Associating Organizer files and PalmPilot users

Each Organizer file on your computer is associated with a PalmPilot that has a unique user name. When you synchronize a PalmPilot for the first time, you select the Organizer file you want to associate with that PalmPilot. You can later change the Organizer file associated with a PalmPilot or break the association between them.

Note In order to synchronize with PalmPilot, your Organizer file must be a named, multiple-user file. If your Organizer file isn't a named, multiple-user file, you won't be able to synchronize entries with PalmPilot. For more information on multiple-user access, go to your Organizer file and from the Organizer menu, choose Help - Help topics. Click the Index tab and type "Multiple-user access, controlling."

Associating Organizer files with PalmPilot users for the first time

Changing associated Organizer files and PalmPilot users

Removing associations between Organizer files and PalmPilot users

Associating Organizer files with PalmPilot users for the first time

When you synchronize a PalmPilot for the first time, you select the Organizer file you want to associate with that PalmPilot. If you have a named, multiple-user Organizer file open that isn't already associated with a PalmPilot user, you can associate your PalmPilot with this Organizer file. Once you've associated your Organizer file and your PalmPilot, you can synchronize your entries.

Note In order to synchronize with PalmPilot, your Organizer file must be a named, multiple-user file. If your Organizer file isn't a named, multiple-user file, you won't be able to synchronize entries. For more information on multiple-user access, go to your Organizer file and choose Help - Help topics. Click the Index tab and type "Multiple-user access, controlling."

1. Press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

   If your PalmPilot doesn't have a user name associated with it, the Users dialog box appears.

2. (Optional) Click New and enter a user name for your PalmPilot, click OK to confirm the user name you entered, and click OK.

   The 3Com PalmPilot Users/Files Configuration dialog box appears. The user name for your PalmPilot appears in the "User name" field by default.

3. (Optional) Click Browse to select an Organizer file to associate with your PalmPilot.

   If you already have an Organizer file open, this file name appears in the "File" field. If you want to select a different Organizer file, click Browse to select a different file. The file name you enter in the "File" field will associate with your PalmPilot.

   Note If you select an Organizer file that's already associated with a different PalmPilot, you'll remove the association with the previous PalmPilot. The Organizer file will be associated with your PalmPilot.

4. Click Done to confirm the association between the Organizer file you selected and your PalmPilot.

Note Organizer files can only be associated with one PalmPilot user name. You can maintain more than one Organizer file on a computer and synchronize each Organizer file with its corresponding PalmPilot, provided each PalmPilot has a unique user name.

{button ,AL(`;H_CHANGING_ASSOCIATED_ORGANIZER_FILES_AND_PALMPILOT_USERS_STEPS;H_REMOVI NG_ASSOCIATIONS_BETWEEN_ORGANIZER_FILES_AND_PALMPILOT_USERS_STEPS',0)} See related topics

Changing associated Organizer files and PalmPilot users

You can select a different Organizer file to associate with your PalmPilot.

Note Organizer files can only be associated with one PalmPilot user name; you can't associate more than one PalmPilot with an Organizer file unless each PalmPilot shares the same user name. If you select an Organizer file that's already associated with a different PalmPilot, you'll remove the association with the previous PalmPilot. The Organizer file will be associated with your PalmPilot.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot Users/Files.

   The 3Com PalmPilot Users/Files Configuration dialog box appears. Under "User," a list of the user names of all PalmPilots on your computer appears; the Organizer file associated with each PalmPilot user name appears under "Associated File."

2. Under "User," select the PalmPilot user name whose association with an Organizer file you want to change.

3. Click "Assign" to select a different Organizer file to associate with the PalmPilot user name you selected in step 2.

   The Assign dialog box appears. The PalmPilot user name you selected appears in the "User name" field, and the associated Organizer file appears in the "File" field.

4. Click the button next to the "File" field to select a different Organizer file to associate with the PalmPilot user name, select one, and then click Open.

   Note In order to synchronize with PalmPilot, the Organizer file you select must be a named, multiple-user file. If the Organizer file isn't a named, multiple-user file, you won't be able to synchronize entries. For more information on multiple-user access, go to your Organizer file and choose Help - Help topics. Click the Index tab and type "Multiple-user access, controlling."

5. Click OK to confirm your selection.

6. Click Close.

{button ,AL(`;H_ASSOCIATING_ORGANIZER_FILES_WITH_PALMPILOT_USERS_FOR_THE_FIRST_TIME_STEP
S;H_REMOVING_ASSOCIATIONS_BETWEEN_ORGANIZER_FILES_AND_PALMPILOT_USERS_STEPS',0)}
See related topics

Differences between PalmPilot and Organizer

There are instances where Organizer and PalmPilot handle features differently.

Mapping categories

In Organizer, you can create as many categories as you want and assign multiple categories to an Organizer entry. In PalmPilot, you can create a total of 16 categories and assign one category to each entry.

When you synchronize an Organizer entry that uses a category that doesn't exist in PalmPilot, PalmPilot adds the Organizer category to its list of categories and assigns it to the corresponding PalmPilot entry. Once PalmPilot has reached a total of 16 categories, you *can't* add any new categories to PalmPilot. If you create (or synchronize) an Organizer entry that uses a category that doesn't exist in PalmPilot, the corresponding PalmPilot entry isn't categorized. The corresponding Organizer entry, however, still retains its category(s) the next time you synchronize.

When you synchronize a PalmPilot entry that uses a category that exists in Organizer, Organizer assigns this category to the corresponding Organizer entry. When you synchronize a PalmPilot entry that uses a category that doesn't exist in Organizer, Organizer adds this category and assigns it to the corresponding Organizer entry.

Note Unlike Organizer Calendar appointments, PalmPilot Date Book events don't use categories. When you synchronize a Calendar appointment that includes a category(s) with PalmPilot, the Organizer Calendar entry retains its category(s) regardless of any changes you make to the corresponding Date Book event.

Using alarms

In Organizer, you can set alarms to go off before, on, or after an entry. In PalmPilot, alarms can be set to go off up to 99 days before or at the time of the entry. Unlike Organizer, however, in PalmPilot you can't set an alarm to go off after an entry. You can't set an alarm to go off at 9:10 for a 9:00 PalmPilot entry. In Organizer, you can do that.

When you synchronize an Organizer entry with an alarm set to go off *after* the entry's start time, the corresponding PalmPilot entry will set the alarm to go off *at* the entry's start time. (The Organizer entry retains its alarm time the next time you synchronize.) For example, if you set an alarm to go off at 9:10 for a 9:00 Organizer entry, the alarm for the corresponding PalmPilot entry's alarm will go off at 9:00. The Organizer entry's alarm will still go off at 9:10 after you synchronize.

Changing an Organizer Calls entry after synchronizing (or combining) the entry with PalmPilot

Let's say you create an Organizer Calls entry and synchronize (or combine) the entry with PalmPilot. If you change the phone number in the PalmPilot Date Book event that an Organizer Calls entry maps to, and then synchronize (or combine) the entries, the new phone number appears as a note in the Organizer Calls entry.

{button ,AL(`;H_TROUBLESHOOTING_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} See related topics

How PalmPilot and Organizer work together

You can share information between your 3Com PalmPilot and your Organizer file. For example, you can use your PalmPilot when you aren't connected to your Organizer file to keep track of your appointments and then combine (or synchronize) your new or updated appointments with your Organizer Calendar section.

You can also do the following tasks:

- Create or edit entries in your Calendar, To Do, Notepad, and Address sections in your Organizer file and then combine (or synchronize) these updated entries with the Date Book, To Do, Memo Pad, and Address applications in PalmPilot. You can also create or edit entries in the Date Book, To Do, Memo Pad, and Address applications in PalmPilot and combine (or synchronize) them with the Calendar, To Do, Notepad, and Address sections in your Organizer file. You can also combine (or synchronize) entries in your Calls, Planner, and Anniversary sections in your Organizer file with the Date Book application in PalmPilot. When you next combine (or synchronize) your entries, any changes you make to Date Book events will be reflected in the corresponding Organizer entries.

- Create and maintain more than one Organizer file on a computer and synchronize each Organizer file with its corresponding PalmPilot.

- Determine how fields in your PalmPilot Address entries and Organizer Address records map to one another. For example, you can map a Note in a PalmPilot Address entry to either the Business or Home field in an Organizer Address record.

- Resolve conflicts between PalmPilot and Organizer files if you've modified the same entry differently in either file.

- Synchronize your PalmPilot entries with your Organizer file using a modem.

- Use the synchronization log to keep track of the synchronization details.

How to map entries between Organizer and PalmPilot

When you synchronize (or combine) Organizer and PalmPilot entries, Organizer and PalmPilot connect (or map) their entries differently. The following topics discuss how entries in one product are mapped (or connected) to entries in the other product.

Mapping repeating Organizer entries to PalmPilot

Mapping non-repeating Organizer entries to PalmPilot entries

Mapping non-repeating Organizer entries to PalmPilot entries

Organizer and PalmPilot present non-repeating entries differently. For example, a Calls entry in Organizer changes to a "timed, non-repeating Date Book" event in PalmPilot after you synchronize your Organizer entries with PalmPilot.

Non-repeating Organizer entry	PalmPilot entry
Calendar appointment	Timed, non-repeating Date Book event
Planner event	Untimed, daily, non-repeating Date Book event
Planner event (occuring for more than one day)	Untimed, daily, repeating Date Book events
Anniversary entry (occuring every year, for example, a birthday)	Untimed, weekly, monthly, or yearly, non-repeating Date Book event
Calls entry	Timed, non-repeating Date Book event

Mapping repeating Organizer entries to PalmPilot

Organizer and PalmPilot present repeating entries differently. For example, a repeating anniversary entry you created in Organizer changes to an "individual, untimed Date Book" event in PalmPilot (after you synchronize your Organizer entries with PalmPilot). A PalmPilot repeating entry, such as an "untimed, daily, repeating Date Book" event, changes to an Organizer Planner event (after you synchronize your PalmPilot entries with Organizer).

Note Because all timed Organizer entries require an end date, any PalmPilot "untimed, repeating Date Book" events that don't include end dates, and which you synchronize (or combine) with Organizer, appear as repeating entries in Organizer for the period of time specified in the bulleted list below.

- Any PalmPilot "untimed, repeating Date Book" events that don't include end dates and do map to daily or weekly Organizer Planner events or Anniversary entries will repeat until the same date the following year.

- Any PalmPilot "untimed, repeating Date Book" events that don't include end dates and do map to monthly or yearly Organizer Planner events or Anniversary entries will repeat until the year 2031.

- Any PalmPilot "untimed, repeating Date Book" events that don't include end dates and do map to Organizer Planner events repeat until the year 2031.

The tables below list where entries will appear after you synchronize.

Repeating Organizer entry	PalmPilot entry
Calendar appointment	Multiple, timed, non-repeating Date Book event
Planner event	Untimed, consecutive, daily, repeating Date Book events
Anniversary entry	Untimed, weekly, monthly, or yearly, non-repeating Date Book events
Calls entry	Multiple, timed, non-repeating Date Book event

Repeating PalmPilot entry	Organizer entry
Untimed, yearly Date Book event	Anniversary entry (occurs every year)
Untimed, consecutive, daily Date Book event with an end date	Planner event
Weekly or monthly untimed Date Book event	Anniversary entry (repeating)
Timed Date Book event	Calendar appointment (repeating)

Overview: Synchronizing your PalmPilot and Organizer files

You can share information between 3Com® PalmPilot (tm) and your Organizer (tm) 97 GS file.

Note Be sure that your Organizer file is saved as a multiple-user file; if it isn't, you won't be able to synchronize your Organizer entries with PalmPilot. For more information on multiple-user access, go to your OR4 file and choose Help - Help topics. Click the Index tab and type "Multiple-user access, controlling."

How PalmPilot and Organizer work together

How to map entries between Organizer and PalmPilot

Differences between PalmPilot and Organizer

Associating Organizer files and PalmPilot users

Synchronizing your Organizer Calendar appointments and PalmPilot Date Book events

Synchronizing your Organizer To Do tasks and PalmPilot To Do items

Synchronizing your Organizer Address records and PalmPilot Address entries

Selecting Address options to map fields between Organizer Address and PalmPilot Address

Synchronizing your Organizer Calls entries and PalmPilot Date Book events

Synchronizing your Organizer Planner events and PalmPilot Date Book events

Synchronizing your Organizer Notepad pages and PalmPilot Memo Pad entries

Synchronizing your Organizer Anniversary entries and PalmPilot Date Book events

Using the synchronization log

Resolving conflicting entries after you synchronize

Troubleshooting between PalmPilot and Organizer

Removing associations between Organizer files and PalmPilot users

You can remove the association between an Organizer file and a PalmPilot.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot Users/Files.

   Under "User," a list of the user names of all PalmPilots on your computer appears; the Organizer file associated with each PalmPilot user name appears under "Associated file."

2. Under "User," select the user name of the PalmPilot whose association with an Organizer file you want to remove.

3. Click Remove to break the association between the Organizer file and the PalmPilot whose user name you selected in step 2.

4. Click Yes to break the association between the Organizer file and the PalmPilot.

5. Click Close.

{button ,AL(`;H_ASSOCIATING_ORGANIZER_FILES_WITH_PALMPILOT_USERS_FOR_THE_FIRST_TIME_STEP
S;H_CHANGING_ASSOCIATED_ORGANIZER_FILES_AND_PALMPILOT_USERS_STEPS',0)} See related
topics

Resolving conflicting entries after you synchronize

If you make different changes to the same entry in both PalmPilot and Organizer, you'll create conflicting entries in both PalmPilot and Organizer when you synchronize. For example, let's say you make a change to an Organizer Address record, and then make a change to the corresponding PalmPilot Address entry. When you synchronize (or combine) entries, you'll create a conflict. The conflicting entries are linked together to indicate the conflict. You can resolve the conflict by checking the conflicting entries and making the necessary changes to update the correct entry.

1. Synchronize your files.
2. Select the conflicting entry you want to resolve.

   A link is created between the original Organizer entry you changed before you synchronized and the Organizer entry containing the information you changed in PalmPilot.
3. Click the link in Organizer next to the conflicting entry.

   A Link menu appears.
4. From the Link menu, click the link.
5. Compare the conflicting entries to determine the conflicting information.
6. Edit either one of the entries to create a single entry that contains all of the same information.
7. Delete the entry that doesn't contain all of the correct information.

Note Links *aren't* created if you make different changes to an Organizer Notepad page and the corresponding PalmPilot Memo Pad entry and then synchronize. You must find the conflicting Organizer Notepad pages on your own and then resolve the conflicts as described above in steps 5 to 7.

Resolving conflicts between Organizer and PalmPilot after synchronizing
In PalmPilot, you can delete Date Book events and To Do tasks and save the deleted entries to a Pilot Desktop archive file. When you archive an entry in PalmPilot, the PalmPilot entry won't reflect any changes you make to the Organizer entry that the PalmPilot entry maps to.

Action to PalmPilot entry	Action to Organizer entry	Resolution
Add	None	Adds entry to Organizer
None	Add	Adds entry to PalmPilot
Modify	None	Modifies entry to Organizer
None	Modify	Modifies entry in PalmPilot
Delete	None	Deletes entry from Organizer
None	Delete	Deletes entry from PalmPilot
Delete	Delete	Deletes entry from both PalmPilot and Organizer
Delete	Modify	Adds entry back to PalmPilot
Modify	Delete	Adds entry back to Organizer
Modify	Modify	Creates replica of entry in both Organizer and PalmPilot
Archive	Modify	Modifies entry in Organizer, adds Organizer entry to PalmPilot
Archive	Delete	Removes entry in both PalmPilot and Organizer
Archive modified	Modify	Creates duplicate entries in both PalmPilot and Organizer (PalmPilot entry isn't archived)
Archive modified	None	Removes entry in PalmPilot, no change to entry in Organizer
Archive modified	Delete	Removes entry in PalmPilot, adds entry back to Organizer

Details: Selecting Address options to map fields between Organizer Address and PalmPilot Address

Selecting "Map fields" to change PalmPilot labels for PalmPilot custom fields
When you select "Map fields" (under "PalmPilot custom fields") you can change the labels of the Custom1, Custom2, Custom3, and Custom4 PalmPilot Address entry fields as a reminder of how these fields appear in PalmPilot. For example, if you renamed Custom1 in PalmPilot to contain the name of a spouse, you can enter Spouse next to Custom1 so that you'll know where this information will appear after you synchronize.

Selecting "Other Address" to map PalmPilot Address entry custom fields to Organizer Address record fields
When you select "Other Address" (under "PalmPilot custom fields") you automatically map the Custom1, Custom2, Custom3, and Custom4 fields in the PalmPilot Address entry to the Street, City, State, and Zip code and Country fields in the Organizer Home Address record or the Organizer Business Address record. If you select "Business" under "PalmPilot <=> Organizer," then you automatically map the Custom1, Custom2, Custom3, and Custom4 fields in the PalmPilot Address entry to the Organizer Home Address record. If you select "Home" under "PalmPilot <=> Organizer," then you automatically map those fields in the PalmPilot Address entry to the Organizer Business Address record.

Mapping other Address record fields between Organizer and PalmPilot
You can determine how street, city, state, zip code, and country information map between Organizer and PalmPilot. The tables below list how the remaining Organizer Address record fields are automatically mapped to PalmPilot Address entry fields. Organizer prioritizes mapping these Organizer Address record fields and PalmPilot Address entry fields when you synchronize (or combine) Organizer Address records and PalmPilot Address entries. The information that appears in your PalmPilot Address entries and your Organizer Address records after you synchronize (or combine) your Organizer entries with PalmPilot determines where the information appears.

In the tables below, the fields are listed in order of priority when you synchronize. If there's no information in a field, then the field with the next lowest priority that contains information appears next in the corresponding PalmPilot Address entry. For example, let's say "Business Fax" in your Organizer Address record doesn't contain information and "Business E-mail" does. After you synchronize, the second field in the corresponding PalmPilot Address entry will contain the information from "Business E-mail" in the Organizer Address record.

Note PalmPilot Address entries contain five fields for phone numbers, while Organizer Address records contain ten fields. If an Organizer Address record has information in more than five phone number fields, these fields are added to the corresponding PalmPilot Address entry according to the table below until the PalmPilot Address entry 's five phone number fields are filled.

Organizer Address record Field	PalmPilot Address entry Field
1. Business Tel 1	Work
2. Home Tel 1	Home
3. Business Fax	Fax
4. Business E-mail	E-mail
5. Home [Unused 1]	Pager
6. Home [Unused 2]	Mobile
7. Business Tel 2	Work
8. Home E-Mail	E-mail
9. Home Fax	Fax
10. Home Tel 2	Home

PalmPilot Address entry Field	Organizer Address record Field
Work	Business Tel 1, Business Tel 2
Home	Home Tel 1, Home Tel 2
Fax	Work Fax, Home Fax
Other	Work Tel 2, Home Tel 2
E-mail	Work E-mail, Home E-mail
Main	Business Tel 1, Home Tel 1
Pager	Home [Unused1], Home [Unused 2]
Mobile	Home [Unused 2], Home [Unused 1]

Note You determine the mapping of the   "Other," "Fax," "Email," and "Main" fields in your PalmPilot Address entries. If you select "Business" under "PalmPilot <=> Organizer," these fields map to the corresponding Organizer Address record's Business fields. If you select "Home," these fields map to the corresponding Organizer Address record's Home fields. For example, let's say you select "Home" in the Address Options dialog box. The information in a PalmPilot Address entry's "Other" field maps to the corresponding Organizer Address record's "Home Tel2" field. If you select "Business" in the Address Options dialog box, information in a PalmPilot Address entry's "Other" field maps to the corresponding Organizer Address record's "Work Tel2" field.

{button ,AL(`H_SELECTING_ADDRESS_OPTIONS_TO_MAP_FIELDS_BETWEEN_ORGANIZER_ADDRESS_REC ORDS_AND_PALMPILOT_ADDRESS_ENTRIES_STEPS',1)} Go to procedure

Selecting Address options to map fields between Organizer Address and PalmPilot Address
You can determine how and where information from your Address entries will appear when you synchronize your Organizer and PalmPilot entries.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Click the Address tab.

3. Click Options.

4. Under "PalmPilot <=> Organizer," select "Business" to send information from the PalmPilot Address entry fields to the Organizer Business Address record fields, or "Home" to send information from the PalmPilot Address entry fields to the Organizer Home Address record fields.

    Note If you select "Business," information from the Organizer Business Address record fields is sent to the corresponding PalmPilot Address entry's fields, while information from the Organizer Home Address record fields is sent to the corresponding PalmPilot Address entry's Custom1 to Custom4 fields. If you select "Home," information from the Organizer Home Address record fields is sent to the corresponding PalmPilot Address entry's fields, while information from the Organizer Business Address record's fields is sent to the corresponding PalmPilot entry's Custom1 to Custom4 fields.

5. Under "PalmPilot custom fields," select "Other Address" or "Map Fields" to specify how to map the Custom1, Custom2, Custom3, and Custom4 fields in the PalmPilot Address entry to fields in the Organizer Address record.

    See   details

6. (Optional) Under "PalmPilot custom fields," select "Map fields" if necessary.

7. Select the option to map the "PalmPilot" fields to the "Organizer field" fields when you synchronize.

    See   details

8. Click OK.

{button ,AL(`H_SELECTING_ADDRESS_OPTIONS_TO_MAP_FIELDS_BETWEEN_ORGANIZER_ADDRESS_REC
ORDS_AND_PALMPILOT_ADDRESS_ENTRIES_DETAILS',1)} See details

Selecting Address record options

Option	Result
Business Address	Maps information from the PalmPilot custom Address entry field to the Street, City, State, Zip code and Country fields in the Organizer Business Address record when you synchronize.
Home Address	Maps information from the PalmPilot custom Address entry field to the Street, City, State, Zip code and Country fields in the Organizer Home Address record when you synchronize.
Other Address	Maps information from the PalmPilot custom Address entry field to the Street, City, State, Zip code and Country fields in the Organizer Address record when you synchronize. If you select "Business" under "Pilot Address," the custom field maps to the Organizer Home Address record. If you select "Home," under "Pilot Address," then the custom field maps to the Organizer Business Address record.
Assistant	Maps the PalmPilot custom field to the Assistant field in the Organizer Business Address record when you synchronize.
Spouse	Maps the PalmPilot custom field to the Spouse field in the Organizer Home Address record.
Children	Maps the PalmPilot custom field to the Children field in the Organizer Home Address record.

Determining when Organizer entries synchronize with PalmPilot

Option	Description
Past	Selects the date from which you want to begin synchronizing Calendar appointments, Calls entries, Planner events, and Anniversaries. (The default is one month before today's date.)
Future	Selects the date up to which you want to begin synchronizing Calendar appointments, Calls entries, Planner events, and Anniversaries. (The default is six months from today's date.)

Details: Synchronizing your Organizer Address records and PalmPilot Address entries

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

 appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.

 appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.

 appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)

 appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The entry still appears in Organizer, but no longer appears in PalmPilot.
Note When you delete and archive a PalmPilot entry and then synchronize (or combine) entries, you can send the corresponding Organizer entry back to PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

Mapping PalmPilot Address fields to Organizer Address fields
If there's information in the Company field in your PalmPilot Address entry when you synchronize your Organizer records with PalmPilot, then any information in the Note field in PalmPilot synchronizes with (or is combined with) the Notes field in the Business Address record in the corresponding Organizer Address record. If there's no information in the Company field in your PalmPilot Address entry when you synchronize your Organizer records, then any information in the Note field in PalmPilot synchronizes with (or is combined with) Notes in the Home Address record in the corresponding Organizer Address record.

You can change "[Unused 1]" to "Pager" and "[Unused 2]" to "Mobile" for your Home Organizer Address records to reflect the field mapping when you synchronize.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_ADDRESS_RECORDS_AND_PALMPILOT_ADDRESS_E NTRIES_STEPS',1)} Go to procedure

Synchronizing your Organizer Address records and PalmPilot Address entries

You can choose which Organizer Address records you want to transfer to PalmPilot. All new PalmPilot Address entries transfer to Organizer when you synchronize your entries in step 7.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Click the Address tab.

3. Select any Address records (under Name) or click Select All to transfer some or all of your Address records to PalmPilot.

   See   details

4. Click Options to select your synchronization options.

   See details

5. Click OK to confirm your options.

6. When you've selected all the Address records you want to synchronize, click OK.

7. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_ADDRESS_RECORDS_AND_PALMPILOT_ADDRESS_E
   NTRIES_DETAILS',1)} See details

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_SELECTING_ADDRESS_
   OPTIONS_TO_MAP_FIELDS_BETWEEN_ORGANIZER_ADDRESS_RECORDS_AND_PALMPILOT_ADDRESS
   _ENTRIES_STEPS;H_TROUBLESHOOTING_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} See
   related topics

Details: Synchronizing your Organizer Anniversary entries and PalmPilot Date Book events

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Selecting the date range of entries to synchronize
The date range of entries you select in the Date Range options dialog box applies to entries in the Organizer Calendar, Calls, Planner, and Anniversary sections. That is, each of these sections will use the same date range you select; you can't select a different date range for each section. For example, if you select a date range that's one month prior to today and two months after today for your Calendar appointments, all Calls entries, Planner events, and Anniversary entries that fall in that range will also synchronize with your PalmPilot.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status.

appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)

appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.

Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_ANNIVERSARY_ENTRIES_AND_PALMPILOT_DATE_BO OK_EVENTS_STEPS',1)} Go to procedure

Synchronizing your Organizer Anniversary entries and PalmPilot Date Book events

You can choose which Organizer Anniversary entries you want to transfer to PalmPilot. All new PalmPilot Date Book events transfer to Organizer when you synchronize your entries in step 5.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Click the Anniversary tab.

3. Select the Anniversary entries you want to synchronize in one of the following ways:

    • Select any Anniversary entries (under Date), or click Select All to transfer some or all of your Anniversary entries to PalmPilot when you synchronize.

    • Click Options and select the <u>date range</u> that includes the entries you want to synchronize, and click OK to confirm your selection.

    Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

    See <u>details</u>

4. When you've selected all of the Anniversary entries you want to synchronize, click OK.

5. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

    Note Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. These options are maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

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{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_ANNIVERSARY_ENTRIES_AND_PALMPILOT_DATE_BO OK_EVENTS_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} <u>See related topics</u>

Details: Synchronizing your Organizer Calendar appointments and PalmPilot Date Book events

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Selecting the date range of entries to synchronize
The date range of entries you select in the Date Range options dialog box applies to entries in the Organizer Calendar, Calls, Planner, and Anniversary sections. That is, each of these sections will use the same date range you select; you can't select a different date range for each section. For example, if you select a date range that's one month prior to today and two months after today for your Calendar appointments, all Calls entries, Planner events, and Anniversary entries that fall in that range will also synchronize with your PalmPilot.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

🔁 appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.
🔁 appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.
🔁 appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)
🔁 appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.
Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_CALENDAR_APPOINTMENTS_AND_PALMPILOT_DATE _BOOK_EVENTS_STEPS',1)} Go to procedure

Synchronizing your Organizer Calendar appointments and PalmPilot Date Book events

You can choose which Organizer Calendar appointments you want to transfer to PalmPilot. All new PalmPilot Date Book events transfer to Organizer when you synchronize your entries in step 4.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Select the appointments you want to synchronize in one of the following ways:

    • Select any appointments (under Date Time), or click Select All to transfer some or all of your appointments to PalmPilot when you synchronize.

    • Click Options and select the date range that includes the entries you want to synchronize, and click OK to confirm your selection.

    Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

    See details

3. When you've selected all the appointments you want to synchronize, click OK.

4. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

    Note Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. The "Penciled in" and "Warn of conflicts" options also aren't synchronized to the corresponding PalmPilot entry. When you synchronize a newly created PalmPilot entry with Organizer for the first time, however, the "Warn of conflicts" option is automatically set in the corresponding Lotus Organizer ® entry. These options are all maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

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{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_CALENDAR_APPOINTMENTS_AND_PALMPILOT_DATE
    _BOOK_EVENTS_DETAILS',1)} See details

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE
    TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} See related topics

Details: Synchronizing your Organizer Calls entries and PalmPilot Date Book events

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Selecting the date range of entries to synchronize
The date range of entries you select in the Date Range options dialog box applies to entries in the Organizer Calendar, Calls, Planner, and Anniversary sections. That is, each of these sections will use the same date range you select; you can't select a different date range for each section. For example, if you select a date range that's one month prior to today and two months after today for your Calendar appointments, all Calls entries, Planner events, and Anniversary entries that fall in that range will also synchronize with your PalmPilot.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.
appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.
appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)
appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.
Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

Changing a Calls entry after synchronizing (or combining) the entry with PalmPilot
Let's say you create a Calls entry and synchronize (or combine) the entry with PalmPilot. If you change the phone number in the PalmPilot Date Book event the Organizer Calls entry maps to, and then synchronize (or combine) the entries, the new phone number appears as a note in the Organizer Calls entry.

Maintaining the status of your Organizer Calls entries
The status of your Organizer Calls entries (such as "Planned," "Try Later," and so on) *aren't* synchronized to the corresponding PalmPilot Date Book event. The Organizer Calls entry retains its status regardless of any changes you make to the corresponding Date Book event.

Changing a non-repeating Calls entry to a repeating entry
If you want to change a non-repeating Calls entry to be a repeating Calls entry, change it in Organizer and not in PalmPilot. If you synchronize a non-repeating Organizer Calls entry to PalmPilot and then change the corresponding PalmPilot Date Book event to be a repeating entry, the repeating PalmPilot Date Book events map back to Organizer as repeating Calendar appointments (including the original Calls entry) and *not* as Calls entries when you synchronize.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_CALLS_ENTRIES_AND_PALMPILOT_DATE_BOOK_EVE NTS_STEPS',1)} <u>Go to procedure</u>

Synchronizing your Organizer Calls entries and PalmPilot Date Book events
You can choose which Organizer Calls entries you want to transfer to PalmPilot. All new PalmPilot Date Book events transfer to Organizer when you synchronize your entries in step 5.

Note You can only create Calls entries in Organizer. If you create a PalmPilot Date Book event with "# " (the pound sign followed by a space) before the text line, it won't transfer to Organizer when you synchronize (or combine) entries.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.
2. Click the Calls tab.
3. Select the Calls entries you want to synchronize in one of the following ways:
   • Select any Calls entries (under Date Time), or click Select All to transfer some or all of your Calls entries to PalmPilot when you synchronize.
   • Click Options and select the <u>date range</u> that includes the entries you want to synchronize, and click OK to confirm your selection.

   Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

   See <u>details</u>
4. When you've selected all of the Calls entries you want to synchronize, click OK.
5. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

   After you synchronize your Organizer Calls entries, the corresponding PalmPilot Date Book events will show "# " (the pound sign followed by a space) before the text line in the PalmPilot. For example, if the Organizer Calls entry says "Cynthia Parker," the corresponding PalmPilot Date Book event will show "# Cynthia Parker."

   Note Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. These options are maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

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{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_CALLS_ENTRIES_AND_PALMPILOT_DATE_BOOK_EVE
   NTS_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE
   TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} <u>See related topics</u>

Details: Synchronizing your Organizer Notepad pages and PalmPilot Memo Pad entries

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)

appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.

Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_NOTEPAD_PAGES_AND_PALMPILOT_MEMO_PAD_ME
MOS_STEPS',1)} Go to procedure

Synchronizing your Organizer Notepad pages and PalmPilot Memo Pad entries

You can choose which Organizer Notepad pages you want to transfer to PalmPilot. All new PalmPilot Memo Pad entries transfer to Organizer when you synchronize your entries in step 5.

Note Rich text formatting (such as bold or underline) isn't synchronized to the corresponding PalmPilot Memo Pad entry.

1. From the Organizer file menu, choose File - Extension - 3Com PalmPilot.

2. Click the Notepad tab.

3. Select any Notepad pages (under Description), or click Select All to transfer some or all of your Notepad pages to PalmPilot when you synchronize.

   See details

4. When you've selected all of the Notepad pages you want to synchronize, click OK.

5. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

   Note If you want to make changes to an Organizer Notepad page with rich text or bitmaps, you must change the entry in Organizer. If you make changes to the corresponding PalmPilot Memo Pad entry, the original Organizer Notepad page loses its rich text formatting and bitmaps when you synchronize (or combine) entries. The Organizer Notepad page now reflects the changes you made to the corresponding PalmPilot Memo Pad entry. If the Organizer Notepad page doesn't contain rich text or bitmaps, you can edit the corresponding PalmPilot Memo Pad entry; when you next synchronize (or combine) entries, the Organizer Notepad page will reflect the changes you made to the PalmPilot Memo Pad entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_NOTEPAD_PAGES_AND_PALMPILOT_MEMO_PAD_ME MOS_DETAILS',1)} See details

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} See related topics

Details: Synchronizing your Organizer Planner events and PalmPilot Date Book events

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Selecting the date range of entries to synchronize
The date range of entries you select in the Date Range options dialog box applies to entries in the Organizer Calendar, Calls, Planner, and Anniversary sections. That is, each of these sections will use the same date range you select; you can't select a different date range for each section. For example, if you select a date range that's one month prior to today and two months after today for your Calendar appointments, all Calls entries, Planner events, and Anniversary entries that fall in that range will also synchronize with your PalmPilot.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

 appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.
 appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.
 appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)
 appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.
Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

Deleting individual occurrences of repeating PalmPilot Date Book events that map to Organizer Planner events
If you synchronize a repeating PalmPilot Date Book event that maps to an Organizer Planner event and then later delete an individual occurrence of the repeating PalmPilot Date Book event, the Organizer Planner event *won't* be deleted when you next synchronize entries. You must delete every repeated entry (and every occurrence of the repeat) in PalmPilot and create a non-repeating entry for each occurrence in PalmPilot in order to remove it in Organizer as well (when you synchronize).

If you synchronize a repeating Organizer Planner event and then later delete an individual occurrence of the corresponding PalmPilot Date Book event, that individual occurrence of the Organizer Planner event *will* be deleted when you next synchronize entries. The other individual occurrences of the Organizer Planner event will remain.

Organizer Planner event text after mapping PalmPilot Date Book events to Organizer Planner events
Any untimed, repeating Date Book event in PalmPilot maps to Organizer as a Planner event. These Planner events are assigned the "Unused6" event type. If you remove the name of the "Unused6" Planner key, then the Planner event text (from the synchronized PalmPilot Date Book event) will appear without "Unused6" when you show through the Planner entry to the Calendar section. For example, when you remove "Unused6" from the Planner key, your Planner event will say "Set up new computer" instead of "Unused6 - Set up new computer."

If the Planner event has information under "Note," then the information under "Key" appears as the last line in the note of the corresponding PalmPilot Date Book event, after the information under "Note." If the Planner event doesn't have any information under "Note," then the information under "Key" appears as the note of the corresponding

PalmPilot Date Book event.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_PLANNER_EVENTS_AND_PALMPILOT_DATE_BOOK_E VENTS_STEPS',1)} Go to procedure

Synchronizing your Organizer Planner events and PalmPilot Date Book events

You can choose which Organizer Planner events you want to transfer to PalmPilot. All new PalmPilot Date Book events transfer to Organizer when you synchronize your entries in step 5.

Note If you synchronize a repeating Organizer Anniversary entry and then change one of the corresponding PalmPilot Date Book events, the changed Date Book event maps back as an Organizer Planner event when you next synchronize your entries. The other corresponding Date Book events still map back to Organizer as Anniversary entries.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Click the Planner tab.

3. Select the Planner events you want to synchronize in one of the following ways:

   • Select any Planner events (under Start Date), or click Select All to transfer some or all of your Planner events to PalmPilot when you synchronize.

   • Click Options and select the <u>date range</u> that includes the entries you want to synchronize, and click OK to confirm your selection.

   Note After selecting a date range of entries to synchronize in the Calendar, Calls, Planner, and Anniversary sections, you can select specific entries for each section within the date range you want to synchronize.

   See <u>details</u>

4. When you've selected all of the Planner events you want to synchronize, click OK.

5. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

   Note Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. These options are maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_PLANNER_EVENTS_AND_PALMPILOT_DATE_BOOK_E
   VENTS_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE
   TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} <u>See related topics</u>

Details: Synchronizing your Organizer To Do tasks and PalmPilot To Do items

Changing the entries you selected
If you need to change the entries you selected, click Deselect All to deselect all entries.

Synchronizing more than one section at a time or synchronizing all sections at once
To synchronize more than one section at a time or all sections at once, click the panel tab and select the entries you want to synchronize in that section. When you've selected all the entries you want to synchronize in that section, click the panel tab of the next section and select the entries you want to synchronize in that section. Click each panel tab and repeat this process until you've selected all of the entries you want to synchronize.

Determining an entry's synchronization status
The following four symbols indicate an entry's status:

appears next to an Organizer entry that's been modified in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry that's been added in Organizer since you last synchronized (or combined) entries with PalmPilot.

appears next to an Organizer entry you've deselected. If you deselect an Organizer entry you *haven't* synchronized with PalmPilot yet, that Organizer entry won't map (or connect) to a corresponding PalmPilot entry when you synchronize. If you deselect an Organizer entry you *have* synchronized with PalmPilot, then the corresponding PalmPilot entry is deleted in PalmPilot when you synchronize. (You can map an Organizer entry you *have* synchronized back to PalmPilot after deselecting it to remove the corresponding PalmPilot entry. Re-select the Organizer entry and synchronize entries again. The entry maps back to PalmPilot.)

appears next to an Organizer entry after you've deleted and then archived the corresponding PalmPilot entry in PalmPilot before you synchronized (or combined) entries with Organizer. The archived entry still appears in Organizer, but no longer appears in PalmPilot.
Note You can send an Organizer entry back to PalmPilot after you've synchronized the corresponding PalmPilot entry you deleted and archived in PalmPilot. From the Organizer menu, choose File - Extension - 3Com PalmPilot. Click the panel tab containing the corresponding Organizer entry you want to synchronize. Click Deselect All to deselect all entries in that section, then click Select All. A green arrow now appears next to the corresponding Organizer entry. When you next synchronize entries with PalmPilot, the corresponding Organizer entry will map to a PalmPilot entry.

Keeping the same sort order of To Do entries in PalmPilot and Organizer
Because PalmPilot and Organizer sort To Do entries differently, To Do entries may not appear in the same order in PalmPilot and Organizer. If you want your To Do entries to appear in the same order in PalmPilot and Organizer, you should assign each Organizer To Do task a different end date. If Organizer To Do tasks have the same end date, they may appear in a different order than they appear in PalmPilot when you synchronize (or combine) your entries.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_TO_DO_TASKS_AND_PALMPILOT_TO_DO_ITEMS_STE PS',1)} Go to procedure

Synchronizing your Organizer To Do tasks and PalmPilot To Do items

You can choose which Organizer To Do tasks you want to transfer to PalmPilot. All new PalmPilot To Do items transfer to Organizer when you synchronize your entries in step 5.

Note Organizer and PalmPilot prioritize tasks differently. In Organizer, you can assign a task a priority of 1, 2, 3, or Unprioritized. In PalmPilot, you can assign a To Do task a priority of 1, 2, 3, 4, or 5. PalmPilot To Do tasks with priorities of 1, 2, or 3 have the same priority in Organizer after you synchronize, while tasks with priorities of 4 or 5 in PalmPilot will be unprioritized in Organizer. Organizer tasks will have the same priority as they were after you synchronize.

1. From the Organizer menu, choose File - Extension - 3Com PalmPilot.

2. Click the To Do tab.

3. Select any To Do tasks under Date, or click Select All to transfer some or all of your To Do tasks to PalmPilot.

    See <u>details</u>

4. When you've selected all the To Do tasks you want to synchronize, click OK.

5. When you're ready to synchronize your entries, press the HotSync button on your PalmPilot cradle or press HotSync on the PalmPilot General Preferences screen.

    Note Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. These options are maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

{button ,AL(`H_SYNCHRONIZING_YOUR_ORGANIZER_TO_DO_TASKS_AND_PALMPILOT_TO_DO_ITEMS_DET AILS',1)} <u>See details</u>

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER;H_TROUBLESHOOTING_BE TWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} <u>See related topics</u>

Overview: Troubleshooting between PalmPilot and Organizer

The following troubleshooting tips are included to help you manage your PalmPilot and Organizer information and how to perform tasks in PalmPilot and Organizer.

Calls

After I synchronize my Organizer Calls entries with PalmPilot, how do I distinguish the corresponding PalmPilot Date Book events from other Date Book events?

After you synchronize your Organizer Calls entries, the corresponding PalmPilot Date Book events will show "# " (the pound sign followed by a space) before the text line in the PalmPilot. For example, if the Organizer Calls entry says "Cynthia Parker," the corresponding PalmPilot Date Book event will show "# Cynthia Parker."

General

Why don't I see options I set for my Organizer entries (such as cost codes, customer codes, "Warn of conflicts," and so on) with the corresponding PalmPilot entries after I synchronize my Organizer entries with PalmPilot?

Cost codes and customer codes associated with an Organizer entry aren't synchronized with the corresponding PalmPilot entry. The "Penciled in" and "Warn of conflicts" options also aren't synchronized to the corresponding PalmPilot entry. When you synchronize a newly created PalmPilot entry with Organizer for the first time, however, the "Warn of conflicts" option is automatically set in the corresponding Lotus Organizer entry.

Do I lose the options I set for my Organizer entries (such as cost codes, customer codes, "Warn of conflicts," and so on) after I synchronize my Organizer entries with PalmPilot?

All options you set for your Organizer entries are maintained in the Organizer entry regardless of any changes you make to the corresponding PalmPilot entry.

I was using a filter when I synchronized my Organizer entries with PalmPilot. Why did entries I had filtered out still synchronize with PalmPilot?

Any filters you've applied in Organizer are cleared when you synchronize (or combine) entries with PalmPilot. If you want to continue to use the filter after you synchronize entries, in Organizer, choose Create - Filters and choose the filter you want to apply.

{button ,AL(`;H_DIFFERENCES_BETWEEN_PALMPILOT_AND_ORGANIZER_OVER',0)} <u>See related topics</u>

Using the synchronization log

You use the synchronization log to track what information you synchronized (or combined) and when you performed the synchronization between your Organizer file and PalmPilot.

1. From the Organizer menu, choose File - Extension - Synchronization Log.

2. Under Identification, select the synchronization record you want to look at.

3. (Optional) Click Details and click Close to return to the Synchronization Log dialog box.

   The Synchronization Log Details dialog box appears with a description of the synchronization record. For example, it may indicate that after synchronizing an entry was or wasn't successfully updated, or that a synchronization was or wasn't successfully completed.

4. (Optional) Click Delete to remove any synchronization records you want to delete.

   Tip To remove more than one synchronization record at a time, press SHIFT+CTRL+M, select the synchronization records you want to delete, and click Delete.

5. Click Close.