SyncTalk Frequently Asked Questions

GENERAL

Q. What is the difference between SyncTalk Professional and SyncTalk Companion?

A. SyncTalk Professional is a chargeable product offering unlimited interaction with other SyncTalk users. With SyncTalk Professional, you can send and receive unlimited contacts, appointments and text documents. SyncTalk Companion is a free version that allows users to interact fully with SyncTalk Professional users. It also allows for a limited trial between SyncTalk Companion users. SyncTalk Companion is a service offered to expand the network of SyncTalk-enabled devices for SyncTalk Professional users.

Q. What is the difference between SyncTalk Receiver and Companion?

A. There is no difference. SyncTalk Receiver was renamed SyncTalk Companion to better describe the relationship between that product and SyncTalk Professional. Please see the answer above to learn more about SyncTalk Companion.

Q. What if I already have SyncTalk Beta?

A. SyncTalk Beta will continue to exchange information with both SyncTalk Professional and SyncTalk Companion. However, the beta version exchanges limited contact and appointment information and no documents. The new releases offer greater flexibility. We recommend you uninstall SyncTalk Beta and install SyncTalk Professional.

REQUIREMENTS

Q. How much memory will SyncTalk require on my device?

A. The following memory is required for each device:

- Palm devices: approximately 120k
- Windows CE devices: approximately 100k
- EPOC devices: approximately 200k
- AutoPC devices: approximately 40k

Q. Will SyncTalk work with any device?

A. Currently SyncTalk works with devices that run on the following operating systems:

- Palm III and above
- Windows CE 2.0 and above
  - H/PC, H/PC Pro, Palm-Size PC, Pocket PC and AutoPC
- Psion Series 5 and up

INSTALLATION

Q. How do I install SyncTalk?

A. Complete installation instructions are provided for your convenience when you download SyncTalk. These instructions will show you how to install and use SyncTalk.

CONNECTION

Both the sending and receiving device must have SyncTalk installed and running in order to exchange information.***

Q. **How do I know if my device is connecting?**
A. A window will appear on your device letting you know that the connection has been established.

Q. **Is infrared (IR) the only protocol that SyncTalk will be using?**
A. Currently IR is the only protocol that SyncTalk uses. We plan to add support for other protocols in future releases.

Q. **Are SyncTalk Professional and SyncTalk Companion compatible?**
A. Yes. Every SyncTalk Professional device is compatible with all other SyncTalk-enabled devices, regardless of product version. SyncTalk Companion works only with SyncTalk Professional. Two SyncTalk Companion users will not be able to interact after their free Professional trial has expired.

USING SYNCTALK
General

Q. **Can I transfer all of my contacts, appointments, or documents at once or do I have to do it one at a time?**
A. Currently you can exchange information one item at a time. A future release will support sending multiple items.

Q. **Why does the SyncTalk interface look different on different devices?**
A. SyncTalk was designed with the user in mind. The user interface is designed to follow the usage paradigms of the device you own.

Q. **What do the W and P stand for in the contact view?**
A. W stands for Work and P stand for Personal. We have made it possible for you to choose to send either the work or personal information for each contact.

Palm OS

Q. **How do I switch views from my address book/contacts to appointments or memos within SyncTalk?**
A. Use your menu button and a drop down menu will appear. Here you will find the option to change views.

Q. **How do I switch from send mode to receive mode?**
A. You don't have to. SyncTalk automatically receives information from other SyncTalk enabled devices.

Q. **Under appointments the date shows GMT and a number, what does this mean?**
A. GMT stands for Greenwich Mean Time. There are 25 integer World Time Zones from -12 through 0 (GMT) to +12. Each time zone is measured East and West from the Prime Meridian of the world at Greenwich, England. The GMT entry you see correlates with the time zone to which your devices is currently set.

Q. **Why do I have to select a time zone before I can receive an appointment?**

A. Your Palm device does not automatically change from time zone to time zone. This has to be done manually. You don't need to change time zones if you are exchanging appointment information within the same time zone.

Windows CE

Q. **How do I send and receive?**

A. Press the SyncTalk icon on the tool bar. You can also press the **Tools** button on your menu bar and a drop down menu will appear. This menu will allow you to select either send or auto receive by tapping once on either option. You must select auto receive to receive, or send to send information.

Q. **How do I switch views from my address book/contacts to appointments or documents within SyncTalk?**

A. Press the **View** item on your menu bar and a drop down menu will appear giving you the option to change between contact, appointment and document views. Tap once on your selection and SyncTalk will switch from one to the other.

EPOC (Psion series 5 and Revo handheld computers)

EPOC: General

Q. **When I first start SyncTalk, it asks me to "***Choose an address application: Data or Contacts.***" What is the difference between the two?**

A. On the Series 5 machine, you should always choose *Data*. On the Revo machine, you can select to use a Data file or the Revo Contacts application file. For either machine, if you choose *Data*, then you must select a data file to associate the contact information by tapping the menu *File/Epoc Data File*. An Open file dialog will appear from which you can select the Data file. You will then be presented with a dialog to map elements of the Contact SyncTalk message to the labels of the Data file. Once you have mapped all the labels in which you are interested, tap OK. Labels can also be mapped when using the Contact application data.

Q. **Once I map the labels for the first time, how can I make corrections or change the mappings?**

A. Tap the menu *Tools/Map Labels*. You will be presented with the dialog to allow you to map the labels.

Q. **What is Auto Receive?**

A. Auto Receive (Auto RX on the tool bar) must be turned on to activate the infrared mechanism so that a SyncTalk message can be received.

Q. **When I tap the menu *View/Contacts*, I am presented with the choice of Epoc Contacts or Epoc Data. What is the difference between the two?**

A. This choice is identical to the one the first EPOC question, please see that question for more information.

Q. Can I receive contacts, appointments, or notes while I am viewing one of the other three?

A. You can receive any type of supported SyncTalk message while viewing any of the other types. You will not, however, be able to view that information from that message until you switch to the appropriate view.

EPOC: Contacts View

Q. How do I find a particular contact in the list on the left side of the display?

A. Tap the small box in the lower left corner of the display. Type the text for which you wish to search and hit ENTER. Now the name list will show all contacts in which the letters that you typed appear in any of the contact's fields. For example, if you type 'C', then the name list might present a contact with no 'C' in the name, but which has a 'C' in the street address or city.

Q. I have selected a data file or the contact application file, but nothing shows in the display. What's going on?

A. Make sure that you don't already have that file opened by your Contacts application. If you do, SyncTalk is unable to read the file that the Contacts application has opened exclusively.

Q. If I have 2 different contact files do I have to configure both?

A. Yes you do, however you will only have to configure each file once.

EPOC: Appointments View

Q. Once I choose to view Appointments, the display shows *No file has been opened*. What do I do?

A. Tap the menu *File/Agenda File*. Select the Agenda file that you wish to use.

Q. How do I change the date?

A. Tap the date in the lower left corner of the display. A *Goto Date:* dialog will show in which you can type a new date. Double tap the date in the dialog, and you can choose the date from the calendar that shows.

Q. No appointments show in the display and I know that have appointments for the currently selected date.

A. If your display also shows *No file has been opened*, then you need to select the agenda file that you wish to use by tapping File/Agenda File and selected the file from the dialog.

Q. I have selected an Agenda data file, but nothing shows in the display.

A. Make sure that you don't already have that file opened by your Agenda application. If you do, SyncTalk is unable to read the file that the Agenda application has opened exclusively.

EPOC: Notes View

Q. How do I send a Note?

A. To send a note, you must first open the Word text by tapping menu *File/Open Word Text* and selecting the file from the *Open file* dialog. Tap *Send* on the toolbar or tap menu *Tools/Send* to send the note as normal.

SyncTalk FAQ, *continued*

    Q. When I receive a note, how do I save it?

    A. Unlike contacts and appointments, word notes are not saved automatically. Once you have accepted a note, it will be shown in the display. Tap the menu *File/Save Note As* and select a filename to which to save the note.

    Q. I have selected a Word Text file, but nothing shows in the display.

    A. Make sure that you don't already have that file opened by your Word application. If you do, SyncTalk is unable to read the file that the Word application has opened exclusively.

SUPPORT

    Q. Who Do I contact if SyncTalk does not work properly?

    A. Contact our customer support at support@sodeog.com.