the converted files.

To use the Wingdings or Webdings font with such programs as Pocket Word on your device, connect your device to your desktop computer. Copy the Wingding.ttf and Webdings.ttf files from the Font folder on your desktop computer to the **My device**\Windows folder on the mobile device.

Related Topics

[About ActiveSync file conversion](#)

[Copy a file](#)

Convert other documents and workbooks for use on a mobile device

ActiveSync may be able to convert files created by other desktop computer programs. During setup, ActiveSync looks for registered converters that support converting files to or from your mobile device. For example, if you installed the text converters provided by Microsoft Works, you can convert between Pocket Word and Works documents.

To see a list of available converters:

1 Click **Options** .

2 On the **Rules** tab, click **Conversion Settings.**

3 View the list of converters in the **Device to Desktop** tab or **Desktop to Device** tab.

Related Topic

[About ActiveSync file conversion](#)

Change the converter for a file type

You can change the file converter used to convert files.

For files synchronized or copied to your mobile device

1 Click **Options** , and then click the **Rules** tab.

2 Click **Conversion Settings**, and then click the **Desktop to Device** tab.

3 Select a file type from the **Desktop computer convertible file types** list.

4 Click **Edit**, and then select a file type from the **Convert to mobile device files of the type** list.

For files synchronized or copied to your desktop computer

1 Click **Options** , and then click the **Rules** tab.

2 Click **Conversion Settings**, and then click the **Device to Desktop** tab.

3 Select a file type from the **Mobile device convertible file types** list.

4 Click **Edit**, and then select an option from the **Convert to desktop computer files of the type** list.

Note   Current settings appear under **File conversion details** at the bottom of the **File Conversion Properties** dialog box. Because some file types share the same extension, such as .doc (used for Microsoft Word and WordPerfect files), you may need to edit the conversion settings for the .doc file type.

Related Topics

[About ActiveSync file conversion](#)

[Disable file conversion](#)

Disable file conversion

Files are converted automatically every time you synchronize, copy, or move information. If conversion is turned off, files will not be converted, and you may not be able to open or use files synchronized or copied to your mobile device. You may want to disable file conversion to store a file on your device that you want to move to another location but not view or edit on your device. To exchange information without conversion:

1 Click **Options** , and then click the **Rules** tab.

2 Click **Conversion Settings.**

3 Clear **Convert files when synchronized, copied or moved**.

Related Topics

About ActiveSync file conversion

Change the converter for a file type

Welcome to Microsoft ActiveSync

Microsoft ActiveSync allows you to create a [partnership](#) between your mobile device and desktop computer using a cable, cradle, or infrared. After you create a partnership, you can synchronize your data using a modem or network (Ethernet) card. You can also use your existing computer to connect to other resources through ActiveSync.

You can use ActiveSync to keep information up-to-date on both computers. If you make a change on one computer, the next time you synchronize, the change is automatically made to the corresponding information on the other computer. No matter where you are viewing the information, you know it's up-to-date.

If you are new to ActiveSync, consider taking the five minute ActiveSync Tour to familiarize yourself with the features of Microsoft ActiveSync.

Related Topics

[Take the ActiveSync Tour](#)

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

Synchronize with your desktop computer

If you have a [partnership](#) between your mobile device and desktop computer, you can use synchronization to keep information up-to-date on both computers. If you make a change on one computer, the next time you synchronize, the change is automatically made to the corresponding information on the other computer.

After your first synchronization, you may discover that ActiveSync did not synchronize all of the information you expected. ActiveSync synchronizes a limited amount of information by default to conserve storage space on your device. You may find that the amount of information provided for a given information type does not suit your needs. You can modify the amount of information synchronized for each information type.

By default, your device will synchronize continuously with your desktop computer. You can change the synchronization mode by selecting to synchronize only when you first connect or only when you manually start synchronization.

Though synchronization is the most convenient way to exchange information between your desktop computer and device, you can also share information by copying or moving a single file. In this case, any changes made to the file will not be automatically updated in the other location.

Even though you synchronize often with your desktop computer, you should also back up information on your mobile device. If for some reason you lose information on your device, you may not be able to get it all back through synchronization. For example, synchronization will not reinstall programs you have added to your device or fix corrupted files.

Notes

- Information stored on a storage card will not be synchronized with your desktop computer.

- To synchronize Pocket Outlook information on your mobile device with your desktop computer, you must have Microsoft Outlook installed on your desktop computer.

- If you use a third-party [personal information manager (PIM),](#) you can import this information into Outlook on your desktop computer and then synchronize the imported information with your mobile device. Alternatively, you may be able to purchase a third-party program that can synchronize your PIM information. For more information on the availability of such a program, contact your PIM manufacturer.

Related Topics

[About ActiveSync file conversion](#)

[About backing up and restoring information](#)

[About copying and moving files](#)

[About modifying the amount of information synchronized](#)

[Change synchronization mode](#)

[Start synchronization](#)

Select an information type for synchronization

To synchronize information, you must select the corresponding information type for synchronization.

1 Click **Options** .

2 Select the information type that you want to synchronize.

3 Click **Settings,** and then select the options you want.

4 Repeat steps 2 and 3 for each information type.

5 Connect your mobile device to your desktop computer. If a dialog box asks you to decide how to synchronize an item, follow the instructions on the screen.

Notes

- The AvantGo information type enables you to link to AvantGo.com, a free interactive Web service that provides access to personalized Web content for viewing on your device. To synchronize AvantGo channel information to your device, connect your desktop computer to the Internet. Then connect your device to your desktop computer or, if your device is already connected, click **Sync.** For more information about AvantGo, visit AvantGo.com.

- For more information on setting up synchronization for favorites, see Pocket Internet Explorer on your device.

- After selecting the Pocket Access information type, you will be asked to select the host or device database information that you want to synchronize.

Related Topics

Synchronize with your desktop computer

Synchronize with a server

Select host database information for synchronization

Stop synchronizing an information type

Stop synchronizing an information type

1 Click **Options** .

2 Clear the check box next to the desired information type.

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Select an information type for synchronization](#)

Start synchronization

Synchronization is started one of three ways, depending on the [synchronization mode](#) you have selected. **Continuously while the device is connected** is the default synchronization mode. Unless you have changed this option, it is the synchronization mode you are presently using.

Which synchronization mode do you want information about?

[Continuously while the device is connected](#)

[Only upon connection](#)

[Manually](#)

Note You can stop synchronization at any time by clicking **File** and then **Stop.**

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Change synchronization mode](#)

[Synchronize only a selected information type](#)

Synchronize continuously

To synchronize while in **Continuously while the device is connected** mode, connect your device to your desktop computer. ActiveSync will immediately synchronize and will continue to synchronize when you make a change on either computer.

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Change synchronization mode](#)

Synchronize upon connection

To synchronize while in **Only upon connection** mode:

- Connect your device to your desktop computer. ActiveSync will immediately synchronize.

- To synchronize after the first synchronization, click **Sync** .

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Change synchronization mode](#)

Synchronize manually

To synchronize while in **Manually** mode, click **Sync** .

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Change synchronization mode](#)

Change synchronization mode

By default, ActiveSync synchronizes continuously while your device is connected to your desktop computer. You can also synchronize only when you first connect your device to your desktop computer or only when you initiate the synchronization command.

1 Click **Options** , and then click the **Sync Mode** tab.

2 Select the synchronization mode you want to use.

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Start synchronization](#)

[Synchronize only a selected information type](#)

Change the PIM used for synchronization

If you install a new [personal information manager (PIM)](), the next time you connect your device, you will automatically be prompted to select a PIM as the PIM used for synchronization.

If more than one PIM was installed on your desktop computer when you created your partnership, you will need to create a new partnership to use the other PIM.

1 Disconnect your device and delete the partnership.

2 Reconnect your device. The New Partnership wizard will start automatically.

3 Follow the directions on the screen.

4 In the **Select a Personal Information Manager** dialog box, select a different PIM.

5 Follow the instructions on the screen to finish setting up your partnership.

Related Topics

[Synchronize with your desktop computer]()

[Synchronize with a server]()

[Delete a partnership]()

Synchronize with a server

You can synchronize data between your mobile device and a server if your company has purchased and installed Microsoft Mobile Information Server with Microsoft Server ActiveSync.

Your personal information, such as Inbox messages and contacts, can be stored on a server, your desktop computer, and your mobile device. Synchronization is the process of comparing the information on your mobile device with the information stored on a server or your desktop computer to keep it up-to-date in both places. Changes made on one computer are automatically made to the corresponding information on the other computer. You cannot synchronize an information type with both your desktop computer and Server ActiveSync. For example, if you are synchronizing your Inbox with a server, you will not be able to do so with your desktop computer running ActiveSync.

When you synchronize with Server ActiveSync, you use your enabled device to compare the Calendar, Contacts, and Inbox information on your device with the information on a server and update both locations. Before you can synchronize, you will need to configure your device using settings provided by the server administrator.

To synchronize with a server

1 Connect your device to your desktop computer.

2 Click **Tools** and then **Options.**

3 Select the **Enable synchronization with a server** check box.

4 Click **Configure** and enter server setting information.

5 To synchronize, connect your device to your desktop computer directly or using a remote connection. If connecting directly synchronization will occur automatically. For directions on synchronizing remotely, see Connections Help on your device.

Notes

- Synchronization with a server is not supported on all devices.

- If you change your mind, you can easily change whether an information type is synchronized with your desktop computer or with Server ActiveSync by clicking **Tools** and then **Options.**

Related Topics

[About ActiveSync file conversion](#)

[About backing up and restoring information](#)

[About copying and moving files](#)

[Start synchronization](#)

About modifying the amount of information synchronized

In addition to determining which [information types](#) are [synchronized,](#) you can control the amount of information synchronized for each information type. This is done through the synchronization settings for that information type. The default synchronization settings for an information type may limit the amount of information synchronized to your device to conserve storage space on your device. You may find that these default synchronization settings do not suit your needs. You can modify the synchronization settings for each information type.

What do you want to do?

[Modify AvantGo synchronization settings](#)

[Modify Calendar synchronization settings](#)

[Modify Contacts synchronization settings](#)

[Modify Favorites synchronization settings](#)

[Modify Files synchronization settings](#)

[Modify Inbox synchronization settings](#)

[Modify Notes synchronization settings](#)

[Modify Pocket Access synchronization settings](#)

[Modify Tasks synchronization settings](#)

[Synchronize only a selected information type](#)

Notes   This information applies to synchronization with a desktop computer only. For more information on synchronization with a server, see [Synchronize with a server](#).

Related Topics

[About synchronization](#)

[Select an information type for synchronization](#)

Modify Calendar synchronization settings

When the Calendar information type is selected for synchronization, ActiveSync synchronizes all upcoming appointments and appointments from the past two weeks each time you synchronize. To synchronize past appointments or only appointments in certain categories, modify the Calendar synchronization settings.

What do you want to do?

Synchronize appointments only in selected categories

Synchronize appointments within a date range

Note   Some features supported in your personal information manager (PIM) may not be supported in Calendar. These features may not be synchronized or they may be incorrectly synchronized.

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Synchronize appointments only in selected categories

To save storage space on your device, you may want to synchronize appointments only in certain categories, such as business or personal.

Note   Before you can synchronize appointments based on categories, you must assign appointments to categories on your mobile device or desktop computer. If you create a custom category on your device, you must also create the category on your desktop computer.

1 Click **Details** .

     2   Double-click **Calendar** and select **Synchronize only those appointments in the following selected categories.**

     3   To stop synchronizing items in a certain category, clear the check box next to that category.

Related Topic

[Modify Calendar synchronization settings](#)

Synchronize appointments within a date range

To save storage space on your mobile device, synchronize appointments within a convenient date range.

1 Click **Details** 📋.

    2   Double-click **Calendar** and select the **Synchronize only the** option.

    3   Select the number of weeks in the past and future.

Tip   If you want to synchronize future appointments only, enter **0** for the number of weeks in the past.

Related Topic

[Modify Calendar synchronization settings](#)

Modify Contacts synchronization settings

When the Contacts information type is selected for synchronization, all of your contacts will be <u>synchronized.</u> If you have a large number of contacts, synchronization may be slow and require a lot of storage space. To synchronize only selected contacts or only contacts in certain categories, modify the Contacts synchronization settings.

What do you want to do?

<u>Synchronize selected contacts</u>

<u>Synchronize contacts only in selected categories</u>

Note   Some features supported in <u>your personal information manager (PIM)</u> may not be supported by Contacts. These features may not be synchronized or may be incorrectly synchronized.

Related Topics

<u>Change synchronization mode</u>

<u>Select an information type for synchronization</u>

<u>Synchronize only a selected information type</u>

Synchronize contacts only in selected categories

To save storage space on your device, you may want to synchronize contacts only in certain categories, such as business or personal.

Note Before you can synchronize contacts based on categories, you must assign contacts to categories on your mobile device or desktop computer. If you create a custom category on your device, you must also create the category on your desktop computer.

1 Click **Details** .

    2   Double-click **Contacts** and then select **Synchronize only those contacts in the following selected categories.**

    3   To stop synchronizing items in a certain category, clear the check box next to that category.

Related Topic

[Modify Contacts synchronization settings](#)

Synchronize selected contacts

To save storage space, you can synchronize only specific contacts you need to keep up-to-date.

1 Click **Details** .

    2 Double-click **Contacts** and then select **Synchronize only the following contacts.**

    3 To stop synchronizing a contact, clear its check box.

Related Topic

[Modify Contacts synchronization settings](#)

Modify Favorites synchronization settings

Once the Favorites information type is selected for synchronization, all of your favorite URLs and those Web pages you have marked for offline viewing in Microsoft Internet Explorer 5 will be synchronized. If you synchronize a large number of Web pages or synchronize images and sounds with your Web pages, synchronization may be slow, and a lot of storage space will be used on your device. To conserve storage space, synchronize Web pages without images or sounds, or only synchronize certain Web pages. Limiting the number of synchronized Web pages or the amount of Web page content affects only the information on your mobile device.

What do you want to do?

Limit synchronized Favorites information

Stop synchronizing a favorite

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Limit synchronized Favorites information

To conserve memory on your mobile device, you can synchronize Web page text without downloading images, sounds, and/or video.

1 Click **Details**.

2 Double-click **Favorites** and click the **Customize** tab.

3 Do one or both of the following:

To stop downloading images, clear **Synchronize Images**.

To stop downloading sounds and video, clear **Synchronize Sound**.

Note   To limit the number of links down in a Web page that are synchronized with your device, right-click the Favorites link in the Mobile Favorites folder, and then click **Properties**. In the **Download** tab, select the number of links down that you want.

Related Topics

[Modify Favorites synchronization settings](#)

Stop synchronizing a favorite

To conserve storage space on your mobile device, stop synchronizing Web pages you no longer read.

1 Click **Details**.

2 Double-click **Favorites** and click the **General** tab.

3 Do one of the following:

To stop synchronizing only certain Web pages, clear the check box next to the corresponding pages.

To stop synchronizing all Web pages, click **Clear All.**

Notes

- Updated information for the Web pages will no longer be downloaded to your mobile device, but old information will remain on your device. For more information on clearing the Web page information on your device, see Help on your device.

- To stop synchronizing Web page content while continuing to synchronize favorite links, in the **Favorites Settings** dialog box, click the **Customize** tab and clear **Synchronize offline content pages**.

Related Topics

Modify Favorites synchronization settings

Modify Files synchronization settings

When the Files information type is selected for synchronization, ActiveSync synchronizes all of the files you place in a special folder. This folder was created on your desktop computer when you selected the Files information type for synchronization. A shortcut to the folder was placed on your desktop.

You can, for example, synchronize the following types of files:

- Excel
- Pocket Excel
- PowerPoint
- Pocket PowerPoint
- Word
- Pocket Word
- InkWriter
- Notes
- Note Taker

The location of this folder on your desktop computer depends on the operating system running on your desktop computer. If your computer is running Windows 98/2000, this folder is located in C:\My Documents***device name***. If your computer is running Windows NT, this folder is located in C:\Winnt\Profiles***your username***\ Personal***device name***. Once in the folder named for your device, look for a folder called Synchronized Files or My Documents. The name of the folder depends on the device you are using.

What do you want to do?

Synchronize files from your desktop computer

Synchronize files from your mobile device

Stop synchronizing a file

Note If you mark a file as hidden on your desktop, delete a file, or remove the file from the Synchronized Files folder, the file will be deleted from your device the next time you synchronize.

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Synchronize files from your desktop computer

To synchronize a file, place it in the special folder used for synchronization. A shortcut to this file was placed on your desktop computer's desktop when you selected to synchronize the Files information type. The file is called **device name** Synchronized Files or **device name** My Documents, depending on the mobile device you are using.

1 Connect your device to your desktop computer.

2 Click **Explore** . Windows Explorer will start, and the Mobile Device window will open.

3 In Windows Explorer, browse to the file on your device or desktop computer that you want to synchronize.

4 Select the file and drag it to the Synchronized Files folder.

Related Topics

[Modify Files synchronization settings](#)

[Synchronize files from your mobile device](#)

Stop synchronizing a file

If you remove a file from the Synchronized Files folder on your desktop computer or mobile device, it will be deleted in the corresponding location the next time you synchronize.

1 To keep a version of the file for future use, make a copy of the file and place it in a folder other than the Synchronized Files folder.

2 Click **Details** .

3 **Double**-click the **File** information type.

4 Select the file you no longer want to synchronize, and then click **Remove.**

Related Topic

Modify Files synchronization settings

Modify Inbox synchronization settings

When the Inbox information type is selected for synchronization, ActiveSync synchronizes the first 100 lines of messages sent to you within the last five days each time you [synchronize.](#) Also, only messages in the Inbox folder on your desktop computer are synchronized. To receive more or less content when synchronizing messages, modify the Inbox synchronization settings.

What do you want to do?

[Synchronize the entire message](#)

[Synchronize more messages](#)

[Synchronize message attachments](#)

[Synchronize subfolders](#)

Notes

- Inbox synchronization with Microsoft Outlook Express is not supported.

- Inbox synchronization is not available on all devices.

- If Inbox synchronization is available on your device you can only sync to the default Microsoft Outlook e-mail store.

- If during the first synchronization of Inbox information you combine information on your device and desktop computer and then later stop Inbox synchronization, messages may be permanently registered as unresolved items. To delete unresolved items, save important files, delete the partnership, and then create a new partnership.

- E-mail addresses synchronized from your desktop computer may not always appear on your mobile device in the common Internet format. Depending on the e-mail system you use, e-mail addresses may appear in that system's default format.

Related Topics

[About partnerships](#)

[Change synchronization mode](#)

[Select an information type for synchronization](#)

[Synchronize only a selected information type](#)

Synchronize the entire message

To conserve storage space on your device, ActiveSync only synchronizes the first 100 lines of your e-mail messages. If you expect to receive longer messages often, change the line maximum.

1 Click **Details** ▦.

    2   Double-click **Inbox** and then select **To save space, copy at most.**

    3   In the **Lines** box, double-click the number of lines and then enter a new number.

Related Topic

[Modify Inbox synchronization settings](#)

Synchronize more messages

To conserve storage space on your device, ActiveSync synchronizes only the last five days of e-mail messages. To synchronize more messages, increase the number of days.

1 Click **Details** ⊞.

    2   Double-click **Inbox,** select **Copy messages from the last**, and increase the number of days.

Related Topic

[Modify Inbox synchronization settings](#)

Synchronize message attachments

1 Click **Details** 🖼.

     2   Double-click **Inbox** and select **Include file attachments.**

     3   To limit the size of synchronized attachments, select **Limit attachment size to** and enter a size limit. Attachments larger than this limit will not be synchronized with your device.

Notes

- Only mail services connected to [IMAP4](#) servers can accept messages as attachments.

- To receive meeting requests, your network administrator must select the **Use Microsoft Exchange rich-text format** option on the Exchange server. This option enables Transport Neutral Encapsulation Format (TNEF). If TNEF is enabled, it will take longer to download messages, and you won՚t be able to receive e-mail messages as attachments.

Related Topic

[Modify Inbox synchronization settings](#)

Synchronize subfolders

1 Click **Details** ▦.

  2   Double-click **Inbox.**
  3   Select desired folders.

Note Synchronization of subfolders is not supported on all devices.

Related Topic

[Modify Inbox synchronization settings](#)

Modify Notes synchronization settings

Notes can be synchronized between your desktop computer and device either through notes synchronization or file synchronization. Notes synchronization synchronizes the notes on your device with Outlook Notes on your desktop computer. File synchronization synchronizes all notes on your device with the ***device name*** My Documents folder on your desktop computer. For more information on file synchronization, see [Modify Files synchronization settings.](#)

To synchronize your notes through notes synchronization, first select the Notes information type for synchronization in ActiveSync. The next time you synchronize, all of the notes in My Documents and its subfolder on your device will appear in Outlook Notes on your desktop computer. Notes that contain only text will appear as regular notes in Outlook on your desktop computer, while notes containing written text or drawings will appear in the device format. In addition, all notes in the main Outlook folder on the desktop computer will appear in Notes on the device.

Note   If you synchronize your notes using file synchronization and then later decide to use notes synchronization, all of your notes will be synchronized with Outlook on your desktop computer and will no longer be stored in the ***device name*** My Documents folder.

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Select an information type for synchronization](#)

Modify Pocket Access synchronization settings

When you selected the Pocket Access information type for synchronization, you were asked to select the host database and/or mobile device database information you wanted synchronized. By default, ActiveSync synchronizes all tables in the database and all fields within those tables. To add databases for synchronization, change the tables and fields synchronized from a database, or stop synchronizing databases, modify the Pocket Access synchronization settings.

What do you want to do?

Change the fields and tables synchronized from a database

Select host database information for synchronization

Select mobile device database information for synchronization

Stop synchronizing a database

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Change the fields and tables synchronized from a database

1 Click **Details** .

    2   Double-click **Pocket Access.**

    3   Select the database that contains the fields and tables you want to change, and then click **Properties.**

    4   Select or clear fields and tables for synchronization.

Related Topic

[Modify Pocket Access synchronization settings](#)

Select host database information for synchronization

You can synchronize up to 65,536 records from a [host database](#) with your device.

1 Click **Details** 🔳.

2 Double-click **Pocket Access.**

3 Click **Add,** and select the database. To synchronize information other than Access database information, select **ODBC Database** from the **File of type** list. An ODBC database must already be set up as an ODBC data source.

4 Click **Open.** ActiveSync places the database information in the My Documents folder on your device.

Notes

- You can also synchronize Access (.mdb) database information with your mobile device by dragging the .mdb file onto your device icon in the Mobile Devices window.

- If two databases with the same file name and at least one table with the same name exist on both computers, you must choose **Overwrite existing tables and/or data.** Otherwise, ActiveSync will not download information. Also, always select to synchronize the table with the most data to ensure data isn't lost.

- To access a SQL Server using a dial-up connection to a network or an Ethernet connection, your system administrator must set up the ODBC SQL Server so that it has a trust relationship with the SQL Server. Otherwise, database information will not be updated on your device during synchronization.

- Windows CE Store information can't be synchronized, but you can copy the information from your device to your desktop computer.

Related Topic

[Modify Pocket Access synchronization settings](#)

Select mobile device database information for synchronization

1 Connect your device to your desktop computer.

2 Click **Explore** . Windows Explorer will start, and the Mobile Device window will open.

3 In Windows Explorer, double-click the My Documents folder.

4 Drag and drop the database from your device to the desktop on your desktop computer. ActiveSync will convert the information and place it in the \Program Files\ActiveSync\Profiles***device name*** folder. The file will be named db***x***.mdb. To synchronize information to another type of database other than an Access database, in the **Export from Mobile Device to Database** dialog box, click **Browse.** Select the database and select **ODBC Database** in the **File of type** list. An ODBC database must already be set up as an ODBC data source.

Related Topic

[Modify Pocket Access synchronization settings](#)

Stop synchronizing a database

1 Click **Details** 🖼️.

    2   Double-click **Pocket Access.**

    3   Select the database you want to stop synchronizing, and click **Remove.**

Related Topic

[Modify Pocket Access synchronization settings](#)

Modify Tasks synchronization settings

If you have a large number of tasks, synchronization may be slow and use a lot of storage space. Therefore, by default, only incomplete tasks are synchronized. To synchronize all tasks or tasks in certain categories, modify the Tasks synchronization settings.

What do you want to do?

Synchronize tasks only in selected categories

Synchronize only incomplete tasks

Synchronize active tasks within a date range

Notes

- Some features supported in your personal information manager (PIM) may not be supported in Tasks. These features may not be synchronized or may be synchronized incorrectly.

- A task request that has been deleted on your device and then synchronized with your desktop computer will not cause Outlook to send a cancellation notice.

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Synchronize tasks only in selected categories

To save storage space on your device, you may want to synchronize tasks only in certain categories, such as business or personal.

Note Before you can synchronize tasks based on categories, you must assign tasks to categories on your mobile device or desktop computer. If you create a custom category on your device, you must also create the category on your desktop computer.

1 Click **Details** .

> **2** Double-click **Tasks** and select **Synchronize only those tasks in the following selected categories.**
> **3** To stop synchronizing items in a certain category, clear the check box next to that category.

Related Topic

[Modify Tasks synchronization settings](#)

Synchronize only incomplete tasks

1 Click **Details** 🖳.

    2   Double-click **Tasks** and select **Synchronize only incomplete tasks.**
    3   Select the number of weeks you want to synchronize in the past and future.

Tip   If you want to synchronize future tasks only, enter **0** for the number of weeks in the past.

Related Topic

[Modify Tasks synchronization settings](#)

Synchronize active tasks within a date range

To save storage space on your mobile device, synchronize active tasks within a convenient date range.

1 Click **Details** 🗒.

2 Double-click **Tasks** and select the **Synchronize only the** option.
3 Select the number of weeks in the past and future.

Tip If you want to synchronize future tasks only, enter 0 for the number of weeks in the past.

Related Topic

Modify Tasks synchronization settings

Synchronize only a selected information type

Instead of doing a full synchronization that [synchronizes](#) all selected [information types,](#) you can synchronize a single information type. For example, you may want to synchronize your e-mail messages before leaving the office, but you don't want to wait for a full synchronization.

1 Click **Details** ▦.

      2   Select an information type.

      3   Right-click the selected information type, and then click **Synchronize Selection.**

Related Topics

[Synchronize with your desktop computer](#)

[Synchronize with a server](#)

[Change synchronization mode](#)

[Start synchronization](#)

Modify AvantGo synchronization settings

When you select the AvantGo information type for synchronization and then connect your device to your desktop computer, AvantGo and ActiveSync automatically configure the necessary Internet settings, including port and proxy settings.

Although you should not need to change any of the AvantGo settings, you can do so by double-clicking **AvantGo**. For information on a specific setting, click the question mark in the upper-right corner of the dialog box, and then click an option.

For more information about AvantGo, visit AvantGo.com.

Note   To initiate AvantGo synchronization, reconnect your device to your desktop computer or click **Sync.**

Related Topics

Change synchronization mode

Select an information type for synchronization

Synchronize only a selected information type

Connect to ActiveSync using a cable or a cradle

Use a cable or cradle to establish a direct link between your mobile device and desktop computer. When creating a [partnership,](#) you must connect using a cable, cradle, or infrared connection.

The cable or cradle used to connect your device to your desktop computer may use a [serial cable](#) or [USB cable.](#) Serial cable connections can be used with desktop computers running any type of Windows operating system. USB cable connections cannot be used with desktop computers running Windows NT.

Always use the cable or cradle provided by your device's manufacturer to connect your device to your desktop computer.

To use a cable or a cradle

{button ,AL(`aserial1',1,`',`second')}   <u>Step 1   Switch to the serial port on your device</u>

{button ,JI(`peg.HLP>second',`Step_2_Connect_using_a_serial_cable_or_a_cradle')}   <u>Step 2   Connect using a cable or a cradle</u>

Step 1 is the Switch to the Serial Port topic in gryphon.doc, rapier.doc, and jupiter.doc.

Step 2   Connect using a cable or a cradle

1 Plug one end of the cable into the COM port or USB port on your desktop computer.

2 Plug the other end into your mobile device. ActiveSync connects automatically to your device.

Note   If you are using a [serial cable,](#) the [COM port](#) you used during installation of ActiveSync must be available (not in use) for ActiveSync to connect to your device. If you have freed the COM port for other uses, on the **File** menu, click **Get Connected.** ActiveSync will free the COM port and connect to your device.

Related Topics

[Connect to ActiveSync using a cable or a cradle](#)

[Working with COM ports](#)

Connect to ActiveSync using infrared

Use an infrared connection to quickly create a direct connection between your mobile device and desktop computer. Simply align the infrared ports and initiate the connection from your device. This method is ideal for quickly switching between multiple devices since there are no cables or adapters to change. Also, when creating a [partnership,](#) you must connect using infrared, a cable, or a cradle connection.

To use an infrared connection

{button ,JI(`peg.HLP>second',`Step_1_Set_up_an_infrared_connection')}   Step 1   Set up an infrared connection

{button ,JI(`peg.HLP>second',`Step_2_Switch_to_the_infrared_port_on_your_Pocket_PC_b')}   Step 2   Switch to the infrared port on your desktop computer

{button ,AL(`ainfrared3',1,`',`second')}   Step 3   Connect to your device using infrared

Step 1   Set up an infrared connection

• Install and configure an infrared port on your desktop computer following the manufacturer's instructions.

Note   For information about infrared drivers, see the Windows CE Web site at http://www.microsoft.com/windowsce.

What's next?

{button ,JI(`peg.HLP>second',`Step_2_Switch_to_the_infrared_port_on_your_Pocket_PC_b')}   <u>My infrared connection is set up. Go to step 2.</u>

Step 2 is Switch to the Infrared Port and step 3 is Connect using infrared.   Both of these topics are listed in gryphon.doc, rapier.doc, and jupiter.doc.

Connect to ActiveSync using a modem

With a modem connected to your device and network [Remote Access Service (RAS)](#) server access to your desktop computer, you can establish a connection through a network to your desktop computer.

Before you begin

- Set up a [partnership](#) between your device and desktop computer using a cable, cradle, or infrared connection.

- Ask your network administrator to set up a [RAS account.](#) Also, ask for the phone number and password to the RAS server.

- Install or attach an internal modem, [modem card,](#) or [external modem](#) for your mobile device.

To connect using a modem

{button ,JI(`peg.HLP>second',`Step_1_Enable_a_network_connection_in_ActiveSync')}   <u>Step 1   Enable a network connection in ActiveSync</u>

{button ,AL(`amodem2',1,`',`second')}   <u>Step 2   Set up a modem connection on your device</u>

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_a_modem')}   <u>Step 3   Connect using a modem</u>

Related Topics

[About partnerships](#)

[Connect to ActiveSync using a cable or a cradle](#)

[Connect to ActiveSync using infrared](#)

Step 1   Enable a network connection in ActiveSync

1   On the **File** menu, click **Connection Settings.**

2   Select **Allow network (Ethernet) and Remote Access Service (RAS) server connection with this desktop computer**.

What's next?

{button ,AL(`amodem2',1,`',`second')}   <u>The connection is set up on my desktop computer. Go to step 2.</u>

Step 2 is "Set up a modem connection on your device" and is located in gryphon.doc, rapier.doc and jupiter.doc.
Step 3 is "Connect using a modem connection" from earlier in this file.

Step 3   Connect using a modem

1 If you are using a modem on your desktop computer, ensure the modem is turned on before you leave.

2 Leave your desktop computer on and logged on as you were when you created the partnership.

3 Ensure your personal information manager (PIM) and e-mail program (Microsoft Outlook or Microsoft Exchange) are running.

4 Once you are on the road, follow the directions in Help on your device for connecting using a modem, or dial-up, connection. For more information, see Communications or Connections Help on your device.

Caution   You may need to use external (AC) power while using the modem with your device.

Notes

• Test the connection before leaving, and take the phone number for the modem or RAS account with you.

• If you receive an error message on your device that states an information type needs attention, or if unresolved items are reported after synchronization, you need to synchronize directly with your desktop computer using a cable, cradle, or infrared connection.

Related Topics

About partnerships

About unresolved items

Connect to ActiveSync using a modem

Connect to ActiveSync using a cable or a cradle

Connect to ActiveSync using infrared

Connect to ActiveSync using a network (Ethernet) card

With an Ethernet card for your device, you can connect to a LAN (local area network) on which you have an account. Connect using an Ethernet card when you have access to the LAN and you want to synchronize, copy, or move information while you are away from your desktop computer.

Before you begin

- Set up a [partnership,](#) between your device and desktop computer using a cable, cradle, or infrared connection.

- Purchase an NE2000-compatible Ethernet card.

To use a network (Ethernet) connection

{button ,JI(`peg.HLP>second',`Step_1_Enable_a_network_Ethernet_connection_in_ActiveSync')}   Step 1   Enable a network (Ethernet) connection in ActiveSync

{button ,AL(`aethernet2',1,`',`second')}   Step 2   Install an Ethernet card in your device

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_a_network_Ethernet_connection')}   Step 3   Connect using a network (Ethernet) connection

Related Topics

[About partnerships](#)

[Connect to ActiveSync using a cable or a cradle](#)

[Connect to ActiveSync using infrared](#)

Step 1   Enable a network (Ethernet) connection in ActiveSync

1 On the **File** menu, click **Connection Settings.**

2 Select **Allow network (Ethernet) and Remote Access Service (RAS) server connection with this desktop computer**.

What's next?

{button ,AL(`aethernet2',1,`',`second')}   The connection is set up. Go to step 2.

Step 2 is Install a NE2000 Compatible Ethernet card on your device" in the gryphon.doc, rapier.doc and jupiter.doc files.

Step 3 Connect using a network (Ethernet) connection

1 Leave your desktop computer on and logged on as you were when you created the partnership.

2 Ensure your personal information manager (PIM) and e-mail program (Microsoft Outlook or Microsoft Exchange) are running.

3 Once you are away from your desktop computer, follow the directions in Help on your device for connecting using a network (Ethernet) connection. For more information, see Communications or Connections Help on your device.

Related Topics

About partnerships

Connect to ActiveSync using a network (Ethernet) card

Connect to a network or the Internet through ActiveSync

Use ActiveSync to pass through this computer to a network or the Internet to perform tasks such as downloading IMAP 4 e-mail messages, or browsing the Internet on your mobile device.

1 Click **Options.**

2 On the **Rules** tab, select **Open ActiveSync when my mobile device connects.**

3 From the **Connections** list, select what this computer should be connected to when passing through ActiveSync to other locations.

Note   The ability to use ActiveSync to pass through this computer is not supported on all devices.

Related Topics

[About partnerships](#)

[Connect to ActiveSync using a cable or a cradle](#)

[Connect to ActiveSync using infrared](#)

Glossary

A

[AC adapter](#)

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AC adapter

A connector that provides external (not battery) power to your mobile device. For information about installation and usage, see your device manufacturer's documentation.

ActiveSync

A program that manages synchronization between your mobile device and desktop computer.

backup file

A file containing the program information on your mobile device. This file does not include information stored in ROM, such as settings and factory-installed software.

baud rate

The speed at which a modem transmits data.

cable connection

A communications method by which you use a cable to connect your mobile device to another device.

category

A keyword you create to organize items in Calendar, Contacts, and Tasks on your mobile device. You can use categories to easily find, sort, filter, or group items. If the personal information manager (PIM) program on your desktop computer supports categories, you can synchronize items in categories.

channel

A Web site designed to deliver content from the Internet to your desktop computer. You can subscribe to Mobile Channels, which you can then download to your mobile device during synchronization. Not all mobile devices are capable of displaying channel content.

clear memory

A process that erases all information stored in RAM on your mobile device. For more information, see your device manufacturer's documentation.

CompactFlash card

A modem, network, or storage card that you plug into your mobile device.

COM port

A serial communications port used to connect a device, such as a modem, printer, or mobile device, to your desktop computer.

conflict

An item that has been changed on both your mobile device and desktop computer. For example, if you change Bob Jones's title to be "Treasurer" on your device, then change his company name to "XYZ Widgets" on your desktop computer, the Bob Jones contact will cause a conflict the next time you synchronize.

conflict resolution

A process that enables you to view an item that has been changed on both your desktop computer and mobile device, and select which version of the item you want to keep.

connection

The ability to interact with another device, computer, network, or the Internet by means of a serial cable, infrared, modem, or network (Ethernet) card.

cradle

Hardware provided by your mobile device manufacturer that is connected via a serial cable to your desktop computer. The device is placed in the cradle to connect to your desktop computer.

desktop computer

A personal computer (desktop or laptop) running Microsoft Windows 98/2000 or Windows NT to which you connect your mobile device.

external modem

A stand-alone modem that is connected by a serial cable to a desktop computer or mobile device.

Favorites

A list of favorite Web sites accessed from the **Favorites** menu in Internet Explorer and Pocket Internet Explorer.

file conversion

A process of converting Windows-compatible files on your desktop computer to Windows CE-compatible files on your mobile device, and vice versa.

guest

A mobile device that has a temporary connection, instead of a partnership, with the desktop computer. Information can be copied, moved, and backed up between a guest device and the desktop computer, but information cannot be synchronized. Once a guest device is disconnected from the desktop computer, file conversion settings for the guest device are deleted.

host database

The database containing the source data used to create or synchronize with another database. The host database can be a Microsoft Access database (*.mdb), a SQL Server database, or other ODBC-compliant database located on your desktop computer, your mobile device, or a server. For example, you can use a SQL Server database as the host database to create and synchronize with a Pocket Access file (*.cdb) on your device.

IMAP4 (Internet Message Access Protocol 4)

A set of rules and conventions an e-mail program uses to access e-mail and bulletin board messages stored on an e-mail server and retrieve or display them on a computer. Not all e-mail servers use IMAP4.

information type

Information grouped by type for the purpose of synchronization. Once an information type is selected for synchronization, the items in that group are synchronized based on your synchronization settings and synchronization mode. For example, the Calendar information type synchronizes your appointments and other information contained in Calendar on your device with corresponding information in Microsoft Outlook on your desktop computer.

infrared (IR) connection

A communications method by which you connect your mobile device to another device (such as another mobile device, your desktop computer, or a printer) using the IR ports on each device.

mobile desktop component

Channel content that is formatted specifically for display on the Active Desktop of a mobile device. Not all devices are capable of displaying mobile desktop components.

mobile device

A small computer running Microsoft Windows CE.

modem card

A card that you plug into your mobile device to connect to a phone line.

modem connection

A connection between your mobile device and a remote computer or network that is established using a modem installed on your device.

network card

A card that you plug into your mobile device to connect to a local area network.

partnership

A file that enables a device to synchronize with a desktop computer. This file contains the synchronization and file conversion settings you select on both your mobile device and desktop computer. This file is stored on your desktop computer. An additional file that enables your desktop computer to recognize your device is stored on your mobile device.

PC Card

A modem, network, or storage card that you plug into your mobile device. This card conforms to the PCMCIA specification.

PC Link

A program on your mobile device that is used to initiate an infrared connection.

personal information manager (PIM)

A program that stores and organizes information such as appointments, contacts, and tasks.

POP3 (Post Office Protocol 3)

A set of rules and conventions supported by most mail servers that enables you to retrieve and view e-mail on your computer.

PPP (Point-to-Point Protocol)

The set of rules and conventions that your mobile device uses to communicate with your Internet service provider's network server.

Remote Access Service (RAS) account

A network account that enables your mobile device to remotely access a network.

Remote Access Service (RAS)

Windows software that is installed on network servers and enables remote access to a network server by using a modem attached to your device.

remote connection

Any connection that connects your mobile device to a remote computer or network. Typically, a remote connection is established using a modem or network (Ethernet) connection.

Remote Networking

A communications program located on the mobile device used to create, store, and establish modem connections to remote computers and networks.

reset

The process that causes your device to restart. For more information, see your device manufacturer's documentation.

restore

The process of replacing information on your mobile device with information contained on a backup file.

resolve items

A process that enables you to view an item that could not be synchronized and, in some cases, decide how to correct the error or conflict that is preventing synchronization.

serial cable

A cable provided by your manufacturer to connect your mobile device to your desktop computer through a COM port.

subscription

A setting whereby Internet Explorer automatically checks your channel or favorite Web page for new content and then either notifies you or downloads the updated content. You must first subscribe to the information in Internet Explorer on your desktop computer. Then, download the information to your mobile device during synchronization.

synchronization

The process where ActiveSync compares information on your mobile device with the corresponding information on your desktop computer and then updates either computer with the latest information.

synchronization mode

A setting that determines when synchronization occurs. You can choose one of three synchronization modes: continuously while the device is connected, only upon connection, and manually.

synchronization settings

The settings that determine the amount of information synchronized for each information type on your mobile device. For example, the synchronization settings for the Inbox information type determine how many days of messages are synchronized, how many lines of each message are synchronized, and whether attachments are synchronized.

TCP/IP (Transmission Control Protocol/Internet Protocol)

The set of rules and conventions that your mobile device uses to communicate remotely with ActiveSync.

unresolved items

Items that cannot be synchronized due to synchronization conflicts.

USB (universal serial bus) cable

A cable provided by your manufacturer to connect your mobile device to your desktop computer through a universal serial bus.

Windows CE

An operating system specially designed for mobile devices. Windows CE is similar to other Microsoft Windows operating systems, such as Windows 98.

About partnerships

During installation of Microsoft ActiveSync, you were prompted to create a partnership with your mobile device. When you set up a partnership, you select synchronization and file conversion settings, which are contained in a file on your desktop computer. This file enables your desktop computer to recognize your device. Only devices that have a partnership with a desktop computer can synchronize information between the two computers.

Partnerships are stored in ActiveSync and have the same name as the corresponding device. Your desktop computer can set up partnerships with many different mobile devices, but a device can have partnerships with only two computers.

Having two partnerships enables you to share your personal information software (PIM) and other information among three computers. For example, you can keep the same contact information on your desktop computer at work, your desktop computer at home, and your device. No matter where you are viewing information, you will have the information you want at your fingertips. However, you can synchronize e-mail messages with your device and one desktop computer only.

Related Topics

About working as a guest

Delete a partnership

Set up a partnership with one desktop computer

Set up partnerships with two desktop computers

Set up a partnership with one desktop computer

The first time you connected your mobile device to your desktop computer, you were asked to set up a [partnership.](#) This partnership allows you to [synchronize](#) information with your device. Though your device can have partnerships with two desktop computers, e-mail messages can be synchronized with only one desktop computer.

1 Connect your mobile device to your desktop computer. The New Partnership wizard will start automatically.

2 Follow the directions on the screen.

3 If your device already has a partnership with another desktop computer and you no longer want to use it, in the **Select Number of Partnerships** dialog box, select **Yes, I want to synchronize with only this computer.** The other partnership will be removed from your device, and the former desktop computer will no longer recognize the device.

4 Follow the directions on the screen.

Related Topics

[About partnerships](#)

[Connect to ActiveSync using a cable or a cradle](#)

[Connect to ActiveSync using infrared](#)

[Delete a partnership](#)

[Set up partnerships with two desktop computers](#)

Set up partnerships with two desktop computers

To ensure that synchronization functions properly, the two desktop computers must be configured with the same synchronization settings. For example, you should synchronize the same types of information using the same synchronization settings on both desktop computers. Both desktop computers should also use the same [personal information manager (PIM).](#)

1   If your device already has a partnership with a desktop computer, go to step 4. Otherwise, connect your mobile device to the first desktop computer using a cable or infrared connection. The New Partnership wizard will start automatically.

2   Follow the directions on the screen.

3   After you have set up a partnership and synchronization is complete, disconnect your device from the first computer.

4   Connect your device to the second desktop computer using a cable or infrared connection. The New Partnership wizard will start.

5   Follow the directions on the screen.

6   In the **Select Number of Partnerships** dialog box, select **No, I want to synchronize with two computers.**

7   Follow the directions on the screen.

Notes

• You will not be able to maintain separate schedules in the PIM on the two desktop computers. For example, your business appointments will be displayed on your home computer.

• You will not be able to synchronize Inbox information between the desktop computers and your device.

Related Topics

[About partnerships](#)

[About synchronization](#)

[Delete a partnership](#)

[Set up a partnership with one desktop computer](#)

Delete a partnership

Deleting a partnership deletes all of the synchronization and [file conversion](#) settings you have chosen for that mobile device. Note, however, that [backup files](#) for the device will not be deleted.

1 Disconnect your device from your desktop computer.

2 On the **File** menu, click **Mobile Device.**

3 Select the device with the partnership you want to delete.

4 On the **File** menu, click **Delete Partnership.**

Related Topics

[About partnerships](#)

[Set up a partnership with one desktop computer](#)

[Set up partnerships with two desktop computers](#)

About working as a guest

You may not always want to set up a [partnership](#) to connect your mobile device to a desktop computer. For example, you may want to connect your device to a desktop computer to copy a file to your device. However, you do not want to [synchronize](#) information or do not plan to connect to the desktop computer on a regular basis. In such a case, set up your device as a guest.

While working as a guest, information can be copied or moved between your device and the desktop computer, you can back up the information on your device, and you can add programs to your device. However, you cannot synchronize information between a guest device and a desktop computer.

A guest device only has a temporary connection with a desktop computer. Once the guest device is disconnected from the desktop computer, settings for the guest device, such as back up and conversion settings, are deleted. The next time the device connects to the desktop computer, you will again need to set it up as a guest device with the desktop computer.

Related Topics

[About partnerships](#)

[Work as a guest](#)

Work as a guest

When working as a guest, you can browse the files on your mobile device and copy or move information, but you cannot [synchronize](#) information. Once you disconnect your device from the desktop computer, settings selected in ActiveSync for the guest device are deleted.

1 Connect your device to the desktop computer. The New Partnership wizard will start automatically.

2 When asked if you want to set up a partnership, select **No.**

Related Topics

[About synchronization](#)

[Browse files on a mobile device](#)

[Copy a file](#)

[Move a file](#)

About unresolved items

If a problem or conflict occurs when an item is [synchronized,](#) it will be marked as unresolved in ActiveSync and on your device. You can [resolve items](#) at your convenience.

ActiveSync may not be able to synchronize an item for many different reasons. For example, if you are trying to access your Microsoft Outlook information and the server you are trying to connect to is unavailable, ActiveSync will not be able to synchronize your Calendar, Contacts, Tasks, or Inbox items.

Or a conflict could occur because an item has been changed on both your mobile device and your desktop computer. For example, you have lunch with Bob Jones, and during lunch he mentions his job title has changed to "Treasurer." You quickly make this change on your device. As soon as you get back to your office, but before you have had a chance to synchronize, Bob calls and tells you his company recently changed its name to "XYZ Widgets." Since you are at your office, you update this information on your desktop computer. The two versions of the Bob Jones contact will conflict with each other the next time you synchronize and will be registered as an unresolved item.

You can modify your [conflict resolution](#) settings so that ActiveSync does not register conflicts as unresolved items. Instead, you select the device or desktop computer as the default version, and ActiveSync will automatically replace the information on the other computer.

Related Topics

[Modify conflict resolution settings](#)

[Resolve items](#)

Modify conflict resolution settings

To avoid resolving conflicts manually, you can set your <u>conflict resolution</u> settings so that ActiveSync always uses the version on your mobile device or desktop computer.

1 Click **Options** and then click the **Rules** tab.

2 Under **Conflict Resolution,** select a setting.

Related Topics

<u>About unresolved items</u>

<u>Resolve items</u>

Resolve items

During synchronization, items that cannot be synchronized without your assistance are marked as unresolved items in ActiveSync and on your mobile device.

1 Connect your device to your desktop computer and synchronize.

2 If you have unresolved items, on the **Tools** menu, click **Resolve items.**

3 Follow the directions on the screen. Dialog boxes presented to resolve items differ, depending on the reason why the item could not be synchronized.

Related Topics

About unresolved items

Modify conflict resolution settings

About copying and moving files

Using Microsoft ActiveSync, you can copy or move information from the desktop to the device and vice versa. Changes you make to the information on one computer will not affect the information on the other computer. If you want to automatically update information on both your device and desktop computer, synchronize the information instead.

You can copy and move two types of information to your device: files and Pocket Access Windows CE Store information. The procedures for moving each of these types of information are different. If you have a Windows CE Store table you want to view in Access on your desktop computer, copying or moving it is your only option.

Related Topics

About ActiveSync file conversion

About synchronization

Browse files on a mobile device

Copy a file

Copy Windows CE Store information

Move a file

Copy a file

Copying a file results in separate versions of a file on your mobile device and desktop computer. Since the files are not synchronized, changes made to one file will not affect the other. Note that performing these steps for an Access or Pocket Access file results in synchronization.

1 Connect your device to your desktop computer.

2 In ActiveSync, click **Explore** . Windows Explorer will open the Mobile Device window for your device.

3 In Windows Explorer, browse to the file that you want to copy on your device or desktop computer.

4 Do one of the following:

To copy the file to your device, right-click the file and click **Copy.** Place the cursor in the desired folder for your device, right-click, and click **Paste.**

To copy the file to your desktop computer, right-click the file and click **Copy.** Place the cursor in the desired folder for your desktop computer, right-click, and click **Paste.**

Related Topics

[About copying and moving files](#)

[Copy Windows CE Store information](#)

[Move a file](#)

Move a file

Moving a file removes it from its original location.

1 Connect your device to your desktop computer.

2 In ActiveSync, click **Explore** . Windows Explorer opens the Mobile Device window for your device.

3 In Windows Explorer, browse to the file that you want to move from your device or desktop computer.

4 Right-click the file and then click **Cut.**

5 Browse to the folder in which you want to place the file.

6 Right-click and then click **Paste.**

Related Topics

About copying and moving files

Copy a file

Copy Windows CE Store information

If you create a table in Pocket Access without first creating a database, the table will be placed in the Windows CE Store. Windows CE Store information can be copied to your desktop computer but not synchronized.

1 On the Tools menu, click Export Database Tables.

2 Select the check boxes for the tables that you want to copy, and clear the remaining check boxes. ActiveSync will convert the information and place it in the \Program Files\Microsoft ActiveSync\Profiles**device name** folder. The file will be named db**x**.mdb.

Related Topics

About copying and moving files

Copy a file

Browse files on a mobile device

Using ActiveSync, you can view the files on your mobile device.

1 Connect your device to your desktop computer.

2 In ActiveSync, click **Explore** . Windows Explorer will open the Mobile Devices folder.

3 In Windows Explorer, browse the files on your device as you would in any Explorer window.

Note   When you double-click a folder in the Mobile Devices folder, it may take a few seconds for the folder to open.

Related Topic

About copying and moving files

About adding and removing programs

Software and programs added to your device at the factory are stored in ROM (read-only memory). You can't remove or modify this software, and you'll never accidentally lose ROM contents. Programs and data files added to your device after factory installation are stored in RAM (random access memory). You can install any program created for your device, as long as your device has enough storage space. The most popular place to find software for your device is on the World Wide Web. Try searching on the keyword "Windows CE" and visit some of the Windows CE software download sites.

Related Topics

Add a program

Remove a program

Add a program

You'll need to install the appropriate software for your device on your desktop computer before installing it on your device.

1 Determine your device and processor type. For more information, see the documentation that came with your device and Help on your device.

2 Download the program to your desktop computer (or insert the CD or disk that contains the program into your desktop computer). You may see a single *.exe file, a *.zip file, a Setup.exe file, or several versions of files for different device types and processors. Be sure to select the program designed for your device and processor type.

3 Read any installation instructions, Read Me files, or documentation that comes with the program. Many programs provide special installation instructions.

4 Connect your device and desktop computer.

5 Double-click the *.exe file.

- If the file is an installer, the installation wizard will begin. Follow the directions on the screen. Once the software has been installed on your desktop computer, the installer will automatically transfer the software to your device.

- If the file is not an installer, you will see an error message stating that the program is valid but it is designed for a different type of computer. You will need to move this file to your device. If you cannot find any installation instructions for the program in the Read Me or documentation, use ActiveSync to copy the program file to the Program Files folder on your device.

Related Topics

[About adding and removing programs](#)

[Copy a file](#)

[Remove a program](#)

Remove a program

You can remove a program from your device only, or from your device and desktop computer. Removing the program only from your device enables you to easily add it at a later date since the program will not need to be added to the desktop computer.

1 Connect your device to your desktop computer.

2 On the **Tools** menu, click **Add/Remove Programs.**

3 Do one of the following:

To remove a program from your device, clear its check box.

To remove a program from both your device and desktop computer, select it and click **Remove.**

Notes

- If the check box for the program is dimmed, you must use **Remove** and remove the program from both your device and desktop computer**.**

- If the program is not listed, you must delete it from your device. For more information on deleting files from your device, see Help on your device.

Related Topics

[About adding and removing programs](#)

[Add a program](#)

ActiveSync Troubleshooter

Up-to-date troubleshooting information is available on the Web:

Connection troubleshooter: http://support.microsoft.com/support/pocketpc/tshoot/activesync/default.asp.

Synchronization troubleshooter: http://support.microsoft.com/support/tshoot/pocketpcsync.asp.

For information about creating a partnership, see [About Partnerships](#).

For information about synchronizing data between your device and a server, see [Synchronize with a Server](#).

Working with COM ports

To connect your mobile device to your desktop computer using a serial cable, cradle or infrared, Microsoft ActiveSync uses a [COM port.](#) You selected this COM port the first time you connected your device. You can use the same COM port for each device you connect using ActiveSync.

If you have a second COM port, you may want to use that COM port for a device (such as a digital camera) that does not connect to ActiveSync. If you have to share a COM port with a device that has a different connectivity program, you will need to free the COM port from ActiveSync before using the COM port for the other device. The next time you want to connect a device to ActiveSync, you will need to assign the COM port back to ActiveSync.

Related Topics

[Assign a COM port for ActiveSync](#)

[Free a COM port from ActiveSync](#)

Free a COM port from ActiveSync

1 Connect the other type of device, such as a digital camera, to your desktop computer.

2 In the **Device Not Recognized** dialog box, click **Disconnect COM Port.**

3 The COM port is now available. If the other device still cannot connect with your desktop computer, you may need to assign the COM port to the other device through the other device's connectivity program. For more information, see the documentation that came with that device.

Note If the **Device Not Recognized** dialog box is not displayed, free the COM port in the **Connection Settings** dialog box. On the **File** menu, click **Connection Settings.** Clear **Allow serial cable or infrared connection to this COM port.**

Related Topic

[Assign a COM port to ActiveSync](#)

[Working with COM ports](#)

Assign a COM port to ActiveSync

1 Disconnect the other device, such as a digital camera, from your desktop computer. You may need to free the COM port through the other device's connectivity program. For more information, see the documentation that came with that device.

2 Connect your mobile device to your desktop computer.

3 In ActiveSync, click **File** and then **Get Connected.**

4 Follow the directions on the screen.

Related Topic

[Free a COM port from ActiveSync](#)

[Working with COM ports](#)

The following topic does not appear in the Table of Contents, and no topics link to it.   It is only accessible from the Index and Find tabs.

Change the size of the toolbar icons

1 In ActiveSync, click **View** and then **Toolbar.**

2 Do one of the following:

To view large icons, select **Large Icons**

To view small icons, select **Small Icons.**

To hide icons, select **None.**

Connection steps

Step 1   Switch to the serial port on your Handheld PC

The serial port is the default [COM port](#) on your Handheld PC. If you have switched COM ports to use an [infrared connection,](#) you will need to switch back to the serial port to connect using a cable.

1   Select **Start, Settings,** and then **Control Panel.**

2   Double-click or double-tap the **Communications** icon, and then select the **PC Connection** tab.

3   Select **Change.**

4   In the **Connect to desktop computer using** list, select **Serial Port @ 19200.** For a faster connection, select **Serial Port @ 57600.**

5   Connect the cable to your device and desktop computer.

What's next?

{button ,JI(`peg.HLP>second',`Step_2_Connect_using_a_serial_cable_or_a_cradle')}   My device is using the serial port. Go to step 2.

Step 2   Switch to the infrared port on your Handheld PC

The serial port is the default <u>COM port</u> on your Handheld PC. To use the infrared port, you must change the COM port on your Handheld PC.

1 Select **Start, Settings,** and then **Control Panel.**

2 Double-click or double-tap the **Communications** icon, and then select the **PC Connection** tab.

3 Select **Change.**

4 In the **Connect to desktop computer using** list, select **Infrared Port.**

Note   Your Handheld PC retains these settings after a <u>reset.</u> However, if you clear memory on your device, the settings return to the default serial connection.

What᾿s next?

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_infrared_with_your_Handheld_PC')}   <u>Step 3   Connect using infrared with your Handheld PC</u>

Step 3   Connect using infrared with your Handheld PC

1 Align the infrared ports on the two computers. Infrared connections work best when the two infrared ports are about six inches apart.

2 On your Handheld PC, select **Start, Programs, Communications,** and then **PC Link.**

The serial port is the default [COM port](#) on your Handheld PC. To use the infrared port, you must change the COM port on your Handheld PC.

3 Select **Start, Settings,** and then **Control Panel.**

4 Double-click or double-tap the **Communications** icon, and then select the **PC Connection** tab.

5 Select **Change.**

6 In the **Connect to desktop computer using** list, select **Infrared Port.**

Note   Your Handheld PC retains these settings after a [reset.](#) However, if you clear memory on your device, the settings return to the default serial connection.

Related Topic

[Connect to ActiveSync using infrared](#)

Step 2   Set up a modem connection on your Handheld PC

The connection that you create appears as an icon in the Connections window.

1 On your Handheld PC, select **Start, Programs, Communication,** and then **Remote Networking.**

2 Double-click or double-tap the **Make New Connection** icon.

3 In the **Type a name for the connection** box, enter a unique name for the connection.

4 Select **Dial-Up Connection** and then select **Next.**

5 In the **Select a modem** list, select your modem.

6 If you need to configure port settings or call options, select **Configure** and make your selections.

7 To connect through a RAS server, select **TCP/IP Settings** and enter the information received from your network administrator.

8 Select **Next.**

9 Enter the telephone number for your dial-up connection. Select **Force long distance** if you always want to dial this number as a long-distance call. Select **Force local** if you always want to dial this number as a local call.

10 Select **Finish.**

Notes

- If you create a modem connection for an <u>external modem,</u> select **Hayes Compatible on COM1** as your modem. If you are using a <u>modem card,</u> select its name from the list.

- To use an external modem, you need to use a NULL modem cable and appropriate adapters to connect the external modem to your device.

What's next?

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_a_modem')}   <u>Step 3   Connect using a modem</u>

Step 2   Install an Ethernet card in your Handheld PC

 Important   You must have a NE2000-compatible Ethernet card.

1 On your device, insert the Ethernet card.

2 In the **NE2000 Compatible Ethernet Driver Settings** dialog box, select **Obtain an IP address via DHCP.** Select **OK.**

3 Select **Start, Settings,** and then **Control Panel.** Double-tap or double-click the **Network** icon.

4 On the **Adapters** tab, select **NE2000 Compatible Ethernet Driver.**

5 On the **Identification** tab, enter the username, password, and domain name you use to log on to your PC.

Notes

• You do not need to make a new connection on your device for the Ethernet card. When connecting, simply select **Network Connection.**

• Disconnect your cable from your mobile device before attempting to synchronize using a network (Ethernet) connection.

What's next?

{button ,JI(`peg.hlp>second',`Step_3_Connect_using_a_network_Ethernet_connection')}   <u>Step 3   Connect using a network (Ethernet) card connection</u>

Synchronization Topic

Synchronize files from your Handheld PC

To synchronize a file, place it in the special folder used for synchronization called the Synchronized Files folder. This file is located at My Handheld PC\My Documents\Synchronized Files on your mobile device.

1 Connect your device to your desktop computer.

2 Click **Explore** . Windows Explorer will start, and the Mobile Device window will open.

3 In Windows Explorer, browse to the file on your device or desktop computer that you want to synchronize.

4 Select the file and drag it to the Synchronized Files folder.

Related Topics

Modify Files synchronization settings

Synchronize files from your desktop computer

Conversion Topics

Word to Pocket Word conversion on your Handheld PC

ActiveSync converts Word (.doc) files to Pocket Word (.pwd) files, and vice versa whenever you synchronize, copy, or move files. Word templates (.dot) are converted to Pocket Word templates (.pwt). After a file is converted, you can open it on your mobile device using Pocket Word.

You may be able to convert Word files sent as e-mail attachments to Pocket Word files on your device. For more information, see Pocket Word Help on your device.

All formatting attributes contained in Pocket Word files are retained when converted by ActiveSync to Word files. When using ActiveSync to convert Word files to Pocket Word files, many file attributes are retained and appear just as they do on your desktop computer. Other file attributes are changed or removed. The following topics list the attributes that are supported or not supported in Pocket Word:

[Word attributes supported in Pocket Word on your Handheld PC](#)

[Word attributes not supported in Pocket Word on your Handheld PC](#)

Notes

- Password protected files cannot be synchronized. Remove the password protection, synchronize the document, and then add password protection in the appropriate program at the new location.

- Files saved in Rich Text (.rtf) or Text (.txt) format do not need to be converted to be viewed and edited in Pocket Word.

Related Topic

[Convert Word files for use on a mobile device](#)

Word attributes supported in Pocket Word on your Handheld PC

Microsoft Word attributes supported in Pocket Word are displayed without change or are slightly changed during conversion.

The following attributes are not changed during conversion.

- Bold
- Bullets
- Built-in headings
- Indentation

- Hidden text
- Italics
- Paragraph alignment

- Paragraph spacing
- Simple numbered lists
- Strikethrough

- Superscript
- Subscript
- Tabs

The following attributes are changed when converting a Pocket Word file to a Word file.

- Index formatting is simplified
- Font, font sizes, and colors are mapped to what is supported on your device
- OLE objects are changed to bitmaps

- Pictures with more than 256 colors are changed to 256 colors
- Revision marks are displayed but cannot be edited in Pocket Word

- Table formatting is simplified
- Table of contents formatting is simplified

Related Topic

[Word to Pocket Word conversion on your Handheld PC](#)

Word attributes not supported in Pocket Word on your Handheld PC

Microsoft Word attributes not supported in Pocket Word are either restored when converted back to Word files or are completely removed during conversion.

The following attributes are not supported in Pocket Word but are restored when converted back to a Word file.

- Borders
- Shading (when not in a table)

Some Word attributes are not supported in Pocket Word, and are removed when converting a Pocket Word file to a Word file.

- Annotations
- Columns
- Comments
- Footers
- Footnotes
- Frames
- Headers
- Page setup information
- Shading in tables
- Style sheets

Related Topic

Word to Pocket Word conversion on your Handheld PC

About Windows CE Inbox Transfer

When you installed ActiveSync, Windows CE Inbox Transfer was also installed. This program is available from Microsoft Outlook or Microsoft Exchange and enables you to copy or move e-mail messages between your mobile device and desktop computer without synchronizing. If you want to automatically update messages on both your device and desktop computer, synchronize your messages instead.

What do you want to do?

Copy messages to a mobile device

Copy messages to a desktop computer

Manually send messages

Note

Windows CE Inbox Transfer may not be supported on all mobile devices.

Related Topics

About copying and moving files

About synchronization

Modify Inbox synchronization settings

Copy messages to a mobile device

1 Connect your mobile device to your desktop computer.

2 In Outlook or Exchange, select the messages you want to copy.

3 On the **Tools** menu, click **Windows CE Inbox Transfer.**

4 Click **Copy selected messages to your mobile device.**

5 Set message transfer options, such as the Inbox folder on your mobile device where the messages are to be copied.

6 Click **Transfer.** You can stop copying messages at any time by clicking **Stop.**

Related Topics

[About Windows CE Inbox Transfer](#)

[Copy messages to a desktop computer](#)

[Manually send messages](#)

Copy messages to a desktop computer

1 Connect your mobile device to your desktop computer.

2 In Outlook or Exchange, on the **Tools** menu, click **Windows CE Inbox Transfer**.

3 Click **Copy or move selected messages to your desktop computer**.

4 Select whether to copy or move the messages, and set message transfer options, such as the Inbox folder on your mobile device where the messages are to be copied from.

5 Select the messages that you want to copy or move from your device.

6 Click **Transfer**. You can stop copying or moving messages by clicking **Stop**.

Related Topics

About Windows CE Inbox Transfer

Copy messages to a mobile device

Manually send messages

Manually send messages

1 Connect your device to your desktop computer.

2 In Outlook or Exchange, on the **Tools** menu, click **Windows CE Inbox Transfer.**

3 Click **Send Outbox messages for this service**, and select the service for your mobile device.

4 Click **Transfer.** You can stop sending messages at any time by clicking **Stop.**

Related Topics

About Windows CE Inbox Transfer

Copy messages to a desktop computer

Copy messages to a mobile device

Transfers copies of messages selected on your desktop computer to the specified Inbox folder on your mobile device.

Locate the Inbox folder on your mobile device where the messages are to be copied.

Copies only a specified number of lines per message to your mobile device. The entire original message remains in the mail program on your desktop computer.

Select the number of lines per message you want transferred.

Copies attachments with messages.

Prompts you to confirm whether to copy attachments with messages.

Copies or moves messages from Inbox on your mobile device to the mail program on your desktop computer.

Locate the Inbox folder on your mobile device that contains the messages you want to copy or move to your desktop computer.

Copies messages to your desktop computer. Original messages remain in Inbox on your mobile device.

Moves messages to your desktop computer. Original messages in Inbox on your mobile device are deleted.

Lists the messages located in the specified mobile device folder. To copy or move any of these messages to your desktop computer, select them from the list.

Sends messages in the Outbox folder on your mobile device to the Outbox folder on your desktop computer.

Specify the services for sending Outbox messages.

Click to start transferring the selected messages.

Click to close this dialog box without transferring messages.

Introducing ActiveSync Tour

If you have never used a mobile device before, this tour will introduce you to the concepts and explain how you can use this device to exchange the flow of information from your computer to your device. This tour explains the following concepts:

[Creating a Partnership](#)

[Working as a Guest](#)

[Synchronizing information](#)

[Copying and moving files](#)

[Converting files](#)

[Synchronizing files](#)

[Synchronizing other information types](#)

[Adding and removing programs](#)

[Backing up and restoring information](#)

[Finding more resources](#)

Creating a Partnership

When you set up your device for the first, time you must create a [partnership](#) between your computer and your mobile device. This is how the information is synchronized, passed back and forth, between your computer and your mobile device.
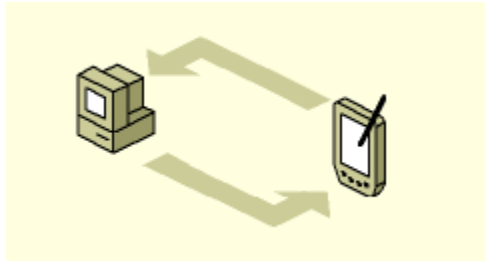
Create a partnership

Working as a Guest

Occasionally you will want to copy or move a file, or add or remove a program from your device and you may not want to synchronize any information. In this instance you will want to work as a [guest](#) . Working as a guest sets up a temporary connection where no information is synchronized.
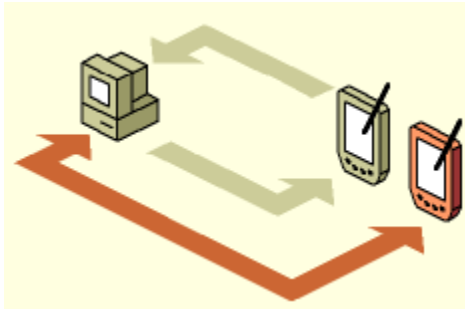
Connect as a guest

Synchronizing information

Synchronizing information enables you to keep information up-to-date on both your computer and your mobile device. You can share files, display updated contacts, appointments, and tasks, send and receive e-mail messages, and view mobile channel content.
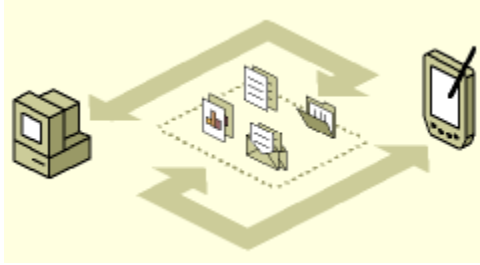
Synchronization

Copying and moving files

There are times when you may want to keep separate versions of information on your computer and on your mobile device. If that is the case, copy and move file rather than synchronize by dragging and dropping the files into a different folder.

Copy and Move

Related topic:

[Synchronizing files](#)

Converting files

Sometimes when files are converted, some of the formatting attributes are changed. For example, note that the header and borders are reduced when an Excel file is converted to a Pocket Excel file and, conversely, when the Pocket Excel file is converted back to an Excel file the header and border is added back in a slightly different format.
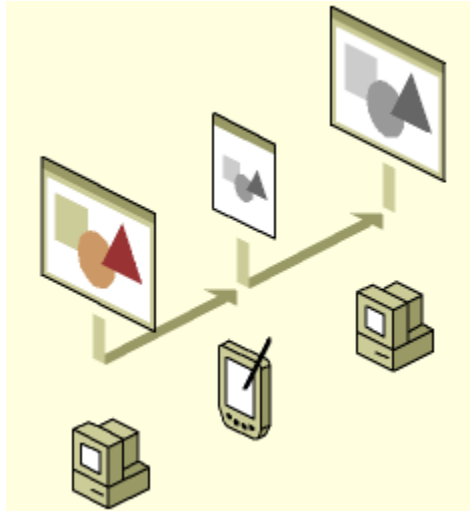
File conversion

Synchronizing files

In order to synchronize files it is necessary to keep the files in a specific folder. There will be a specific folder both on your desktop and on your mobile device. If you want to maintain different file versions, you can drag and drop your file into a different folder.
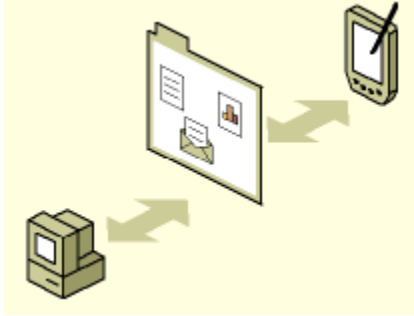
Synchronization Folder

Related topic:

[Copying and moving files](#)

Synchronizing other information types

In addition to synchronizing files, you can use ActiveSync to keep your tasks, appointments, contacts, e-mail messages, and favorite Web content synchronized.
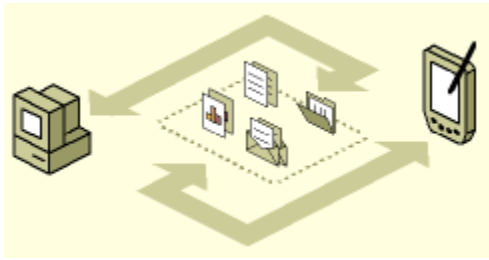
Synchronization

Adding and removing programs

Occasionally, you will want to add or remove a program such as Pocket Streets, or even a game. If you remove a program from your mobile device only, you can always use ActiveSync to reinstall the program later.
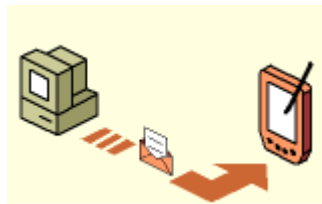
Adding a program
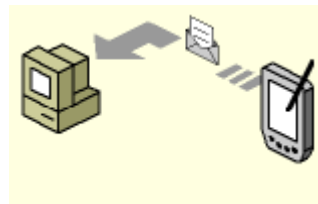
Removing a program

Backing up and restoring information

Make sure to back up the information on your mobile device to your computer. Then, if for some reason there is a sudden loss of data, you will be able to restore backed up information.
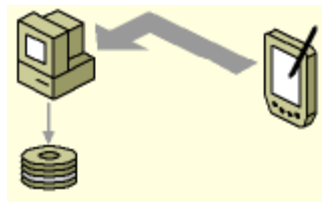
Backing up data
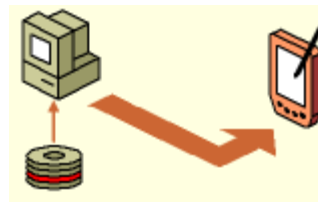
Restoring data

Finding more resources

For more information on using ActiveSync, take a moment to scan the other topics found in ActiveSync Help.

Up-to-date troubleshooting information is available on the Web:

Connection troubleshooter: http://support.microsoft.com/support/pocketpc/tshoot/activesync/default.asp.

Synchronization troubleshooter: http://support.microsoft.com/support/tshoot/pocketpcsync.asp.

Connection Steps

Step 1   Switch to the serial port on your Pocket PC 2002

Your Pocket PC automatically switches to the **Serial Port** as necessary. Proceed to step 2.

What's next?

{button ,JI(`peg.HLP>second',`Step_2_Connect_using_a_serial_cable_or_a_cradle')}   <u>My device is using the serial port. Go to step 2.</u>

Step 2   Switch to the infrared port on your desktop computer

To connect to your desktop computer with infrared, on the **File** menu, click **Connection Settings**. In the **Allow serial cable or infrared connection to this COM port** list, select **Infrared Port (IR).** Proceed to step 3.

What's next?

{button ,AL(`ainfrared3',1,`',`second')}   My desktop computer is using the Infrared port. Go to step 3.

Step 3   Connect using infrared with your Pocket PC 2002

1 Align the infrared ports on the two computers according to the instructions in your owner's manual so that they are unobstructed and within a close range.

2 On your Pocket PC, tap **, ActiveSync, Tools,** and then **Connect via IR.**

Related Topic

Connect to ActiveSync using infrared

Step 2   Set up a modem connection on your Pocket PC 2002

Use the following steps to create a <u>modem connection.</u>

1   Tap **, Settings, Connections** tab, and then **Connections.**

2   To connect to an ISP, under the **Internet settings**, tap **Modify**. Otherwise, under the **Work** settings, tap **Modify**.

3   On the **Modem** tab, tap **New**.

4   Enter a name for the connection, such as "Corporate Modem."

5   In the **Select a modem** list, tap your modem type. If you are using an external modem, tap **Hayes Compatible on COM1**.

6   You should not need to change any settings in A**dvanced**. Most servers now use dynamically-assigned addresses. If the server you are connecting to does not use dynamically-assigned addresses, tap **Advanced** and enter your TCP/IP settings. When finished, tap **OK** and then **Next**.

7   Enter the access phone number and tap **Next**.

8   Select other desired options and tap **Finish**.

Note   To create a more secure connection, select VPN settings on the **VPN** tab. For more information, see Connections Help on your device.

What's next?

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_a_modem')}   <u>Step 3   Connect using a modem</u>

Step 2 Install an Ethernet card in your Pocket PC 2002

Important You must have an NE2000-compatible Ethernet card.

Ethernet drivers should already be installed on your device.

1 Get the following information from your network administrator: user name, password, and domain name.

2 Insert the Ethernet card into your device.

3 The first time you insert the card, **Network Settings** will appear automatically. If it does not appear or to change settings later, tap ![icon], **Settings, Connections** tab, and then **Network Adapters.**

4 Tap the **Identification** tab and enter your user information. See your network administrator if you need assistance.

5 If you need to enter specific server information, tap the **Adapters** tab and then your Ethernet driver. Most networks use DHCP, so you should not have to change these settings unless your network administrator instructs you to do so.

6 To select a location for your network card to connect to, tap ![icon] , **Settings, Connections** tab, **Connections**. From the **My network card connects to** list, select **Internet** to connect to an ISP. Otherwise, select **Work**.

What's next?

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_a_network_Ethernet_connection')} <u>Step 3 Connect using a network (Ethernet) card connection</u>

Synchronized Files

Synchronize files from your Pocket PC 2002

All files you create on your Pocket PC are stored in the My Documents folder on your mobile device, which is the special folder used for synchronization. If the Files information type is selected for synchronization, all of the files you create on your device are synchronized with your desktop computer.

Related Topic

Modify Files synchronization settings

Synchronize files from your desktop computer

Conversion Topics

Word to Pocket Word conversion on your Pocket PC 2002

ActiveSync converts Word (.doc) files to Pocket Word (.psw) files, and vice versa whenever you synchronize, copy, or move files. Word templates (.dot) are converted to Pocket Word templates (.psw). After a file is converted, you can open it on your mobile device by using Pocket Word.

You may be able to convert Word files sent as e-mail attachments to Pocket Word files on your device. For more information, see Pocket Word Help on your device.

Written notes and drawings created on your device are converted to metafiles for use on your desktop computer. All other formatting attributes contained in Pocket Word files are retained when converted to Word files.

When converting Word files to Pocket Word files, many file attributes are retained and appear just as they do on your desktop computer. Other file attributes are changed or removed. The following topics list the attributes that are supported or not supported in Pocket Word:

Word attributes supported in Pocket Word on your Pocket PC

Word attributes not supported in Pocket Word on your Pocket PC

Notes

- Password-protected Word (.doc) documents cannot be synchronized. Remove password protection in Word, and then synchronize the document.

- Files saved in Rich Text (.rtf) and Text (.txt) formats do not need to be converted to be viewed and edited in Pocket Word.

- Handwritten notes and drawings created in Pocket Word (.psw) are converted to Word (.doc) files as metafiles.

Related Topic

Convert Word files for use on mobile devices

Word attributes supported in Pocket Word on your Pocket PC 2002

Microsoft Word attributes supported in Pocket Word are either displayed without change or are slightly changed during conversion.

The following attributes are not changed during conversion.

- Bold
- Bullets
- Italics

- Simple numbered lists
- Strikethrough
- Paragraph alignment

- Paragraph spacing

The following attributes are changed when converting a Pocket Word file to a Word file.

- Indentation may be changed to provide better readability on the device.
- Index formatting is lost, but text remains.

- OLE objects are changed to bitmaps.
- Pictures with more than 256 colors are changed to 256 colors.

- Table formatting is removed, but text is preserved.
- Table of contents formatting is lost, but text remains.

Related Topic

Word to Pocket Word conversion on your Pocket PC

Word attributes not supported in Pocket Word on your Pocket PC 2002

Microsoft Word attributes not supported in Pocket Word are either restored when converted back to Word or completely removed during conversion.

The following attributes are not supported in Pocket Word but are restored when converted back to a Word file.

- Margins
- Gutter size
- Header/footer vertical location
- Paper size

Some Word attributes are not supported in Pocket Word and are removed when converting a Pocket Word file to a Word file.

- Annotations
- Borders
- Columns

- Comments
- Footnotes
- Footers

- Frames
- Headers
- Page setup information, such as paper source and layout

- Revision marks
- Shading
- Style sheets

Related Topic

[Word to Pocket Word conversion on your Pocket PC](#)

Connection Steps

Step 1   Switch to the serial port on your Pocket PC

Your Pocket PC automatically switches to the **Serial Port** as necessary. Proceed to step 2.

What's next?

{button ,JI(`peg.HLP>second',`Step_2_Connect_using_a_serial_cable_or_a_cradle')}   <u>My device is using the serial port. Go to step 2.</u>

Step 2   Switch to the infrared port on your Pocket PC

Your Pocket PC automatically switches to the **Infrared Port** as necessary. Proceed to step 2.

What's next?

{button ,JI(`peg.HLP>second',`Step_3_Connect_using_infrared_with_your_Palm_size_PC_version_2')}   <u>My device is using the Infrared port. Go to step 3.</u>

Step 3 Connect using infrared with your Pocket PC

1 Align the infrared ports on the two computers according to the instructions in your owner's manual so that they are unobstructed and within a close range.

2 On your Pocket PC, tap , **Programs, Connections,** and then **IR ActiveSync.**

Related Topic

[Connect to ActiveSync using infrared](#)

Step 2   Set up a modem connection on your Pocket PC

Use the following steps to create a <u>modem connection.</u> The connection that you create appears as an icon in the Connections window.

1 Tap 📷**, Settings, Connections** tab, and then **Modem.**

2 Tap **New Connections.**

3 Enter a name for the connection, such as "Corporate Connection."

4 In the **Select a modem** list, select your modem type. If you create a modem connection for an <u>external modem,</u> select **Hayes Compatible on COM1** as your modem. If you are using a <u>modem card,</u> select its name from the list.

5 Tap **Advanced** and enter your TCP/IP settings. When finished, tap **OK** and then **Next.**

6 Enter the access phone number and tap **Next.**

7 Select other desired options, and tap **Finish.**

Note   To use an external modem, you need to use a NULL modem cable and appropriate adapters to connect the external modem to your device.

What's next?

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Important   You must have an NE2000-compatible Ethernet card.

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1 Get the following information from your network administrator: user name, password, and domain name.

2 Insert the Ethernet card into your device.

3 The first time you insert the card, **Network Settings** will appear automatically. If it does not appear or to change settings later, tap ▣, **Settings, Connections** tab, and then **Network.**

4 Tap the **Identification** tab and enter your user information. See your network administrator if you need assistance.

5 If you need to enter specific server information, tap the **Adapters** tab and then your Ethernet driver. Most networks use DHCP, so you should not have to change these settings unless your network administrator instructs you to do so.

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