



Technical Support Reference Guide v. 2.0 (TSRG)

For All Palm Computing Organizers
Windows Only Edition

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Introduction

This Guide is intended to be a supplement to the Participant Guide (Training Manual) for PalmPilot. The information provided herein is intended to make troubleshooting Palm Organizer issues easier. The issues presented are known to be accurate and complete as of the writing of the Guide. Updates and additions will be appended as they are discovered and evolved.

As with all facets of technology, information on Palm Organizer issues change as rapidly as the product itself. With that in mind, the steps and techniques defined in this Guide may be different when you encounter them yourself. Hopefully the information described here will assist you in tracking the correct course of action in solving the problem.

Over the course of helping the customer, it may be necessary in altering their data. Some precautions must be acknowledged before proceeding. Backing up the customer's data before troubleshooting is imperative. If an edit the customer's registry is in order, you should first make a backup copy of the registry files (System.dat and User.dat). Both are hidden files in the Windows folder. Additionally, take all necessary steps in preserving the original Desktop data before beginning your attempt to assist.



The Palm Computing® Platform

An open architecture for handheld computing, the Palm Computing platform provides an ideal basis for third-party developers and original equipment manufacturers (OEMs) to create and deliver successful mobile computing solutions. The platform consists of five primary components: the reference hardware design, the device operating system called the Palm OS™; the HotSync conduit data synchronization technology; the platform component tools including an applications programming interface (API) that enables developers to write applications; and the software interface capabilities to support hardware add-ons.

The Palm Computing platform is the foundation for the market-leading 3Com PalmPilot connected organizer and other handheld computing products from Palm Computing's strategic partners, all leaders in their respective markets. These partners include IBM,

which sells the IBM WorkPad PC Companion into the enterprise market, Franklin Covey, which supplies the Franklin Electronic Day Planner for the training and time management industry, and Symbol Technologies, whose expertise in bar code scanning and wireless LAN and WAN connectivity will take the Palm Computing platform further into various vertical markets. Examples of these vertical markets are retail, transportation, parcel and postal delivery, manufacturing and health care. In addition, QUALCOMM Incorporated, the pioneer of Code Division Multiple Access (CDMA) technology and leading manufacturer of CDMA subscriber products, has licensed the Palm Computing® platform for integration into QUALCOMM's next-generation CDMA wireless communication products. QUALCOMM will use components of the Palm Computing platform to develop new wireless products that will facilitate the use of data applications, e-mail and the Internet in wireless computing environments.

Application Development

Today, more than 5,000 developers are creating software solutions for the Palm Computing platform, while more than one thousand software titles, and dozens of developer tools and services are already available. Developers are writing PalmPilot™ applications in a broad range of categories, including contact and schedule management, e-mail and Internet communications, sales force and field automation, personal productivity, groupware, financial management, and games. In addition, several major software developers have incorporated conduits for the Palm Computing platform within leading enterprise-wide applications, including IBM's Lotus Organizer, Symantec's ACT!, QUALCOMM's Eudora Internet E-mail software and others.

This strong support from solution providers delivering world-class commercial and custom solutions has precipitated wide adoption of the Palm Computing platform for handheld solutions markets, including health care, insurance, real estate, legal, banking and financial services, and sales force and field service automation. The broad developer support of the Palm Computing platform further fuels its emergence as the leading platform in the handheld computing industry. 3Com continues to foster the development of enterprise solutions for the Palm Computing platform by providing a complete range of technical and testing services, educational seminars and expanded development tools.

HotSync® Technology

3Com's innovative HotSync technology is a robust, open architecture that allows for fast, easy synchronization of data between Palm Computing® platform products and a personal computer or networked computer. HotSync technology enables the users of these devices to synchronize all of their contact, scheduling, e-mail and other personal information with a PC at the touch of a button.

HotSync® technology now also enables remote TCP/IP-based network synchronization capability, to provide users with hassle-free access to e-mail and other important information using an existing LAN, WAN, or dial-in server. This functionality was formerly part of the optional Network HotSync® software add-on.

With the enhanced HotSync technology, users can dial into their company's server to synchronize with their PC using the PalmPilot™ Modem, without requiring help from an IS manager. This HotSync technology also allows Palm III™ and PalmPilot Professional Edition users to synchronize over a LAN or WAN from the desk of any colleague who uses a 3Com organizer in any other location on the network, simply by dropping their organizer into the colleague's docking cradle and pressing the HotSync button. The organizer will automatically synchronize with the user's primary PC.

PalmPilot Professional Edition organizer customers using the original Network HotSync software who upgrade to Palm III functionality, via the Palm 2MB Upgrade, will automatically receive enhanced HotSync functionality to enable synchronization over corporate intranets and the Internet, as part of the installation process. New Palm III™ organizer customers can download the remote synchronization capability or free from the 3Com web site at www.palm.com.

The HotSync architecture features an extensive set of application programmer interfaces (APIs) and conduit development tools, which allow third-party developers to create applications that easily take advantage of the HotSync capabilities in their own Palm Computing® platform-based solutions

Installation/Configuration

Character Limitations

Address Book:

characters per field 255

characters in note 4096

of records on desktop 1.0 5,973

of records on desktop 2.0 10,347

To Do List:

characters per field 255

characters in note 4096

of records on desktop 1.0 17,920

of records on desktop 2.0 31,113

Memo Pad:

characters 4096

of records on desktop 1.0 29,866

of records on desktop 2.0 32,767

Datebook:

characters per field 255

characters in note 4096

of categories 15

of characters for category name 15

of characters that can be dropped in Word Macro at one time 65536

of characters that can be copied to clipboard 1000

of characters in the Owner screen in Preferences (v.2.0 & 3.0) 512

Managing Your COM Ports for Communications

There is a wide variety of reasons why a serial connection may not be obtained between the palmtop and the PC. The nature of the PC is that there are subtle interactions between programs running in the background together, especially those accessing the communications ports. Inter-computer communication adds an additional dimension to these problems. The following is intended for the inexperienced user.

In order to run any of our connectivity products, including the PalmPilot desktop, you must have an available COM port attached to a serial socket on your PC. To simplify debugging communications problems, make sure you have a working connection between the devices using the serial cable before attempting to synchronize via modem connection.

About COM Ports and IRQ's

PC's have from one to four COM (serial) ports. These ports may or may not be attached to serial sockets on the back of the PC. COM ports are used to connect serial devices, such as a mouse, modems, PCMCIA sockets, and other computers to the PC. Each PC usually has one or two serial sockets on the back which are connected as a COM port. Often the 3rd (and 4th) COM port(s) is accessed from DOS through one of the slots on the motherboard.

A user may install an additional serial port card which contains one or two additional ports and sockets to allow up to 4 external serial devices to be attached to the PC.

Devices such as modems may be installed internally, but they still communicate via a COM port. In these cases, the PC redirects the COM port via the PC slot to the card. If the device uses a COM port which is normally associated with one of the sockets on the back of the PC, the port is taken away from the socket and given to the device. The implications of this will be clear in a moment.

To complicate things further, each COM port gets the attention of the computer's processor by means of an Interrupt Request, called an IRQ. Think of these as "channels" by which the COM ports tell the processor that there is data waiting. There are only 8 IRQ's available to standard serial devices, and several are already dedicated internally. Because of this, COM ports 1 and 3 (if installed) share IRQ4, and ports 2 and 4 (if installed) share IRQ3. This usually means that if there is a serial device, such as the mouse, using COM1, and another using COM3, such as a modem, the two devices will experience an "IRQ conflict" which is likely to disable both. These conflicts must be resolved before a communication can be made.

How to Know the Port Configuration

There is no substitute for having the hardware documentation for your PC or the services of a system administrator to analyze your PC to determine how the COM ports are configured. Often the vendor of the PC can advise on how the ports were set up before sale. Failing those things, experimentation is required.

On systems running DOS 5.0 and later, Windows 3.1 and Windows for Work Groups 3.11, you may usually run the program called Microsoft Diagnostics (MSD). At a DOS prompt, type MSD; From the screen that comes up you can learn two valuable facts: Whether you have a Bus-type mouse or a Serial-type mouse, and how many COM ports you have. If the Mouse box label indicates a Serial Mouse, then the mouse is using one of the COM ports, usually COM1, but in rare cases, COM2. The number over the COM ports box indicates how many COM ports have been detected. If the number 3 appears, the PC has 3 serial ports.

On Windows 95, you may also run MSD from a DOS prompt and get the same information as stated above. You may also right-click on My Computer, and choose Properties from the menu. Click on the Device Driver tab of the System Properties window. Click on the Ports (COM & LPT) to see what COM ports exist. This information is only as accurate as Windows Setup "sees", and may leave out certain devices, such as the IR port on a laptop.

If you have a serial mouse on COM1, and know you have an internal modem, you most likely have the modem configured on COM2. You may check this by launching one of the communications programs used with the modem and check its "setup" or "configuration" or "settings". The COM port in use will be indicated. If the number of devices in use match the number of COM port SOCKETS on the back of the PC, there is no socket available for communications.

What Can Be Done? (To Free up a Comm Port)

Unplug the external modem or mouse to make a port available.

If you are using an external modem, it is very easy to unplug the modem and plug in the communications cable. Many users also employ a switch box to switch between external devices and the PC to switch between multiple serial devices.

It may also be necessary to reconfigure DIP switches if your modem is internal. Additionally, IRQ settings may need to be reconfigured as to avoid conflict with another port.

Switchable PCMCIA Slots

Many new laptop computers have one or two PCMCIA slots configured as COM2. On some systems, these can be switched off to allow the COM2 socket to be activated. Check the hardware documentation for your laptop for details.

Unplug the Network Connection

On systems which have a network connection attached to a COM port socket, you may be able to disable the network software and remove the connection in order to plug in the serial

communications cable. Check with your system administrator.

Add a Serial Port Card

These are available from computer stores at prices from \$10 to \$50+. Give the COM port on this board a unique IRQ value (less than 16) if possible. You will have to use a diagnostic program like Microsoft Diagnostics or Norton Utilities to determine what IRQ's are available.

Change the IRQ and COM Port of the Modem

Move your serial mouse to COM2 and your modem to COM3

(Consult your modem manual for instructions on reconfiguring!).

You may then be able to use COM1 for your communications software IF your modem is not powered on while communications are in progress.

HotSync on COM4 with an S3 Video Adapter

If you have a display adapter that uses an S3 chipset, COM4 will not be available for HotSync. S3 adapters conflict with COM4 ports. Note, some Diamond display adapters (including the Diamond Stealth) use the S3 chipset. If you have an S3 display adapter, you will need to reconfigure your system so you can HotSync on COM1, COM2 or COM3.

Maximum Number of Address Book Records

Pilot Desktop can handle nearly 6000 address records at one time. If you have more than 6000 address records, you will have to archive some of them and HotSync. See the Pilot Desktop Handbook or the on-line help for more information about archiving. If you want to delete some records to get under the 6000 limit, you need to HotSync to actually free up the space so you can add more records.

Recommendation for Add-on Serial Ports

If your PC does not have any available or extra serial ports, first check Chapter 9 of the Pilot Desktop Handbook for tips about how to work around this problem. If you do have to add a serial port card, most PC serial add-on cards should work. One brand that has been tested are the I/O Expander series from SIIG. SIIG can be reached at 510-657-8688 or by fax at 510-657-5962.

COM 4 and S3 Based Video Cards

Problem:

I have my PalmPilot cradle plugged into COM 4 and I have a S3 based video card (Diamond Stealth, STB, etc) and I cannot HotSync, or I can HotSync but it aborts, or it does other strange things.

Solution:

Com Port 4 uses the same address as S3 based video chipsets, which is 02e8. To solve this problem you will need to move the cradle to another Com Port other than Com 4. An alternative would be to change your display driver to Standard VGA. Try having the customer contact the Video card manufacturer for an updated driver that may have addressed this issue.

How to Perform A Clean Boot

Problem:

I need to clean boot my system, but I do not know how?

Solution:

For Windows 3.X

- 1) Have the customer reboot computer
- 2) Have the customer hit Function 8 (F8) key when the boot up screen says "Starting MSDOS"

Now you will be prompted to say "Y" or "N" to load each line

- 3) Type "Y" to ONLY these files:
- 4) `DEVICE=C:\DOS\HIMEM.SYS`
- 5) `FILE=XX`
- 6) `BUFFERS=XX`
- 7) `DEVICE=C:\DOS\IFSHLP.SYS`
- 8) After you typed "Y" to those three lines, hit your Function 5 key (F5)
- 9) You are now at a command line (C: prompt)

Chances are, this will allow you to load Windows.

NOTE: This only works with DOS version 6.0 and above. For customers with earlier versions of DOS, hit CONTROL BREAK right after the memory count several times. This only works if they are loading HIMEM.SYS. If they are using QEMM, 386MAX, NETROOM, or any other memory manager, this procedure will not work. They will need to use the Control Break method, or add a HIMEM.SYS statement into the Config.sys like this:

```
DEVICE=C:\WINDOWS\HIMEM.SYS
```

For Windows 95

- 1) Reboot the computer and when the screen shows "Starting windows 95" hit your function 8 key (F8)
- 2) You will now see a boot up menu. Select option 3 (Safe Mode)

If in Safe Mode the system still locks up. Follow the procedure below for a clean boot.

- 1) Reboot the computer and when the screen shows “Starting windows 95” hit your function 8 key (F8)
- 2) You will now see a boot up menu. Select option 5 (Step-by- Step Confirmation)

You will now be asked Y or N questions for several items. Enter the Following:

- 3) Process the System Registry? (Y)
- 4) Create Startup Log (Bootlog.txt) (Y)
- 5) Process Your Startup Device Drivers? (Config.sys) (N)
- 6) DEVICE=C:\WINDOWS\HIMEM.SYS? (Y)
- 7) DEVICE=C:\WINDOWS\IFSHLP.SYS (Y)
- 8) DEVICE=C:\WINDOWS\SETVER.EXE (N)
- 9) Process Autoexec.bat? (N)
- 10) Load Windows Graphical User Interface? (Y)
- 11) Load All Windows Drivers? (N)

Insufficient Memory, Even With 32MB of RAM.

Problem:

I have over 32MB of RAM on my PC, but I keep getting "insufficient memory" messages. What's going on?

Solution:

Certain versions of Win32s have a RAM limitation of 32MB. This results in an error message that say "insufficient memory" for users who have more than 32MB of RAM on their PCs.

There are two solutions for this problem:

- Remove RAM from your PC so that you have a maximum of 32MB.
- Install the latest version of Win32s. This may not be the best option for you if other applications you are running rely on your current version of Win32s.

To obtain the latest version of Win32s, download the file from Microsoft's FTP site at <ftp://ftp.microsoft.com/softlib/mslfiles/pw1118.exe>.

Pentium Upgrade & One COM Port

Some after-market Pentium processor upgrades leave the PC with only one COM port turned on. This is not true of new PC's which come with Pentium processors installed. If you determine that this is the case, you can go into the PC's setup and turn on the second COM port if the PC is so equipped. Follow the instructions included with your hardware on performing this adjustment.

When in doubt, please consult your hardware documentation, PC vendor, or your Systems Administrator for additional information on configuring your communications ports.

Note for Laptop Users

Laptops, especially IBM ThinkPads and portables with external docking stations, are particularly susceptible to COM port configuration difficulties. Review your laptop's documentation carefully to determine what COM ports you have and what ports are available. If your laptop has an IR or infrared port (e.g. Thinkpad 755) you may first need to disable the infrared port, before enabling the COM port that you wish to use, and then rebooting. Some laptop owners have needed to lower the speed at which they HotSync to connect consistently. COM port speeds may be modified via the PalmPilot Desktop HotSync menu command by choosing Setup and Speed.

Also be aware that Advanced Battery Support programs have been known to interrupt HotSync functionality (e.g. with the Compaq LTE 5100, the Micron Transport P133). This problem is caused by the laptop turning off the serial port when the laptop goes into standby or power-saving mode. To correct for this you can either configure the computer to leave serial ports on during standby mode (if possible: consult your computer's manual), turn off the power-saving features of the laptop, or always restart HotSync Manager after the laptop wakes up from standby or sleep mode.

Modifying COM Ports on IBM ThinkPads

Please Note: The information provided below is made available by Palm Computing for the convenience of our users with IBM ThinkPads. This information is collected from IBM technical personnel and end users who have contributed their advice to help other ThinkPad users with PalmPilots. If you have any further questions beyond the scope of this HelpNote, please refer to your ThinkPad documentation and/or contact IBM technical support for further assistance.

In order to use an IBM ThinkPad with your PalmPilot PDA device, you may need to change the COM port settings on the ThinkPad before installing PalmPilot Desktop and performing a HotSync. Detailed instructions for setting COM ports for IBM ThinkPad 365XD, 560, and 760EL models, as well as for 755 and older models, are provided below.

All ThinkPad users who have the "ThinkPad Features" program installed on their ThinkPad should follow the steps for "IBM ThinkPad 560" below. If HotSync is unsuccessful after completing these steps, follow the steps for "IBM ThinkPad 365XD."

IBM ThinkPad 365XD

- 1.Go into Start|Programs|ThinkPad|ThinkPad Features.
- 2.Disable the IR (infrared) Port.
- 3.Enable Serial Port on COM 1.
- 4.Go into Start|Settings|Control Panel.
- 5.Double click on System.
- 6.Select the Device Manager tab.
- 7.Click on the "+" next to Ports.
- 8.Select each of the Communications Ports and select Remove.
- 9.Restart the machine.
- 10.Install PalmPilot Desktop.

IBM ThinkPad 560

- 1.Go into Start|Programs|ThinkPad|ThinkPad Features.
- 2.Enable the IR (infrared) Port on COM 2.
- 3.Enable Serial Port on COM 1.
- 4.Restart the machine.
- 5.Install PalmPilot Desktop.

IBM ThinkPad 760EL

No special settings are required prior to installation of PalmPilot Desktop.

IBM ThinkPad755 and Older Models

These computers come with two serial ports: by default, Port B is dedicated to an internal modem, and Port A is disabled to permit use of an infrared port. The infrared port must be disabled before freeing up an IRQ address to enable serial Port B.

1) Be sure that the PS2.EXE utility is present on the ThinkPad. The utility is usually located in the C:\thinkpad\ directory.

2) At a DOS prompt type "ps2 ? irq"

This should produce a chart showing the IRQ address of the devices used by the computer. The chart has "X"s and "O"s. An "O" indicates that a device is currently assigned the indicated IRQ; an "X" indicates that the device will be assigned the indicated IRQ after Enable is selected.

The default BIOS settings are:

Serial -A (IRQ 3 or 4) with an X under IRQ 4
Serial -B (IRQ 3 or 4) with an X under IRQ 3
Parallel (IRQ 5 or 7) with a O under IRQ 7
DSP (IRQ 5, 7, 10, 11, or 15) with an O under
IRQ 10
MIDI/Sound Blaster (IRQ 5 or 7) with an O under
IRQ 5
Modem (IRQ 3 or 4) with an O under IRQ 3
IR or infrared (IRQ 3, 4, 5, 10,11, or 15) has an
O under IRQ 4
Enhanced Video (IRQ 3, 4, 5, 7, 9, 10, 11, or 15)
has an X under IRQ 9
CD-ROM/Second Hard Drive (IRQ 15) has an O
under IRQ 15
Note the settings of Serial A, the IR (infrared) port,
and that IRQ 11 is unassigned.

3) Enter the following commands at the DOS prompt.
Order is important:

3.1) ps2 ir disable

This disables the IR (infrared) port. The screen will blink and the message OK will be returned.

3.2) ps2 ir irq 11

This assigns the infrared IRQ setting to 11, where it will not conflict with Serial A. The screen will blink and the message OK will be returned.

3.3) ps2 sera add 1

This sets Serial A to use COM 1. The screen will blink, and the message appears: "Restart the system for changes to take effect." Do NOT restart at this time.

3.4) ps2 sera enable

This enables Serial A, making sure it is turned 'on'. Screen blinks and the message appears: "Restart the system for changes to take effect". Do NOT restart at this time.

3.5) ps2 ser on

This makes sure that Serial A has power. Screen blinks and the message OK will be returned.

4) Shutdown and then reboot the machine. Win95 owners need to follow normal (complete) shutdown procedure before turning their machines off.

5) Following the changes above, check the settings by entering at a DOS prompt "ps2 ? irq"

The important indications to note should now be:

- Serial -A has an O under IRQ 4
- IR (Infrared) has an O (or an X) under IRQ 11
- The ThinkPad's Serial A port is now enabled and
- configured as COM 1 with IRQ 4
- The IR port has IRQ 11.
- Serial B is still set for the internal modem.

Installation Instructions for 1MB Pro Upgrade Cards

The installation instructions in the PalmPilot Installation Guide for the 1MB Professional Upgrade memory cards can be confusing. This document clarifies proper installation procedures.

Some of the PalmPilot 1MB Professional Upgrade cards shipped to clients were not labeled as anticipated. These cards function as they should, however the "US Robotics..." labeling text is on the underside of the cards, not on the top surface of the cards.

This is confusing given installation step 7 of the Installation Guide, which specifies:

Remove the PalmPilot 1MB Professional Upgrade card from its electrostatic discharge bag and firmly insert it into the memory card socket with the text "US Robotics" facing you.

Given the mislabeling of the cards, the proper installation instructions for step 7 should read:

Remove the PalmPilot 1MB Professional Upgrade card from its electrostatic discharge bag and position the card with the shiny connectors on the bottom and the notched corner on the bottom left. Firmly insert the card into the memory card socket as indicated.

This installation procedure will work for all PalmPilot 1MB Professional Upgrade cards, regardless of the positioning of the "US Robotics..." text. Follow the rest of the steps outlined in the Installation Guide to complete installation and begin using the upgrade card.

Pilot & PalmPilot Operating System Review

All PalmOS 1.0.* updates take advantage of previous updates (i.e. Update 1.0.4 includes the fixes of Update 1.0.2, and Update 1.0.6 includes the fixes of 1.0.4 and 1.0.2.)

1.0

The 1.0 version of the PalmOS was the original version of the OS included in the ROM of Pilot 1.0 devices. Prior to the general release of the Pilot, several improvements were made which were included in the 1.0.2 patch. [No 1.0.1 patch was ever circulated.] All Pilot 1000s and 5000s that were sold included the 1.0.2 patch already installed in the RAM.

1.0.2

As noted above, the update 1.0.2 patch was included with all Pilot 1000s and 5000s originally sold in the U.S., with the 1.0.2 patch already installed in RAM. (This is why when you originally bought your Pilot, it came with the batteries preinstalled - to keep the RAM patch active.) It was also included on PC disks that have version 1.0 in the upper left hand corner.

The 1.0.2 patch fixed several problems: failure to wake up after being turned off (the "wake-up" problem), battery drainage problems, and loss of data (stemming from complete battery drainage). In addition, the 1.0.2 patch turned off an Easter egg inserted in the Pilot OS software, the VW bug that chugs across the screen. For this reason, if a Pilot evidences the VW crossing the screen, suspect that the Pilot is running on the original 1.0 software. [Note: the Easter egg remains, but it must be activated purposefully.]

1.0.3

PalmOS version 1.0.3 was the original release version on the ROMs of the German and French Pilot 1000s and 5000s. All of the menus and screens are in the appropriate language for the Pilot (German or French.)

1.0.4

Update 1.0.4 was the second patch to be released. It was originally posted to the internet for users to download and install on their Pilots. It was also included on PC disks sold with Pilot 5000s and 1000s, these disks have Version 1.0.4 for Windows in the upper right hand corner. The disks that come with the MacPac also come with the 1.0.4 update.

This patch fixed a double tap problem that was seen on some Pilots. The "double tap" problem was seen when tapping on one of the front panel buttons. Normally when you tap one of the front panel buttons it will bring up the appropriate application, but when your Pilot has the double tap problem, it will bring up the last application you were in, then when you tap again, it will bring up the appropriate application.

1.0.5

This patch was not released to the public.

1.0.5b1

Note Regarding 1.05b1: Normally a higher revision patch will always replace a lower patch (i.e. you can install 1.0.6 over 1.0.4 without having to manually delete 1.0.4). However, HotSync 1.0.5b1, a beta version, must be manually deleted.

1.0.6

Update 1.0.6 is the latest patch for the Pilot 1000 and 5000. It has never been packaged with a Pilot 1000 or 5000. It is available on the Web or on disk, if a user is unable to access the web.

This patch fixes the memory heap problem. The heap problem can be seen when you have enough memory to install an application, but when you try to install the program, you receive a message back that "Your Pilot may be full. Check your Pilot's Memory Application." This is caused when the Pilot cannot find enough room in any one heap to put the program, so the Pilot returns the memory full message. The patch "unbalances" the heaps, moving small data packets to make a large block of memory space available in a single heap.

2.0

PalmOS 2.0 is the OS for the U.S. PalmPilot Personal and the PalmPilot Professional. This version is shipped on the ROMs of the PalmPilot Personal and Professional. The 2.0 OS takes advantage of the memory management scheme found in the 1.0.6 patch.

2.0.1

The Palm 2.0.1 OS update adjusts the sensitivity of the screen digitizer on the PalmPilot. Some PalmPilot users have observed occasional erroneous cursor and highlight responses on the lower left edge of the viewer display area when tapping or using Graffiti. The 2.0.1 system update changes the digitizer sensitivity to greatly reduce the chances of such erroneous registrations appearing while maintaining the overall sensitivity of the display.

The update is available for download on the Web.

2.0.2

The 2.0.2 patch is for foreign language PalmPilots.

2.0.3

The 2.0.3 patch fixes a problem with alarms scheduled by third-party applications. If an application was removed after it had set a time for an alarm to go off, the alarm time would be retained in the system. At the time the alarm would have gone off, a fatal error would occur, making a soft reset necessary. The 2.0.3 patch kills the alarm if it cannot find the application that originally set it.

The patch also takes care of a "ping" problem associated with the PalmPilot's TCP/IP stack.

2.0.4 (Palm OS v2.0.4 Update)

Systems Affected

This Palm OS v2.0.4 update is designed exclusively for use on PalmPilot organizers currently running Palm OS v2.0.x software. This update is not intended for use with Palm OS v1.0.x software - if installed, it will have no effect.

Purpose

The Palm OS v2.0.4 software update includes several enhancements and fixes to the Palm v2.0 operating system. The update includes the following:

Improves battery life. Balances the "tap" sensitivity on the PalmPilot screen. Handles alarms properly even after the application (that generated the alarms) is deleted. On the PalmPilot Professional Edition organizer, responds to "Ping" commands properly.

Palm OS 3.0

Palm OS 3.0 is the operating system for the Palm III. The 3.0 OS comes with support for Infrared. This includes support for sending, receiving categories, records, and applications. You also find that there is a new Application Launcher with support for categorizing applications. In the new application launcher, you are able to view applications either in Icon or List view. Additionally, the Memory application that was present in previous versions of the Palm OS has been integrated into the Launcher as well.

Installing Palm OS Updates

Users may run either the Windows or Macintosh version of the PalmPilot Install Tool included with the PalmPilot Desktop software to install the update*.

If you have downloaded the upd20x.zip file:

- 1.Extract the file using a standard unzip utility.
- 2.Select the PalmPilot Install Tool in the PalmPilot Desktop program folder.
- 3.Select the correct user name from the "User Name" list.
- 4.Click the Browse button.
- 5.Locate upd204.prc file and double-click on it.
- 6.Click Install.
- 7.Click Exit.

If you have downloaded the upd20x.exe file:

- 1.Locate the directory where the upd204.exe file is stored.
- 2.Double-click on upd204.exe to extract the file.
- 3.Select the PalmPilot Install Tool in the PalmPilot Desktop program folder.
- 4.Select the correct user name from the "User Name" list.
- 5.Click the Browse button.
- 6.Locate upd204.prc file and double-click on it.
- 7.Click Install.
- 8.Click Exit.

During the next HotSync synchronization, the new system software automatically downloads to your PalmPilot organizer.

*Please refer to page 149 of the PalmPilot Handbook for more details.

HotSync Manager Review

1.0

HotSync Manager 1.0 was the original version of HotSync Manager released with Pilot 1000s and 5000s. It shipped with all versions of the Pilot (international as well as domestic).

1.1

HotSync Manager 1.1 was released to fix a problem discovered with HotSync Manager 1.0: only the first 32 databases were backed up during a HotSync using version 1.0. The default programs on the Pilot 1.0 devices take up 17 of the 32 available databases. An additional 15 databases are then backed up, their order determined by the order that they have been loaded on the Pilot. (Programs count as databases even though they are never backed up. Program data that is saved, e.g. game high scores, are also saved as separate databases.) HotSync 1.1 was distributed to customers via the web, and on disk.

Version 1.1 introduced a different problem. In this version all of the databases are backed up, but they are only backed up during the first HotSync. Once they have been backed up they will not be backed up again until the old backup files have been erased.

1.2

HotSync Manager 1.2 is a proprietary version of HotSync Manager created by Franklin Quest to HotSync with their Ascend 97 program. It does not support any third-party conduits and will not allow HotSyncing to anything but the To Do List in Pilot Desktop.

2.0

HotSync Manager 2.0 was released with PalmPilot Personal and Professional. It is shipped with PalmPilot Personal and Professional.

HotSync Manager 2.0 has the benefits of HotSync Manager 1.0 and HotSync Manager 1.1. It not only backs-up all of the databases, but it also does it every time.

2.01

HotSync Manager 2.01 backs up some third-party applications that were not backed up with HotSync Manager 2.0 (e.g., like databases with a .dat extension). See PalmPilot Desktop 2.1 Upgrade in the PalmPilot Customer Support Pages.

Network HotSync 1.0 (a.k.a. Network HotSync Manager 2.1)

Network HotSync is sold as part of the PalmPilot product family– it is not available as a free upgrade for HotSync Manager 2.0.x . It allows PalmPilot users to perform HotSync's with their own PC either through a dial-in connection with a corporate remote access server (RAS), or through another PC on the same LAN or WAN. For more details, see the Network HotSync FAQ or the Network HotSync HelpNotes section on the web.

Conduit Manager for Macintosh 1.01

Conduit Manager 1.01 fixes a problem with backing up database data of 3rd party applications after the first HotSync with them installed on a PalmPilot. It is currently available on the web.

3.0

HotSync Manager 3.0 was released with the Palm III. It comes standard with support for Network HotSync, which needs to be activated. Activation of Network HotSync needs to be done by running a setup program that can be obtained from the Palm web site.

Guide to Pilot & PalmPilot Resets

Soft Resets:

A soft reset is normally performed by sticking a paper clip end into the small hole in the back of the Pilot in the middle of the serial number sticker (known as the reset switch). A soft reset will clear all of the dynamic heap (Heap 0, Card 0). The storage heaps will be left alone. The OS will restart itself from scratch; new stack, new global variables, restarted drivers, reset communications port. All application on the device will receive the SysAppLaunchCmdReset message.

Holding the up-arrow key down while pressing the reset switch will cause the same soft reset logic with the following 2 exceptions:

- 1.The SysAppLaunchCmdReset message will not be sent to the applications. This is often useful if there is an application on the device which crashes upon receiving this message (not uncommon) and therefore prevents the system from booting.
- 2.The OS will not load any system patches during startup. This is useful if you need to delete or replace a system patch database. If the system patches are loaded, and therefore open, they cannot be replaced or deleted from this system.

Hard Resets:

A hard reset is performed by pressing the reset switch while holding the power key down.

This will cause all of the effects of the soft reset plus:

The storage heaps will be erased. This means all programs, data, patches, user information, etc. is lost. A confirmation message will be displayed asking the user to confirm the deletion of all data.

The SysAppLaunchCmdReset message will be sent to the applications at this time. If the user selected the "Delete all data" option, the digitizer calibration screen will come up first. The default databases for the four main applications will be copied out of the ROM.

When the "Delete all data" message is displayed, if you hold down the up arrow key, and then press the other four application buttons while still holding the up arrow key, the system will be booted without reading the default databases out of the ROM for the four main applications.

Product Specifications

PalmPilot Environmental Specifications:

Operating Temperature ==> 0°c to 50°c

Thermal Shock ==> 10°c to 50°c rapid transition

Storage Temperature ==> 10°c to 60°c

Humidity ==> 5% to 90% RH non-condensing

Quasi-Random Vibration ==> 3 axis vibration to 20Gs RMS for 4 Hrs

Abrasion Resistance ==> 15 Gallons of sand @

Sand/Dust Resistance ==> 0.3 grams/cubic ft. @ 1750 fpm

Operating Altitude ==> 100 to 5000 meters

Rain ==> Moisture resistance for rain 2-4 inches per hour

ESD ==> 20KV

Unpackaged Drop ==> 3 ft to concrete (all sides and corners 4 times)

http://palmpilot.3com.com/devzone/tn_specs.html

PalmPilot Durability Specifications:

Keypad Life ==> 1,000,000 keystrokes

On/Off Switch ==> 500,000 cycles

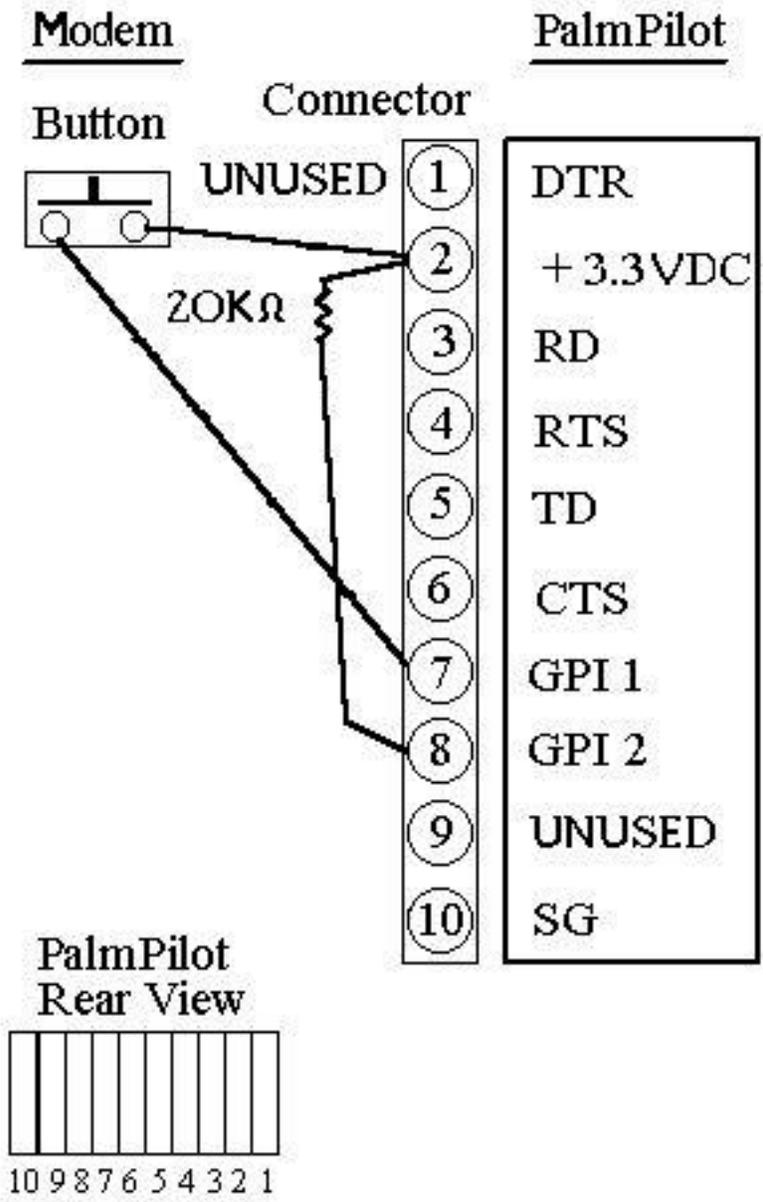
Dock connection ==> 3,000 insertions

Serial Connector Contact ==> 3,000 insertions

http://palmpilot.3com.com/devzone/tn_specs.html

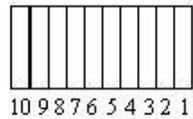
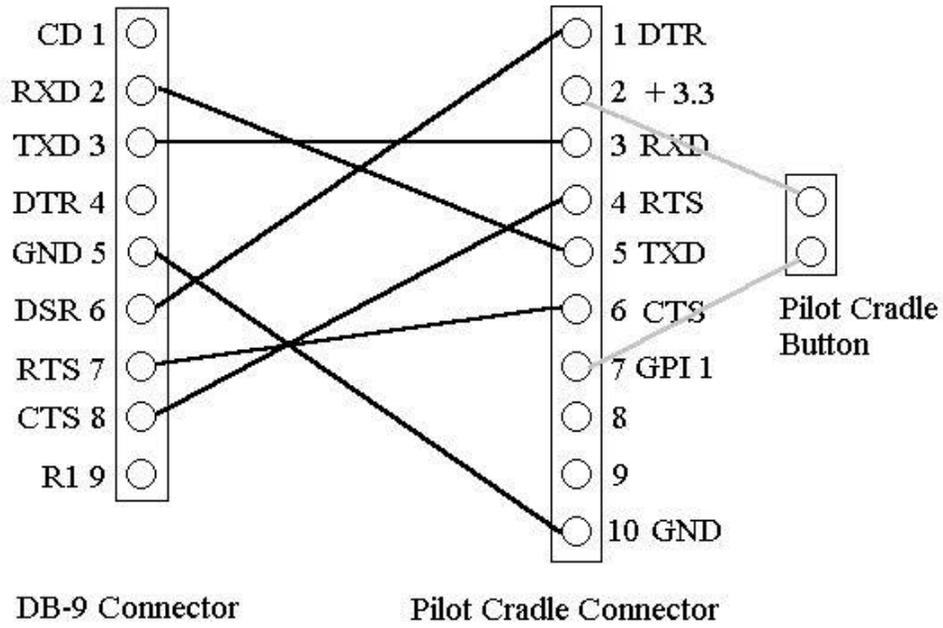
Serial Port Pinouts: Modem

For 1000, 5000, Personal, Professional, and Palm III



<http://palmpilot.3com.com/images/modem.gif>

Serial Port Pinouts: Cradle and Organizer



Pilot Rear View

<http://palmpilot.3com.com/devzone/images/pinouts.gif>

Palm Computing, Inc., Year 2000 Limited Warranty

Palm Computing, Inc., a subsidiary of 3Com® Corporation, hereby certifies that the following date-data sensitive Palm Computing® products, namely the Pilot 1000, Pilot 5000, PalmPilot™ Personal Edition, Enter keyword(s) & hit PalmPilot Professional Edition, and Palm III™ connected organizers, including the companion desktop software for the PC and Mac, will continue performing properly with regard to such date-data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the Palm Computing products, including hardware, software, and firmware, accurately exchange date-data with the Palm Computing products. Palm Computing makes no certification regarding the Year 2000 status of any other Palm Computing products.

Any Palm Computing platform application that makes correct use of Palm Computing platform date and time functions will not have a problem transitioning to the year 2000. The date and time utilities for the Palm Computing platform use 32 bits to store seconds, starting at January 1, 1904. This approach allows the correct representation of dates up to 6:28:15 A.M. on February 6, 2040. Provided the product is still being sold, Palm Computing will make software enhancements to remove this limitation to the Palm Computing platform well in advance of this date.

Customers using date and time utilities other than those supplied by Palm Computing, should check with the developer to determine if the software will correctly handle all of the subtle issues of date and time conversion.

If it appears that any Palm Computing product (hereinafter "Product") does not perform properly with regard to such date-data on and after January 1, 2000, and Customer notifies Palm Computing before the later of April 1, 2000, or ninety (90) days after shipment of the Product by Palm Computing or its authorized reseller, Palm Computing shall, at its option and expense, provide a software update which would effect the proper performance of the Product, repair the Product, deliver to Customer an equivalent Product to replace the Product, or, if none of the foregoing is feasible, refund to Customer the purchase price paid for the Product.

Any software update, replaced or repaired Palm Computing product will carry a Year 2000 Limited Warranty for ninety (90) days or until April 1, 2000, whichever is later.

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Windows 95 and NT 4.0 Help

PalmPilot Desktop 2.1

Disclaimer

International Users – The PalmPilot Desktop 2.1 Upgrade is for English versions of the PalmPilot Desktop only. Localized versions are NOT supported.

The PalmPilot Desktop 2.1 Upgrade is not a complete version of PalmPilot Desktop software and only updates some modules of the program. This upgrade adds Microsoft Word and Excel 97 support to your PalmPilot Desktop 2.0 for Windows 95 and NT systems. In addition, the upgrade includes Eudora 3.0.1 as a supported e-mail system for the PalmPilot Mail application. Please refer to the information below for other enhancements and fixes included in this software upgrade.

Note: The Palm OS v. 2.0.4 update is also included in this upgrade but must be installed separately. See the section entitled "Installing System OS Update v. 2.0.4 to the PalmPilot" for more information.

This upgrade release is intended for current PalmPilot Personal and Professional users with:

PalmPilot Desktop 2.0 and HotSync Manager 2.0 running on a Windows 95/NT system

OR

Pilot Desktop 1.0 and HotSync Manager 1.1 running on a Windows 3.1x system. For this configuration, Setup will only update some program files to include fixes and will not upgrade your Pilot Desktop software or HotSync Manager.

If your system configuration does not match these requirements, Setup will not install the upgrade.

If you are running Pilot Desktop 1.0 and HotSync Manager 1.1 on a Windows 95 system, please read the Section titled HotSync Manager 1.1 on Windows 95 systems.

Note: Installing this update will rename the original PalmPilot Desktop README file to READOLD.TXT.

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Installation

System Requirements

- Windows 95 or Windows NT 4.0
- PalmPilot Desktop 2.0 with HotSync Manager 2.0
- IBM-compatible 386 PC or higher
- 8 MB RAM minimum (16 MB recommended)
- 10 MB available hard disk space for Windows 95/NT 4.0
- One available serial port
- Mouse

Installing PalmPilot Desktop 2.1 Upgrade from the PalmPilot Website

Download the .zip or .exe file from the PalmPilot website (to download now, [click here](#)). If you have downloaded the .zip file, extract the upgrade files by using a standard unzip utility. If you have downloaded the .exe file, extract the upgrade files by double-clicking on the ppilot21.exe file.

Close and exit any open Windows programs, including HotSync Manager, and disable any virus-scanning software. Remove the PalmPilot from the cradle. Double click on Setup.exe and follow the on-screen instructions.

Installing PalmPilot Desktop 2.1 Upgrade Using 3.5" Disks

Close and exit any open Windows programs, including HotSync Manager and disable any virus-scanning software. Remove the PalmPilot from the cradle. Insert the SETUP disk into your 3.5" floppy drive. Select Run from the Program Manager File menu or the Start menu. Type A:SETUP or B:SETUP. Then click OK to begin the SETUP procedure. Follow the on-screen instructions.

Messages you may receive during installation:

Cannot Find PalmPilot Desktop Software

If you do not have a copy of PalmPilot Desktop 2.0 installed on your computer or if it is not installed properly, Setup will not install the upgrade.

To correct this problem, install a complete version of PalmPilot Desktop 2.0 included with your PalmPilot organizer.

Or reinstall PalmPilot Desktop following the procedures below:

Backup your data by performing a HotSync. Select "Uninstall PalmPilot Desktop" from the PalmPilot Desktop program group/folder. Reinstall the PalmPilot Desktop program by double-clicking on Setup.exe on the PalmPilot CD or Setup disk.

Cannot Install Word or Excel Macros for PalmPilot Desktop

When you install PalmPilot Desktop, if Microsoft Word is running or is not installed on your computer, you will receive an error message indicating that the macro files will be installed in your PalmPilot Desktop directory.

To ensure successful installation of the macro files, close Microsoft Word or Excel and reinstall the upgrade.

Note: This upgrade includes Word and Excel macro files that are compatible with Microsoft Word 97 and Excel

97. This means that the drag-to feature in PalmPilot Desktop will work with Microsoft Word 97 and Excel 97 after you install the upgrade.

The upgrade installer will detect the version of Word and Excel installed on your computer and copy the appropriate versions of the macros accordingly.

If you reinstall Office 95 over Office 97, run the upgrade again to install the correct macro files.

Verify a Successful Upgrade

To verify that the upgrade has been successfully installed, look in the About box of PalmPilot Desktop and HotSync Manager for the updated version numbers.

On a Windows 95/NT 4.0 system, the PalmPilot Desktop version number should be updated to version 2.1, and the HotSync Manager version number should be updated to version 2.0.1.

HotSync Manager 2.0.1 Not Installed

If you are currently running HotSync Manager 2.0, after you install this upgrade, HotSync Manager should be updated to version 2.0.1. Look in About box of HotSync Manager for the version number. If it is not updated, make sure you close HotSync Manager and all opened dialog boxes before you reinstall the upgrade.

Installing System OS Update v. 2.0.4 to the PalmPilot

The Palm OS v2.0.4 software update includes several enhancements and fixes to the Palm v2.0 operating system. The update includes the following:

Improves battery life. Balances the "tap" sensitivity on the PalmPilot screen. Handles alarms properly even after the application (that generated the alarms) is deleted. The PalmPilot Professional Edition organizer responds to "Ping" commands properly.

Users may run either the Windows or Macintosh version of the PalmPilot Install Tool included with the PalmPilot Desktop software to install the update.

To install this update*:

1. Select the PalmPilot Install Tool in the PalmPilot

- Desktop program folder.
2. Select the correct user name from the "User Name" list.
 3. Click the Browse button.
 4. Double-click on the Update directory
 5. Double-click on the v2.00 directory
 6. Double click on the upd204.prc file.
 7. Click Install.
 8. Click Exit.

During the next HotSync synchronization, the new system software automatically downloads to your PalmPilot organizer.

*Please refer to page 149 of the PalmPilot Handbook for more details.

Microsoft Word 97 and Excel 97 Compatibility

This software release updates your PalmPilot Desktop 2.0 to 2.1, which is compatible with Microsoft Word 97 and Excel 97. This means that the drag-to feature in PalmPilot Desktop 2.1 will work with Word 97 and Excel 97. In addition, the Expense launcher in PalmPilot Desktop 2.1 will now work with Excel 97.

Note: If you drag a large number of records to the Excel icon in the PalmPilot, you may notice that while the records are pasted into Excel, the screen flickers and the speed may be slower compared to dragging to earlier versions of Excel. We are currently working on improving the drag-to speed.

Additional Note: Do not perform a HotSync while records are being transferred to Word or Excel. This operation will cause unpredictable results.

PalmPilot Mail Enhancements

Eudora 3.0.1 (32-bit)

PalmPilot Desktop 2.1 (Professional Edition) now lists Eudora 3.0.1 as a supported e-mail system. To successfully synchronize the PalmPilot Mail with Eudora 3.0.1, follow these steps:

Contact Qualcomm to obtain Eudora Pro or Light version 3.0.1.

Launch Eudora.

Select the Tools menu and choose Options.

Scroll down the Category box and click on MAPI.

Choose "Use Eudora's MAPI server: When Eudora is running". Note: If you choose the option

"Always", you will not be able to launch MS Exchange on your system until you change this option. In PalmPilot Desktop 2.1, Select Custom from the HotSync menu. Highlight Mail and click the Change button. Select Eudora 3.0.1(32-bit) from the "Synchronize with" drop-down menu. Click OK.

Lotus cc:Mail with Multiple Text Items

With this upgrade, PalmPilot Mail application now properly synchronizes and downloads e-mails with multiple text items generated by Lotus cc:Mail.

Moving PalmPilot Desktop Data to another Directory

You can now move PalmPilot Desktop data to another directory, from the default Pilot directory, without affecting the Mail synchronization.

Microsoft Exchange 4.0 clients and PalmPilot Draft Mails

This upgrade fixes the synchronization problem with Microsoft Exchange 4.0 e-mail clients when draft mails exist on the PalmPilot Professional Edition.

PalmPilot Expense Enhancements

Microsoft Excel 97 Support

The updated PalmPilot Expense modules now support Microsoft Excel 97. Clicking on the Expense launcher in PalmPilot Desktop 2.1 launches Office 97 Excel and automatically generates an expense report if expense data exists.

Mileage in Expense Report is now converted properly

Mileage entered in an expense report is properly treated as mileage data instead of currency data.

HotSync Manager Enhancements

HotSync Manager 2.0.1

This release updates HotSync Manager 2.0 to 2.0.1. HotSync Manager 2.0.1 properly backs up 3rd party add-on application databases.

HotSync Manager 1.1 on Windows 95 Systems

If you are using Pilot Desktop 1.0 and HotSync Manager 1.1 on a Windows 95 system, this upgrade will only update the backup conduit so that it will properly back up 3rd party add-on application databases.

If you are using a PalmPilot organizer (Personal or Professional Edition), we recommend that you upgrade to the complete version of PalmPilot Desktop 2.1. Install PalmPilot Desktop 2.0 that comes with the PalmPilot organizer. Then install this upgrade.

Word Macro Error 102

Problem:

When dragging an Address Book entry from the Desktop to Microsoft Word, an error results that reads:

WordBASIC err=102
Command Failed

The error message is generic (does not specify problem) and is derived from MS Word.

Solution:

1. Uninstall Microsoft Office 97
2. Verify the Office 97 directory is clear of all files except for possible documents
3. Uninstall the Palm Desktop
4. Reinstall Microsoft Office 97
5. Reinstall Palm Desktop

PalmPilot README 2.0

This version of the PalmPilot Desktop README document contains additional important information about PalmPilot and the companion PalmPilot software not included in the README documents accompanying the software. Content that may not be in the shipping README documents is marked with asterisks (***)

We strongly recommend reviewing the entire document for information not available in the user manual.

Note: PalmPilot Personal Edition and PalmPilot Professional Edition are names for the new PalmPilots with backlight and Palm OS 2.0. The companion desktop software is called PalmPilot Desktop 2.0, which supports Windows 95 and NT 4.0. Windows 3.1x and Macintosh users will find their desktop application named Pilot Desktop 1.0. Unless specified, PalmPilot and PalmPilot Desktop will be used as generic references to the organizer and desktop software.

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- Upgrading From Pilot 1000 or 5000
- Using PalmPilot With Multiple PCs
- Windows 3.1x
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INSTALLATION

System Requirements

- Windows 95, Windows NT 4.0, Windows 3.1x, or Windows for Workgroups
- IBM-compatible 386 PC or higher
- 8 MB RAM minimum (16 MB recommended)
- 10 MB available hard disk space for Windows 95/NT 4.0 (13 MB for Windows 3.1x)
- CD-ROM drive (3.5" diskettes available upon request*)
- One available serial port
- Mouse

Installing PalmPilot Desktop using CD-ROM*

*In US and Canada, call 800-881-7256 for disk fulfillment.

Exit any open Windows programs and disable any virus-scanning software. Remove the PalmPilot from the cradle. Insert the PalmPilot CD-ROM into the CD-ROM drive. Choose Run from the Program Manager File menu in Windows 3.1x or from the Start menu in Windows 95. Enter d:\setup.exe (or the drive your CD-ROM drive is mounted to.)

Note: Our documentation states that the CD will automatically load. This is incorrect. We have disabled the auto-play feature to make it more flexible for you to run the program when convenient.

When the PalmPilot screen appears, click the Install button to begin the software installation. A black screen with "Loading . . . please wait." appears. Wait a few seconds for the setup program to load. If you click on the black screen while Setup is loading, the CD program will have focus, and the Setup program will be forced to run in the background. To return to the Setup program, press ALT-TAB. You may need to hold down the ALT key while hitting the TAB key several times to select the Setup program. Follow the on-screen installation instructions.

After installation of PalmPilot Desktop is complete, click the "Return to PalmPilot CD" button to continue.

Installing PalmPilot Desktop Using 3.5" Disks

Exit any open Windows programs and disable any virus-scanning software. Remove the PalmPilot from the cradle. Find the SETUP disk and insert it into your 3.5" floppy drive.

If you are using Windows 3.1x

- From the Program Manager, select Run from the File menu and type: A:\SETUP or B:\SETUP
- Then click OK to begin the SETUP procedure

If you are using Windows 95,

From the Start menu, select Run and type: A:\SETUP or B:\SETUP Then click OK to begin the SETUP procedure

Follow the on-screen instructions.

Activating PalmPilot Mail (for Professional Edition only)

In order to synchronize your desktop e-mail system with PalmPilot Mail, please follow the instructions below to activate PalmPilot Mail.

- Make sure PalmPilot Desktop has been correctly installed.
- In Windows 95/NT 4.0, select "Custom" from the HotSync Options menu. In Windows 3.1x, double-click on the Customize icon in the PalmPilot Desktop program group.
- Select the Mail conduit and click the Change button.
- Click on the Activate PalmPilot Mail checkbox.
- Select the desktop e-mail system you use in the Synchronize With drop-down menu.
- Enter the User Name and Password you use to log into your desktop email system.

Important: Each e-mail system that PalmPilot Professional works with has its own configuration parameters. Please click the Help button to learn about other settings specific to your desktop e-mail system.

After configuration is complete, click OK. Click Done.

The next time you synchronize, the messages from your desktop inbox will appear in the PalmPilot inbox.

Cannot Install Word or Excel Macros for PalmPilot Desktop

When you install PalmPilot Desktop, if Microsoft Word is running or is not installed on your computer, you will receive an error message indicating that the macro files will be installed in your PalmPilot Desktop directory. To rectify this situation, after setup is complete, open your PalmPilot Desktop directory and copy the file PALMAPP.DOT to C:\MSOFFICE\WINWORD\STARTUP (Word) or copy the file PALMAPP.XLT to C:\MSOFFICE\EXCEL\XLSTART (Excel). These files are required to make the drag-and-drop feature in PalmPilot Desktop work. Note: The drag-and-drop feature only supports Microsoft Word v. 2.0, 6.0, and 7.0 It does not yet support Microsoft Word 97. Note: The Excel Macros and Expense templates require Microsoft Excel 5.0 or higher. They do not yet support Microsoft Excel 97.

Importing Handy Reference Information from PalmPilot CD-ROM

The PalmPilot CD-ROM ships with handy reference information including reservation numbers and international dialing codes. You may select and import only the reference information you want. Simply open the files with a text editor and customize the files. (Note: Reference text files can be imported into PalmPilot Desktop 2.0 only, for Windows 95 and Windows NT 4.0)

Importing Reference Files into PalmPilot Memo Pad:

1. Install PalmPilot Desktop software from the CD-ROM.
2. Open PalmPilot Desktop and click on the Memo button.
3. Select Import from the File menu.
4. Select Text (*.txt) as the file type.
5. Open the file you want to import.

Note: The Master Card file may not print on some printers if you select to print "View category". To print the Master Card file, select it and print "Selection". Importing US and Canada Information into PalmPilot Address Book:

1. Install PalmPilot Desktop software from the CD-ROM.
2. Open PalmPilot Desktop and click on the Address.
3. Select Import from File Menu.
4. Select Comma Separated (*.csv, *.txt) as the file type.
5. Open the file you want to import.
6. Follow the instructions under Tip.

If the PalmPilot Install CD or Tutorial Doesn't Display Correctly

To run the PalmPilot Tutorial or CD, you need a video system that supports 256 colors. This means that your video card, your Windows video driver and your monitor all need to support 256 colors. If the PalmPilot Tutorial doesn't run correctly or doesn't look right on your screen, the most likely culprit is the display driver for your video card. Try these steps to solve the problem:

- Set the display to 640x480 pixels with 256 colors, and try PalmPilot Tutorial again.
- If that doesn't work, try the standard "Super VGA" display driver that comes with Windows for Workgroups 3.11 (this driver is also available on the Microsoft BBS 206-936-6735).
- If the "Super VGA" driver doesn't solve it, then be sure to contact the video card manufacturer to find out if there's an updated driver for your card.

No Free Serial Ports for PalmPilot

If you do not have any free serial ports for PalmPilot, you may choose to share your serial port between PalmPilot and another serial device. To share the serial port, you will have to close

HotSync Manager to use that other device. If you plan to use PalmPilot this way, you may wish to set the HotSync Manager loading option to "Manual" under the HotSync, Setup menu in PalmPilot Desktop 2.0 or under Tools, Options menu in Pilot Desktop 1.0 to prevent it from loading every time you restart your computer.

Upgrading from Pilot 1000 or 5000

Upgrading from Pilot to PalmPilot Personal or Professional Edition

If you currently use Pilot and Pilot Desktop 1.0 and are upgrading to the new PalmPilot Professional Edition, please carefully follow the procedures below when you upgrade.

1. Perform a HotSync with your Pilot 1.0 and Pilot Desktop 1.0.
2. Install PalmPilot Desktop 2.0 to your Pilot Desktop directory (your user data will not be changed or moved). If you want to preserve your 1.0 data, copy the user directories and user.dat file to a new directory).

Note: Your Pilot 1.0 backup directory will be renamed to BakOld.V10.

3. Launch PalmPilot Desktop 2.0 to review your data.
4. Perform a HotSync with your Pilot 1.0 organizer and PalmPilot Desktop 2.0 to backup your shortcuts. Note: a new backup directory will be created.
5. If you are upgrading using the 1MB Upgrade to Professional Card, install that card following the instructions provided. If you have purchased a full PalmPilot Personal or Professional device, go to step 6.
6. Perform a HotSync with the new PalmPilot Edition and PalmPilot Desktop 2.0.

Important: HotSync before Creating New Categories on PalmPilot

On a brand new PalmPilot or after you hard reset your PalmPilot, it is important to perform a HotSync before creating new categories on the PalmPilot. Creating new categories before performing the first HotSync can cause some of your entries to be moved into the wrong categories.

What to do when you have 15 Categories and want to upgrade

PalmPilot allows you to define up to 15 categories (All and Unfiled are not user defined categories). If you have created 15 categories on your PalmPilot (Business and Personal deleted or renamed), before you HotSync with a new PalmPilot, you MUST delete the default categories,

Business and Personal, from the new PalmPilot, so that all 15 categories on your desktop will be copied to your PalmPilot. If you do not delete these default categories, two of the categories you defined will be removed and the records will be moved to Unfiled.

Data Compatibility between Pilot 1.0 and PalmPilot 2.0

Applications designed to work on PalmPilot 2.0 may not be compatible with Pilot 1.0 devices. Data created by Pilot 1.0, however, is compatible with PalmPilot 2.0 devices and PalmPilot Desktop 2.0. However, if you open your PalmPilot 1.0 files using PalmPilot Desktop 2.0 and save the files, you will not be able to open these files using Pilot Desktop 1.0 again.

Data Compatibility between PalmPilot Desktop for PC and Macintosh

To synchronize your data between PalmPilot Desktop on a PC and on a Macintosh, use your PalmPilot to perform a HotSync with the PC and then HotSync again with the Macintosh (or vice versa). If you transfer data files using disks, you will experience unpredictable time shifts in your To Do and Date Book records.

Before Performing a HotSync with a PalmPilot loaded with Profile Data

In PalmPilot Desktop 2.0, the Profile feature allows you to download information (such as a company phone list) to a PalmPilot without assigning a user ID to it. This is a convenient feature for MIS managers to download information to multiple PalmPilots before distribution. If your PalmPilot Personal and Professional Edition is pre-loaded with some profile data, and you already have existing Pilot 1.0 data on your desktop, do not perform a HotSync under these conditions because your data may be improperly categorized. Instead, follow the instructions below to import profile information and download it to your PalmPilot (only for PalmPilot users with existing Pilot 1.0 data):

Use PalmPilot Desktop 2.0 to generate or import the profile data you want to download to the PalmPilot. (Your MIS Department may handle this task for you). In PalmPilot Desktop 2.0, export the data as archives and distribute the archive files to PalmPilot users. Individual user can import the archive files into PalmPilot Desktop 2.0. Perform a HotSync with the PalmPilot.

*****Important: Do Not Load Pilot 1.0.X OS Updates on 2.0 PalmPilots**

OS updates created for the Pilot 1.0 devices (e.g. Upd104.prc files) are intended for devices running the Pilot 1.0 OS only. Attempting to load 1.0.X updates (PRC files) on a PalmPilot 2.0 OS device will lock-up the device, necessitating a hard reset that will erase all data.

Using PalmPilots With Multiple PCs

Important: All PalmPilots Must Have a Unique Name

If the PC running PalmPilot Desktop synchronizes with multiple PalmPilots, it's extremely important that each PalmPilot has a unique name. The first time you HotSync is when you assign the User Name to the PalmPilot. Synchronizing multiple PalmPilots with the same User Name will cause unpredictable results and potentially loss of your personal information. If you want to transfer information from one PalmPilot to another, do NOT synchronize the PalmPilots using the same User Name. Instead follow the steps below:

1. Assign a unique User Name to each PalmPilot.
2. HotSync both PalmPilots to the same PC.
3. In PalmPilot Desktop open the User Name account with the source information.
4. In Pilot Desktop 1.0, select and copy the desired records using the Edit, Copy command (Address Book, To Do List, and Memo Pad only). In PalmPilot Desktop 2.0, export the desired records as archives.
5. Open the target User Name account.
6. In Pilot Desktop 1.0, paste the copied records to the appropriate application. In PalmPilot Desktop 2.0, import the desired records as archives.
7. HotSync with the destination PalmPilot.

Using Your PalmPilot with Two PCs

If you often use two PCs (for example, a home PC and a work PC or a work PC and a laptop), you can install the PalmPilot Desktop software on both machines. If you synchronize on one machine, synchronizing on the second machine will work fine. You may notice that the synchronization process will sometimes take a little longer if you use HotSync on multiple PCs. This is normal. If you synchronize on two machines frequently, you may want to purchase an extra PalmPilot Cradle or, for traveling, a lightweight HotSync Cable. Both accessories are available by calling 800-881-7256 (inside the U.S. and Canada) or 408-848-5604 (outside the U.S. and Canada).

Windows 3.1x

If Pilot Desktop Doesn't Run Correctly on Windows 3.1x

If you are using Windows 3.1x and Pilot Desktop doesn't run or doesn't display correctly, there may be an incompatibility between your video driver and Win32s. Win32s is an extension

to Windows that allows it to run some Windows 95 applications like Pilot Desktop. To solve this problem, try changing your display driver to the standard Windows VGA driver. You can do this by exiting to DOS, enter CD \WINDOWS, type SETUP, and select VGA driver. Now try running Windows again and Pilot Desktop. If the standard VGA driver fixes your problem, contact your video card supplier to get an updated video driver.

***Load Share If Pilot Desktop Does Not Run Properly

Pilot Desktop will not automatically write the Share.exe command to your Autoexec.bat file. If you encounter difficulties running Pilot Desktop and the Share command is not loaded by your Autoexec.bat, you should add the following line: share.exe.

***PC Should Restart After TZ Command Written to Autoexec.bat

The Pilot Desktop installation process will write the Time Zone setting command (e.g. TZ=PST8PDT) to your Autoexec.bat file if that command does not already exist. However, for that command to take effect, your PC needs to be restarted. If you notice that the times of your appointments have shifted following a HotSync, you should restart your PC to insure that the TZ command is in effect.

HotSync Seems Slower on Windows 3.10

If you set HotSync to run "As Fast As Possible", it will run at a speed of 57,600 bps on Windows 95, Windows 3.11, and Windows for Workgroups 3.11. Due to a limitation in the Windows communications driver, HotSync runs at 19,200 bps on Windows 3.10.

Not Enough Memory to Load <<DLL>>

If you see an error message, "Not Enough Memory to Load <<DLL>>", where <<DLL>> stands for the name of a PalmPilot Desktop application, your Windows installation may not be configured properly to run PalmPilot Desktop. Remember, PalmPilot Desktop requires a minimum 8MB of RAM. If you do not have at least 8MB of RAM on your PC, you will have to upgrade to run PalmPilot Desktop. If you do have 8MB of RAM, try some or all of the following steps to increase your available memory:

If other applications are running, close them and try running PalmPilot Desktop again. If you have applications that run automatically when you start Windows, remove them from your StartUp folder or your WIN.INI file. After removing the applications that start automatically, restart Windows and run PalmPilot Desktop again. Note, by default the HotSync Manager is installed in your StartUp folder. You shouldn't have to remove HotSync Manager to run PalmPilot Desktop. If neither of the two suggestions above works, try setting your video driver to standard VGA. Some video drivers may take up an inordinate amount of system resources. To set your video driver to VGA in Windows 3.1x, exit to DOS, enter CD \WINDOWS, type SETUP, and select VGA driver. Now try running Windows again and PalmPilot Desktop. If you

have this problem with Windows 95 or NT 4.0, open the Control Panel and double-click on the Display icon.

***Pilot Desktop Help not Available

If you installed Pilot Desktop for Windows 3.1x from the Personal Edition CD-ROM, the help file is copied to the wrong directory; therefore, you will not be able to access Pilot Desktop Help. To rectify the problem, simply move the WINHLP32.DLL file from C:\windows\system\WIN32S to C:\windows

PALMPILOT DESKTOP

HotSync Fails After Standby Mode on Some Notebooks

If you notice that HotSync fails after your notebook computer wakes up from a standby or power saving mode, you must close the HotSync Manager and open it again to HotSync successfully. This problem is known to happen on the Compaq LTE 5100, Samsung Sens 800 LT, and other notebook computers. This problem is caused by the notebook turning off the serial port when it goes into standby or power saving mode. The HotSync Manager has trouble recovering from this situation.

Three workarounds to this problem are:

Configure your notebook to leave the serial ports on while your notebook is in standby mode. This solution may not be available on all computers. Check your notebook manual or with the manufacturer for details. Always restart HotSync Manager after your notebook wakes up from standby mode. Turn off the power saving features of your notebook computer.

HotSync on COM4 with an S3 Video Adapter

If you have a display adapter that uses an S3 chipset, COM4 will not be available for HotSync. S3 adapters conflict with COM4 ports. Note, some Diamond display adapters (including the Diamond Stealth) use the S3 chipset. If you have an S3 display adapter, you will need to reconfigure your system so you can HotSync on COM1, COM2 or COM3.

Completion Date not Recorded on To Do Items

On a PalmPilot Personal or Professional Edition, if the "Record Completion Date" option is selected, it will automatically record a completion date when you check off a to do item. The same feature exists on PalmPilot Desktop 2.0. However, if this option is not activated on the

PalmPilot but is activated on PalmPilot Desktop (or vice versa), completion date will be recorded only on the platform that has this option turned on. HotSync will not synchronize these settings.

Using Profile to download applications to PalmPilots

The Profile feature in PalmPilot Desktop 2.0 allows you to download data or applications to a PalmPilot without assigning a user ID to it. If you download applications, the applications will remain in the Install folder within the profile directory which is under the PalmPilot Desktop directory. If you do not want to download these applications any more, you will need to delete the .PRC files from the Install directory.

To Avoid Time Shifts in Date Book or To Do List

If you need to change the time on your computer, modify it by changing the system's clock, not time zone. Changing time zone will cause records in Date Book and To Do List in PalmPilot Desktop to shift accordingly. Alternatively, follow the steps below to avoid time shifts:

1. Perform a HotSync.
2. Change the time zone on your desktop computer.
3. Use HotSync Custom to specify Pilot overwrites Desktop for Date Book and To Do List.
4. Perform a HotSync.

USING PALMPILOT WITH A MODEM

Modem HotSync Settings

If you use a U.S. Robotics Sportster, Sportster SI, or Courier modem to HotSync with your PalmPilot and the modem speed is set to 2400 baud, we recommend using this setting for modem string: `AT&F&B1&H0&R1S0=1MIL0`. Simply enter this string in the PalmPilot Desktop software under Modem Setup, in the Setup String field.

Could Not Find Modem

If you use the PalmPilot Modem to HotSync with your PalmPilot and if the modem has low battery power, you may receive this message on your PalmPilot: "Could not find Modem". Replace the batteries and try again.

PALMPILOT EXPENSE

Note: All Expense related issues apply only to the PalmPilot Personal and Professional Editions.

Expense and Microsoft Office 97

This version of Expense does not currently support Microsoft Excel 97.

Creating and Restoring Expense records on PalmPilot

Unlike other PalmPilot applications, Expense records can only be created on the PalmPilot and transferred to the desktop during HotSync. They cannot be created on the desktop software. If you hard reset the PalmPilot, however, records that are on the desktop will be restored to the PalmPilot.

Purging and Deleting Expense Records from the PalmPilot

Purging and Deleting records from the PalmPilot will also delete the records from the desktop when you HotSync. Be sure to create and save your expense reports before you purge or delete the relevant records on the PalmPilot.

Problems with Opening Expense Reports on Dell xpi 90

On the Dell xpi 90 laptop, there may be a pre-installed utility called Desktop Management Interface (DMI). This utility may cause a conflict with launching Microsoft Excel from within PalmPilot Desktop. The workaround is to disable this utility.

Before Replacing Custom Currency, Create and Save Expense Reports

Only four custom currencies can exist on the Expense application at any one time. If you replace one of the custom currencies with a new one (e.g. change custom currency # 3 from Singapore to India), all occurrences of the original custom currency will be replaced by the new custom currency (e.g. all records entered as Singapore Dollars will now be listed as Indian Rupees). To avoid replacing any custom currency unintentionally, before you replace custom currencies that are in use, you **MUST** perform a HotSync with PalmPilot Desktop, create and save your reports, and delete or purge those records from PalmPilot.

"Runtime error 1004" message

Double-clicking on the Expense button in the PalmPilot Desktop will cause Excel to launch twice and bring up a "Runtime error 1004" message. Please click only once.

Overflowing Expense Reports

If your report contains too many records to fit on one expense report form, Expense creates multiple spreadsheets to cover this overflow (for sample templates 2-4). Sample1.xlt is a list format. So instead of multiple spreadsheets being created, multiple pages are created. You may need to manually remove or rearrange columns or rows, total columns, or change alignment settings on the overflowing pages.

Attendees and Notes fields Truncated in Excel Reports

Attendees and Notes fields in Expense records have a 4k limit while Excel cells have a 256 character limit. Any data beyond the Excel limit will be truncated in Excel reports. All the information is stored in EXPENSE.TXT. See the PalmPilot Handbook, Appendix C for more details.

Exchange Rate Dialog Box does not Appear

If a foreign currency is the only currency in a report, the foreign currency and exchange rate dialogs will not appear. To convert foreign currencies to your local currency before a report is created, you must have at least 2 types of currencies in the expense report.

Converting Foreign Currencies in Sample Templates

If you use Sample Templates Sample1.xlt or Sample4.xlt, to ensure accurate foreign currencies conversion, we recommend transferring the expense data to the spreadsheet first before converting currencies. These templates already include formulas for converting currencies and cells for entering exchange rates. If you use Sample Templates Sample2.xlt or Sample4.xlt, we recommend converting currencies first before transferring the expense data to the spreadsheet.

Changes in Expense Template Labels and Field Mappings

The sample templates have been modified to improve their performance since the user manual was printed. They still maintain the same design approach but some labels and field mappings have been changed.

New Template for Printing a List of Expense Records

DATALIST.XLT has been added as a new template since the documentation was printed. This template can be used to print out a complete list of your records.

PALMPILOT MAIL (for Professional Edition only)

Activating PalmPilot Mail

For instruction to activate PalmPilot Mail, see the installation section earlier in this README.

Deleting Mail on PalmPilot Deletes Mail on Desktop

PalmPilot Mail is designed to synchronize with the inbox of your desktop e-mail system. Therefore, if you delete a message on your PalmPilot, then synchronize, that message will be deleted from your desktop e-mail system. This is a feature--who wants to delete a message twice? Note: on some systems, the deleted message will appear in the "deleted" or "trash" folder on the desktop. In other e-mail systems, you cannot retrieve the message.

Mail Synchronization Fails When Dialing a Modem

During the PalmPilot Mail synchronization process, the Mail conduit requests the desktop to make sure it has all the most up-to-date messages. If this process requires dialing a modem, the HotSync process will time-out. The workaround is to set up the modem session BEFORE you begin the HotSync.

PALMPILOT TCP/IP (for Professional Edition only)

MSCHAP Support

The MSCHAP authentication protocol supported by Windows NT 4.0 RAS is not included in the PalmPilot TCP/IP. However, if you live in the United States, you can utilize this protocol by downloading an MSCHAP support file. See the support section of our web site for more details (www.usr.com/palm).

Files Installed by PalmPilot Desktop 2.0

The files listed below are installed by PalmPilot Desktop Version 2.0 on Windows 95 systems. This information may prove helpful troubleshooting any installation problems.

Windows 95

C:\ root level:
C:\Pilot directory

C:\Windows\System:

- 1.mfc40.dll 923 KB
- 2.msvcirt.dll 75 KB
- 3.msvcrtdll 268 KB
- 4.msvcrtd40.dll 65 KB

Registry Information under:

HKEY_CURRENT_USER

Software

U.S.Robotics

Pilot Desktop

HKEY_LOCAL_MACHINE

SOFTWARE

U.S.Robotics

PalmPilot Desktop

2.0

MS Word and Excel Macros

Windows 95 users can choose to install macros for Word and/or Excel.

Palmapp.dot is a template file installed in the startup directory of MS Word version 6.0 or version 7.0.

Under Windows 95 with MSOffice:

C:\MSOffice\Winword\Startup\Palmapp.dot

The Palmapp.dot file contains four macros:

- 1.AutoExit
- 2.PalmAppAddress
- 3.PalmAppMemo
- 4.PalmAppTodo

Palmapp.xlt is installed in the startup directory of MS

Excel version 5.0 or later.

Under Windows 95 with MSOffice:
C:\MSOffice\Excel\XLStart\Palmapp.xlt.

This file contains two macros:

- 1.PALMAPP.XLS!PalmAppAddress
- 2.PALMAPP.XLS!PalmAppTodo.

Word/Excel Macro Installation

Word and Excel Macro Icons Not Visible or Not Working: Checking the System Registry

I'm running PalmPilot Desktop 1.x or 2.x on my Windows 95 system, but I don't see icons for the Microsoft Word and Excel macros. How do I get the icons to appear in PalmPilot Desktop?

Note: if you are a Desktop 2.0 user, you may want to upgrade to PalmPilot Desktop 2.1, especially if you are using Microsoft Office 97 on your PC.

To fix this problem on a Windows 95 machine, you will need to use the Registry Editor.

1. Click on the Start button.
2. Click on Run.
3. Type in "regedit" and click OK.
4. Double-click on HKEY_CURRENT_USER.
5. Double-click on Software.
6. Double-click on Palm Computing (US Robotics).
7. Double-click on Pilot Desktop.
8. Double-click on the category where the macro is missing, for example: "ToDo". You will see a path that will lead you where your Word icon macro (drag0) or Excel icon macro (drag1) should be installed.

For example, for the Word icon macro, the path you may see could be the following:

Word.Document.6\protocol\StdFileEditing\server
* If you are using Office 97, you would see
"Word.Document.8" rather than "Word.Document.6"

while the Excel icon macro's path may be:

Excel.Sheet.5\protocol\StdFileEditing\server
* If you are using Office 97, you would see
"Excel.Sheet.8" rather than "Excel.Sheet.5"

9. To follow these example paths, you will need to go to HKEY_CLASSES_ROOT.
10. From there, go to Word.Document.6 or Excel.Sheet.5 (OR Word.Document.8 or Excel.Sheet.8, respectively, if you are using Office 97).
11. Double-click on protocol.
12. Double-click on StdFileEditing.
13. Double-click on server.
14. To the right, you will see the path of where your Microsoft Word or Excel is supposed to be installed. For

example, the path for your Microsoft Word application may be:

C:\MSOFFICE\WINWORD\WINWORD.EXE

15. If the path is incorrect, make the necessary corrections by clicking "(Default)" on the right hand side of the Registry Editor window. You will get an Edit String window, where you may type in the necessary corrections.

Word and Excel Macro Icons Not Visible or Not Working: Checking the Location of the Macro File

I tried the directions above and checked my Registry entries, but I still can't get the Word and Excel macro icons to show up, or they are still not working. Is there anything else I can do?

If your Word or Excel macros do not work, or if they do not appear in your Desktop application, check to see where you have the macro located in your directory.

For the Word macro, find the file palmapp.dot and place it into:

c:\msoffice\winword\startup

For the Excel macro, find the file palmapp.xlt and place it into:

c:\msoffice\excel\xlstart

Note: Once you've moved the palmapp.dot file to the c:\msoffice\winword\startup directory, be sure to close and reopen Word before trying to run the macro. If you receive the error message "Word Basic Error=124 Unknown Command, Subroutine or Function," this means that you did not properly exit Word after moving the file into the startup directory, and before dropping entries into the Word macro icon.

Error Message: "Word Basic Err=513 String Too Long"

When I try to drop Address Book entries or Memo Pad items into the Word macro, I get an error message that says "Word Basic Err=513 String Too Long." What does that mean?

Entries that you drop into the Word macro are limited to 65536 characters. This number is comprised of the total number of characters from all the fields from all the entries that were dropped into the macro. If the number of characters in the entries you are dragging into the macro is over 65536, you will receive an error message that says, "Word Basic Err=513 String Too Long." Try to reduce the number of entries that you would drop into the macro at one time to avoid this problem.

Pilot Desktop 1.0 README File

This is a copy of the March 14, 1996 README file included with Version 1.0 of Pilot Desktop. Chapter references are to the Pilot Desktop Manual.

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- Installing the Graffiti Game on your Pilot
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- If Pilot Desktop Doesn't Run Correctly on Windows 3.1x
- If the Pilot Tutorial Doesn't Run Correctly
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- HotSync on COM4 with an S3 Video Adapter
- Maximum Number of Address Book Records
- Recommendation for Add-on Serial Ports
- Technical Support Information

Installing Pilot Desktop

To install Pilot Desktop, find the SETUP disk and insert it into your 3.5" floppy drive.

If you are using Windows 3.1x,

From the Program Manager select Run from the File menu and type: A:SETUP or B:SETUP

Then click OK to begin the SETUP procedure

If you are using Windows 95,

From the Start menu, select Run and type: A:SETUP or B:SETUP

Then click OK to begin the SETUP procedure

Follow the on-screen instructions.

Installing the Graffiti Game on your Pilot

Pilot Desktop ships with a Graffiti game called Giraffe that you can install on your Pilot. Giraffe is a fun way to sharpen your Graffiti text entry skills. If you selected to install the Graffiti Game (Giraffe) component during Pilot Desktop setup, follow the steps below to complete the installation on your Pilot:

1. The Setup program should have made a program group called "Pilot Desktop" that includes an icon labeled "Install Graffiti Game (Giraffe)". Double-click on that icon.
2. The Pilot Install Tool application appears with giraffe.prc as the default File Name. Select the User Name for the Pilot you want to install the game on.
3. Click the Install button.
4. Press the HotSync button on the Pilot Cradle.

The synchronization process downloads the game to your Pilot. To run the Giraffe game, tap the applications icon on your Pilot and then tap the Giraffe icon.

Using Your Pilot with Two PCs

If you often use two PCs (for example, a home PC and a work PC or a work PC and a laptop), you can install the Pilot Desktop software on both machines. If you synchronize on one machine, synchronizing on the second machine will work fine. You may notice that the synchronization process will sometimes take a little longer if you use HotSync on multiple PCs. This is normal.

If you synchronize on two machines frequently, you may want to purchase an extra Pilot Cradle or, for traveling, a lightweight HotSync Cable. Both accessories are available in the U.S. call us at 1-800-881-7256. In Canada call 1-800-891-6342 ext. 203. Elsewhere, call us at 408-848-5604.

Important: All Pilots Must Have a Unique Name

If the PC running Pilot Desktop synchronizes with multiple Pilots, it's extremely important that each Pilot has a unique name. The first time you HotSync is when you assign the User Name.

Synchronizing multiple Pilots with the same User Name will cause unpredictable results and potentially loss of your personal information.

If you want to transfer information from one Pilot to another, do NOT synchronize the Pilots using the same User Name. Instead follow the steps below:

1. Assign a unique User Name to each Pilot.
2. HotSync both Pilots to the same PC.
3. In Pilot Desktop open the User Name account with the source information.
4. Select and copy the desired records using the Edit, Copy command (Address Book, To Do List, and Memo Pad only).
5. Open the target User Name account.
6. Paste the copied records to the appropriate application.
7. HotSync with the destination Pilot.

HotSync Fails after Standby Mode on Some Notebooks Including Compaq

If you notice that HotSync fails after your notebook computer wakes up from a standby or power saving mode, you must close the HotSync Manager and open it again to HotSync successfully. This problem is known to happen on the Compaq LTE 5100 and other notebook computers. This problem is caused by the notebook turning off the serial port when it goes into standby or power saving mode. The HotSync Manager has trouble recovering from this situation. Three workarounds to this problem are:

1. Configure your notebook to leave the serial ports on while your notebook is in standby mode. This solution may not be available on all computers. Check your notebook manual or with the manufacturer for details.
2. Always restart HotSync Manager after your notebook wakes up from standby mode.
3. Turn off the power saving features of your notebook computer.

HotSync Seems Slower on Windows 3.10

If you set HotSync to run "As Fast As Possible", it will run at a speed of 57,600 bps on Windows 95, Windows 3.11, and Windows for Workgroups 3.11. Due to a limitation in the Windows communications driver, HotSync runs at 19,200 bps on Windows 3.10.

Not Enough Memory to Load DLL

If you see an error message, "Not Enough Memory to Load DLL", where DLL stands for the name of a Pilot Desktop application, your Windows installation may not be configured properly to run Pilot Desktop. Remember, Pilot Desktop requires 8MB of RAM. If you do not have at least 8MB of RAM on your PC, you will have to upgrade to run Pilot Desktop. If you do have 8MB of RAM, try some or all of the following steps to increase your available memory,

If other applications are running, close them and try running Pilot Desktop again.

If you have applications that run automatically when you start Windows, remove them from your StartUp folder or your WIN.INI file. After removing the applications that start automatically, restart Windows and run Pilot Desktop again. Note, by default the HotSync Manager is installed in your StartUp folder. You shouldn't have to remove HotSync Manager to run Pilot Desktop.

If neither of the two suggestions above work, try setting your video driver to standard VGA. Some video drivers may take up an inordinate amount of system resources. To set your video driver to VGA in Windows 3.1x, exit to DOS, enter `CD \WINDOWS`, type `SETUP`, and select VGA driver. Now try running Windows again and Pilot Desktop. In Windows 95, open the Control Panel and double-click on Display icon.

If Pilot Desktop Doesn't Run Correctly on Windows 3.1x

If you are using Windows 3.1x and Pilot Desktop doesn't run or doesn't display correctly, there may be an incompatibility between your video driver and Win32s. Win32s is an extension to Windows that allows it to run some Windows 95 applications like Pilot Desktop. To solve this problem, try changing your display driver to the standard Windows VGA driver. You can do this by exiting to DOS, enter `CD \WINDOWS`, type `SETUP`, and select VGA driver. Now try running Windows again and Pilot Desktop. If the standard VGA driver fixes your problem, contact your video card supplier to get an updated video driver. A listing of contact information for video display companies is listed later in this README file.

If the Pilot Tutorial Doesn't Run Correctly

The Pilot Tutorial has slightly different hardware requirements than the rest of Pilot Desktop. To run the Pilot Tutorial, you need a video system that supports 256 colors. This means that your video card, your Windows video driver and your monitor all need to support 256 colors. Later in this README, known video cards and drivers supported by the Pilot Tutorial are documented.

If the Pilot Tutorial doesn't run correctly or doesn't look right on your screen, the most likely culprit is the display driver for your video card. Try these steps to solve the problem,

Set the display to 640x480 pixels with 256 colors, and try Pilot Tutorial again.

If that doesn't work, try the standard "Super VGA" display driver that comes with Windows for Workgroups 3.11 (this driver is also available on the Microsoft BBS 206-936-6735).

If the "Super VGA" driver doesn't solve it, then be sure to contact the video card manufacturer to find out if there's an updated driver for your card. If your video card appears in the list below, then make it a point to acquire the same version and date of driver that we tested and approved as well as the current version.

Pilot Tutorial Supported Video Cards

The following video systems have been tested and found to be compatible with the Pilot Tutorial. We recommend installing the latest available video ROM and software.

<u>Video Card</u>	<u>Type</u>	<u>Date</u>	<u>Rev</u>	<u>Notes</u>
ATI GraphicsWonder	VLB	3/19/93	2.3	
ATI GraphicsXpression	VLB	6/13/94	1.1	1
CompaqQvision	1024/I ISA	1/18/94	7.40	
DiamondViper	PCI	9/27/93	3.01	
DiamondViper	VLB	9/17/93	2.01	
Genoa Windows VGA 24	VLB	8/8/93	1.7	
Headland Video 7RAM IIVGA	ISA	5/15/92	3.10	
Hercules Graphite Pro	VLB	12/29/93	2.21	2
IBM XGA-2	MCA	11/12/93	2.11	3
Number Nine 9GXE64	PCI	6/22/94	1.19.04	
Orchid Fahrenheit1280	ISA	8/10/92	3.0	
RasterOps PaintBoard PC	ISA	3/25/93	3.10	2
Spider Black Widow	VLB	1/20/94		
Trident 8900C	ISA	9/23/92	3.10	
Trident 9000C	ISA	7/8/93	VC4.5 (WC1.6)	2

Note 1: Set DeviceBitmaps=OFF in the Windows SYSTEM.INI file [MACH] section after card software installation if using this driver version.

Note 2: Use in 256 color mode only.

Note 3: This card does not draw extremely wide arcs properly.

Video card manufacturers update their drivers frequently, typically quarterly and sometimes even more often. Companies

provide drivers on their bulletin boards and, with increasing frequency, through on-line services like CompuServe.

Before you install new drivers, make sure you make a backup copy of your \WINDOWS directory and subdirectories (or at least your WIN.INI and SYSTEM.INI files), so that you can reverse any adverse side effects of installing new drivers. Below is a list of video manufacturers and where to locate the most up to date drivers.

Company	BBS Number(s)	On-Line ServiceAccess
ATI	905-764-9404	CompuServe: GOATITECH
Compaq	713-378-1418	CompuServe: GOCOMPAQ
Diamond	408-730-1100	
Genoa	408-943-1231	CompuServe:71333,3543
Matrox	514-685-6008	
Microsoft	206-936-6735	CompuServe: GOMSUSER
Miro	415-855-9944	Number Nine 617-862-7501
Orchid	510-683-0327	
Spider	408-526-1219	
STB	214-437-9615	
VideoLogic	617-494-4960	

Files Installed by Pilot Desktop 1.0

Note: Please be advised that the following Help Note is oriented to address issues likely to be encountered with Pilot 1000 or Pilot 5000 devices and Pilot Desktop 1.0. PalmPilot Desktop 2.0 users should refer to the PalmPilot 2.0 README file.

The files listed below are installed by Pilot Desktop 1.0 on Windows 95 systems. Users may choose to install MS Word and Excel Macros. This information may prove helpful troubleshooting any installation problems.

Windows 95 Files:

C:\ root level:
C:\Pilot directory

C:\Windows\System:
ctl3d.dll 21 KB 1/21/94

(ctl3d.dll installed by the Install Shield program)

ctl3d32.dll 26 KB 4/4/95
mfc30dll 316 KB 7/11/95
msvcrt20.dll 248 KB 1/20/95

Registry Information under:
HKEY_CURRENT_USER
Software
Palm Computing
Pilot Desktop
HKEY_LOCAL_MACHINE
SOFTWARE
Palm Computing Corporation
Pilot Desktop
1.0

MS Word and Excel Macros

Users can choose to install macros for Word and/or Excel.

Palmapp.dot is a template file installed in the startup directory of MS Word version 6.0 or later. Under Windows 95 with MSOffice:

C:\MSOffice\Winword\Startup\Palmapp.dot

The Palmapp.dot file contains four macros:

- 1.AutoExit
- 2.PalmAppAddress
- 3.PalmAppMemo
- 4.PalmAppTodo

Palmapp.xls is installed in the startup directory of MS Excel version 5.0 or later. Under Windows 95 with MSOffice:

C:\MSOffice\Excel\XLStart\Palmapp.xls.

This file contains two macros:

- 1.PALMAPP.XLS!PalmAppAddress
- 2.PALMAPP.XLS!PalmAppTodo

Pilot 1.0 Software Applications Installation Advisory

If you use Windows '95 Explorer and double-click a Pilot 1.0 software application (.PRC file), Explorer will put double-quotes around the file name. The double-quotes conflict with the "Pilot Install Tool" file (instapp.exe).

To avoid this problem, install .PRC files from within the "Pilot Install Tool"

Pilot Desktop 1.0 Installation Notes (Windows Version)

This document refers only to installation of the Pilot Desktop 1.0 on Windows PCs.

If you have followed the Installation Instructions in the Pilot Desktop User Guide and in the Installation Tool dialog boxes and are having problems completing the installation, if you are getting a "bad disk" error, or are getting an error message upon launching either the HotSync Manager or the Pilot Desktop 1.0 software, please consider the following:

- Read the README File
- Close All Applications
- Conflicts with Other Devices
- Bad Disks
- Insufficient Memory
- File Decompression Errors
- Bad Hard Disk
- Video Card Drivers

Read the README File

Several of the following points related to the installation and running of the Pilot Desktop 1.0 and the HotSync Manager may also be found in the PILOT\README file included on the media. This Read Me information is valuable and important, and should be read at your first opportunity. You may also download this Read Me file via both Fax On Demand and Internet On Demand.

Close All Applications

It is important to close ALL applications before running the Pilot Desktop 1.0 Installer. This includes all Windows applications, including the Microsoft Office shell and anything in the Startup Group.

You should edit the WIN.INI file and put a ";" in front of each "RUN" and "LOAD" line to ensure that nothing is being launched. Once installed, you may re-edit this file to include Run and Load lines.

Conflicts with Other Devices

Although we have not seen problems installing while network software is logged in, certain kinds of connections launched via the AUTOEXEC.BAT are problematic. Connections such as PCMCIA-type Ethernet cards and drivers, direct connections to AS400 devices, and auto-answer fax/modem drivers, and programs (email, netwatcher, device controllers, etc.) which invoke connections outside of the PC may cause problems for the installer.

Bad Disks

Bad disks or media: While this is uncommon, it is possible. Call 1-847-676-1441 for replacement disks if necessary. Many problems which initially appear to be bad disks are found to be related to insufficient Windows or DOS memory, incomplete decompression of DLL files, or conflict with an old version of a DLL file or an older version of Win32s on the PC.

Insufficient Memory

Insufficient memory, either DOS or Windows, may prevent loading one or more of the Dynamically Linked Libraries (DLL's) used by the Pilot Desktop 1.0. If you have closed all Windows applications, Windows memory should be sufficient, though 8 MB of memory may not be sufficient in some PC configurations. No specific minimum value for DOS memory has been documented, but 485K bytes should be sufficient. To see the DOS memory, go to any DOS prompt and type MEM<cr>. Look for the "largest executable program size" value. Insufficient Windows resources or memory may cause one or more DLL's from loading when launching Pilot Desktop 1.0. In this case, close the Pilot Desktop 1.0, then close ALL other Windows applications, then try installing the Pilot Desktop 1.0 again.

File Decompression Errors

File decompression errors can cause individual files to be incorrectly installed. On rare occasions, one of the compressed files on the installation diskettes may not expand correctly, leaving a corrupted program or data file. If errors occur during installation or launching of the Pilot Desktop 1.0, it may be due to this. Before attempting to reinstall, look in the Pilot Desktop 1.0 program group in the Program Manager or in the Pilot folder in the Windows Explorer or File Manager for the program called "Uninstall Pilot Desktop" (PILOT\PILOTUNI.EXE). Run this program to remove all Pilot Desktop 1.0 files already installed. If this icon/program is absent, simply delete the entire PILOT directory. Attempt the installation again. If you receive an error message about a particular DLL file, check the Installation DLL Errors Help Note.

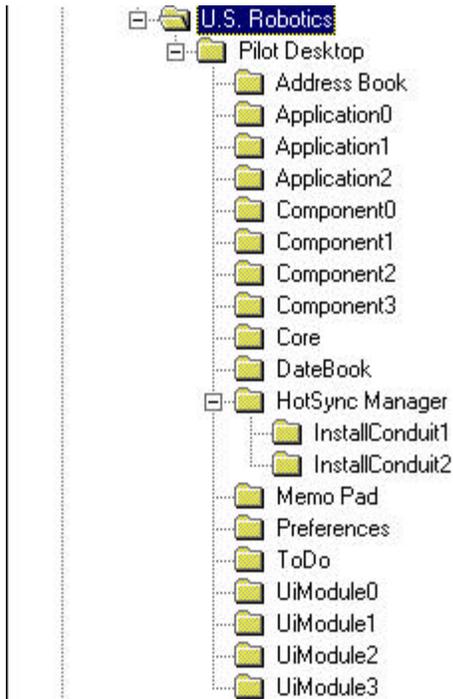
Bad Hard Disk

Bad disk sector on hard drive: Surprisingly often we discover an unusable sector on a customer's hard drive. Windows will attempt to write to these sectors unless they are "marked". Before calling customer support, go to a DOS prompt and run CHKDSK /F or SCANDISK. These programs will identify problems on the disk.

Video Card Drivers

Incompatible version of Video Accelerator card driver: Video accelerator cards which use S-3 video chips may cause problems for Pilot Desktop 1.0 and for HotSync. Many of the manufacturers of this type of video accelerator also provide special versions of their drivers to solve this type of problem. Please read the README file included with the Pilot Desktop 1.0 software, or request it via Fax or Internet. It contains specific driver information and phone numbers for access to updated driver software.

Definition of the Palm Registry Keys:



*in Palm III Desktop all keys are regenerated with a hotsync -r.

Address Book

Name	Data
ab (Default)	(value not set)
ab drag0	"Word.Document.6\protocol\StdFileEditing\server"
ab drag1	"Excel.Sheet.5\protocol\StdFileEditing\server"

The Address Book key is used for the Word and Excel macro icons when viewing the Address Book in the Palm Desktop. If these keys are incorrect, the Word or Excel icons may not show up in Palm Desktop.

- drag0 points to a key under HKEY_CLASSES_ROOT that should contain the full path to Word. If the path to Word is incorrect, the customer may receive an error message stating that it was unable to find WINWORD.EXE. The value you see in the picture above is for Word 95.
- drag1 points to a key under HKEY_CLASSES_ROOT that should contain the full path to Excel. If the path to Excel is incorrect, the customer may receive an error message stating that it was unable to find EXCEL.EXE. The value you see in the picture above is for Excel 95.

Application0

Name	Data
(Default)	(value not set)
Arguments	"/u "%USERNAME%"
Conduit	"expcn20.dll"
Creator	0x65787073 (1702391923)
Directory	"expense"
File0	"expense.db"
Integrate	0x00000001 (1)
Module	"E xpreprt.exe"
Name	"Expense"
Priority	0x00000002 (2)
Remote0	"ExpenseDB"

The Application0 key is used for the Expense application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Arguments is used to pass the username to the Expense application when it is launched.
- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the Expense data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager and desktop application the directory that the Expense data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the Expense data.
- Integrate A hexadecimal value for third party entries. Should be set to 0 (zero)
- Module contains the name of the Expense executable.
- Name contains the name of the application this key belongs to.
- Priority – Indicates the execution priority. Conduits with lower numbers execute before higher ones.
- Remote0 contains the name of the database located on the Palm device.

Application1

Name	Data
(Default)	(value not set)
Arguments	"/u "%USERNAME%"
Conduit	"Mail20.dll"
Creator	0x6d61696c (1835100524)
Directory	"Mail"
File0	"Mail.dat"
Integrate	0x00000000 (0)
Module	"foo"
Name	"Mail"
Priority	0x00000001 (1)
Remote0	"MailDB"

The Application1 key is used for the Mail application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Arguments is used to pass the username to the Mail application when it is launched.
- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the Mail data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager the directory that the Mail data is located in.
- File0 tells the HotSync Manager the file that contains the Mail data.

- Integrate – A hexadecimal value for third party entries. Should be set to 0 (zero)
- Module contains the name “foo” because there is no mail executable. It is all handled by the HotSync Manager.
- Name contains the name of the application this key belongs to.
- Priority – Indicates the execution priority. Conduits with lower numbers execute before higher ones.
- Remote0 contains the name of the database located on the Palm device.

Application2

Name	Data
 (Default)	{value not set}
 Arguments	"/u "%USERNAME%""
 Creator	0x496e7374 (1231975284)
 Integrate	0x00000001 (1)
 Module	"Instapp.exe"
 Name	"Install"
 Priority	0x00000002 (2)

The Application2 key is used for the Instapp application in the Palm Desktop.

- Arguments is used to pass the username to the Instapp application when it is launched.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Integrate – A hexadecimal value for third party entries. Should be set to 0 (zero)
- Module contains the name of the Instapp executable.
- Name contains the name of the application this key belongs to.
- Priority – Indicates the execution priority. Conduits with lower numbers execute before higher ones.

Component0

Name	Data
 (Default)	{value not set}
 Conduit	"date20.dll"
 Creator	0x64617465 (1684108389)
 Directory	"datebook"
 File0	"datebook.dat"
 Module	"date20.dll"
 Remote0	"DatebookDB"

The Component0 key is used for the DateBook application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the DateBook data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager and desktop application the directory that the DateBook data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the DateBook data.
- Module contains the name of the DLL used by the desktop to view the DateBook data.
- Remote0 contains the name of the database located on the Palm device.

Component1

Name	Data
 (Default)	(value not set)
 Conduit	"addcn30.dll"
 Creator	0x61646472 (1633969266)
 Directory	"address"
 File0	"address.dat"
 Module	"addr20.dll"
 Remote0	"AddressDB"

The Component1 key is used for the Address Book application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the Address Book data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager and desktop application the directory that the Address Book data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the Address Book data.
- Module contains the name of the DLL used by the desktop to view the Address Book data.
- Remote0 contains the name of the database located on the Palm device.

Component2

Name	Data
 (Default)	(value not set)
 Conduit	"todcn20.dll"
 Creator	0x746f646f (1953457263)
 Directory	"todo"
 File0	"todo.dat"
 Module	"todo20.dll"
 Remote0	"ToDoDB"

The Component2 key is used for the To Do List application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the To Do List data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager and desktop application the directory that the To Do List data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the To Do List data.
- Module contains the name of the DLL used by the desktop to view the To Do List data.
- Remote0 contains the name of the database located on the Palm device.

Component3

Name	Data
 (Default)	(value not set)
 Conduit	"memcn30.dll"
 Creator	0x6d656d6f (1835363695)
 Directory	"memopad"
 File0	"memopad.dat"
 Module	"memo20.dll"
 Remote0	"MemoDB"

The Component3 key is used for the Memo Pad application in the Palm Desktop and for synchronizing through the HotSync Manager.

- Conduit tells the HotSync Manager which DLL it needs to load when synchronizing the Memo Pad data.
- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the HotSync Manager and desktop application the directory that the Memo Pad data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the Memo Pad data.
- Module contains the name of the DLL used by the desktop to view the Memo Pad data.
- Remote0 contains the name of the database located on the Palm device.

Core

Name	Data
 (Default)	""
 HotSyncPath	"C:\Palm\hotsync.exe"
 Path	"C:\Palm"
 TutorialPath	"C:\Palm\palmtut.exe"

Core is used to keep track of where different components of the desktop are.

- HotSyncPath is the path to the hotsync executables.
- Path is the path to the location of the users.dat and the user directories.
- TutorialPath is the path to the tutorial that is included with the Palm Desktop, whether or not it is installed.

DateBook

Name	Data
 (Default)	(value not set)
 EventFont	"-9,0,0,0,400,0,0,0,0,1,2,1,34,"Small Fonts'"
 PaneSelection	0x00000000 (0)

DateBook is used

- EventFont (Description Unavailable)
- PaneSelection (Description Unavailable)

HotSync Manager

Name	Data
(Default)	""
BackupConduit	"bak.cn20.dll"
DefaultDismissTime	0x0000003c (60)
DirectBaudRate	0x00000000 (0)
DirectComPort	"COM2"
Install30504	0x00000003 (3)
IPAddress	"152.67.187.189"
LastSync	"April 17 1:25 PM"
Local	0x00000000 (0)
Modem	0x00000001 (1)
ModemBaudRate	0x0000e100 (57600)
ModemComPort	"COM4"
ModemInitString	"AT&F&B1&H1&R2S0=1M1L0"
ModemType	0x00000000 (0)
Network	0x00000000 (0)
Notifier0	"pdrn20.dll"
PCIIdentifier	0x000040b8 (16568)
SubnetMask	""
TCPConduit	"netcond.dll"

HotSync Manager keeps track of the Settings in the HotSync Manager. Some of these keys will not appear until you enable Network HotSync or until you actually change the value that they contain through the HotSync Manager Setup.

- BackupConduit tells the HotSync Manager which DLL it needs to load when backing up the system preferences and third party databases.
- DefaultDismissTime is the amount of time you have to react to a message from the HotSync Manager before it clears it automatically.
- DirectBaudRate is the Baud Rate set for Local Sync. It will be 0 when set to As Fast As Possible.
- DirectComPort is the Com Port that Local Sync is set to.
- Install30504 (Description Unavailable)
- IPAddress is the IP address for your computer on the network. This is used for Network HotSync
- LastSync is the date this computer was hotsynced to last.
- Local tells you whether or not Local Sync is checked. 0 is No. 1 is Yes.
- Modem tells you whether or not Modem Sync is checked. 0 is No. 1 is Yes.
- ModemBaudRate is the Baud Rate set for Modem Sync. It will be 0 when set to As Fast As Possible.
- ModemComPort is the Com Port that Modem Sync is set to.
- ModemInitString is the initialization string for the modem on the computer.
- ModemType is the modem type selected from the list in the HotSync Manager. U.S. Robotics Courier is 0 and Hayes Basic is 6.
- Network tells you whether or not Network Sync is checked. 0 is No. 1 is Yes.
- Notifier0 defines the DLL that locks Palm Desktop when a hotsync begins.
- PCIIdentifier (Description Unavailable)
- SubnetMask is the Subnet Mask defined in the TCP/IP settings of the Network Setup.
- TCPConduit the DLL that is loaded when a Network HotSync is initiated.

HotSync Manager\Install Conduit 1

Name	Data
(Default)	(value not set)
CreatorID	0x00000000 (0)
Directory	"Install"
Extensions	"Palm Organizer Applications (*.prc) *.prc Palm Organizer Databases (*.pdb) *.pdb"
Mask	0x00000001 (1)
Module	"inscn20.dll"
Name	"Install"

Install Conduit 1 is used by the HotSync Manager and the Instapp application to load PRCs and PDBs onto a Palm device.

- CreatorID Hexadecimal numeric value matching the Creator ID of the application residing on the Palm OS device
- Directory is the directory that PRCs and PDBs will be installed to.
- Extensions is one of the lines that will appear in the Instapp application when you attempt to install a file onto the Palm device. In this case, only PRCs and PDBs are supported.
- Mask ?
- Module is the DLL that is used by the HotSync Manager to install PRCs and PDBs onto the Palm device.
- Name is the name of the conduit.

HotSync Manager\Install Conduit 2

Name	Data
(Default)	(value not set)
CreatorID	0x00000001 (1)
Directory	"TCP"
Extensions	"Palm Organizer Network Configuration Files (*.pnc) *.pnc Palm Organizer Network Script Files (*.scp) *.scp"
Mask	0x00000002 (2)
Module	"netcond.dll"
Name	"TCP"

Install Conduit 2 is used by the HotSync Manager and the Instapp application to load PNCs and SCPs onto a Palm device.

- CreatorID Hexadecimal numeric value matching the Creator ID of the application residing on the Palm OS device
- Directory is the directory that PNCs and SCPs will be installed to.
- Extensions is one of the lines that will appear in the Instapp application when you attempt to install a file onto the Palm device. In this case, only PNCs and SCPs are supported.
- Mask (Description Unavailable)
- Module is the DLL that is used by the HotSync Manager to install PNCs and SCPs onto the Palm device.
- Name is the name of the conduit.

Memo Pad

Name	Data
 (Default)	(value not set)
 drag0	"Word.Document.6\protocol\StdFileEditing\server"

The Memo Pad key is used for the Word macro icon when viewing the Memo Pad in the Palm Desktop. If this key is incorrect, the Word icons may not show up in Palm Desktop.

- drag0 points to a key under HKEY_CLASSES_ROOT that should contain the full path to Word. If the path to Word is incorrect, the customer may receive an error message stating that it was unable to find WINWORD.EXE. The value you see in the picture above is for Word 95.

Preferences

Name	Data
 (Default)	(value not set)
 LastUserName	"asdf"
 Private	0x00000001 (1)
 Window	"44,0,1,-1,-1,-1,5,605,5,445"

Preferences is used to keep track of what defaults the desktop should load to make it easier for the customer.

- LastUserName is the username of the last user that was used on the desktop.
- Private tells you if the last user had Hide Private Records checked. 0 if hidden. 1 if not hidden.
- Window (Description Unavailable)

ToDo

Name	Data
 (Default)	(value not set)
 drag0	"Word.Document.6\protocol\StdFileEditing\server"
 drag1	"Excel.Sheet.5\protocol\StdFileEditing\server"

The ToDo key is used for the Word and Excel macro icons when viewing the ToDo in the Palm Desktop. If these keys are incorrect, the Word or Excel icons may not show up in Palm Desktop.

- drag0 points to a key under HKEY_CLASSES_ROOT that should contain the full path to Word. If the path to Word is incorrect, the customer may receive an error message stating that it was unable to find WINWORD.EXE. The value you see in the picture above is for Word 95.
- drag1 points to a key under HKEY_CLASSES_ROOT that should contain the full path to Excel. If the path to Excel is incorrect, the customer may receive an error message stating that it was unable to find EXCEL.EXE. The value you see in the picture above is for Excel 95.

UiModule0

Name	Data
 (Default)	(value not set)
 Creator	0x64617465 (1684108389)
 Directory	"datebook"
 File0	"datebook.dat"
 Module	"date20.dll"

The UiModule0 key is used for the DateBook application in the Palm Desktop.

- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the desktop application the directory that the DateBook data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the DateBook data.
- Module contains the name of the DLL used by the desktop to view the DateBook data.

UiModule1

Name	Data
 (Default)	(value not set)
 Creator	0x61646472 (1633969266)
 Directory	"address"
 File0	"address.dat"
 Module	"addr20.dll"

The UiModule1 key is used for the Address Book application in the Palm Desktop.

- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the desktop application the directory that the Address Book data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the Address Book data.
- Module contains the name of the DLL used by the desktop to view the Address Book data.

UiModule2

Name	Data
 (Default)	(value not set)
 Creator	0x746f646f (1953457263)
 Directory	"todo"
 File0	"todo.dat"
 Module	"todo20.dll"

The UiModule2 key is used for the To Do application in the Palm Desktop.

- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the desktop application the directory that the To Do List data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the To Do List data.
- Module contains the name of the DLL used by the desktop to view the To Do List data.

UiModule3

Name	Data
 (Default)	(value not set)
 Creator	0x6d656d6f (1835363695)
 Directory	"memopad"
 File0	"memopad.dat"
 Module	"memo20.dll"

The UiModule3 key is used for the Memo Pad application in the Palm Desktop.

- Creator is an ID unique to this application and is used by the HotSync Manager to determine which conduit to use.
- Directory tells the desktop application the directory that the Memo Pad data is located in.
- File0 tells the HotSync Manager and desktop application the file that contains the Memo Pad data.
- Module contains the name of the DLL used by the desktop to view the Memo Pad data.

Windows 3.1x Help

MS Windows 3.1X Installation Tips

These installation tips are only intended for users installing Pilot Desktop 1.0 from the PalmPilot 2.0 CD ROM.

If Pilot Desktop 1.0 Help Does Not Launch...

If you installed Pilot Desktop 1.0 for Windows 3.1X from the Personal Edition CD-ROM, the help file was copied to the wrong directory and you will not be able to access Pilot Desktop 1.0 Help. Instead, you will get the error message "Failed to launch help."

To solve this problem, simply move the WINHELP32.DLL file from C:\windows\system\WIN32S to C:\windows.

Writing the SHARE.EXE Command

The Pilot Desktop 1.0 installation process will not automatically write the SHARE.EXE command to your AUTOEXEC.BAT file. If you encounter difficulties running Pilot Desktop and the SHARE command is not loaded by your AUTOEXEC.BAT file, you should add the following line:

```
SHARE.EXE
```

Be sure that SHARE comes before the WIN (or WIN.EXE) command in your AUTOEXEC.BAT file.

Rebooting After Setting Time Zone Command

The Pilot Desktop 1.0 installation process will write the Time Zone setting command (e.g. TZ=PST8PDT) to your AUTOEXEC.BAT file if that command does not already exist. However, in order for that command to take effect your PC needs to be restarted. If you notice that the times of your appointments have shifted following a HotSync, you should restart your PC to insure that the TZ command is in effect.

If you need to reset the time zone command in the AUTOEXEC.BAT file, be sure to reboot your computer. Failure to reboot could result in mixed time data after your first HotSync.

Error: isinst30

Every time I try and install the PalmPilot desktop Windows 3.X I get this error:
isinst30 -
"An error has occurred in your application do you want to save or quit"

Solution:

Exit Windows.

Type SET and hit enter.

Look for the word *temp*

This will tell you where the path of your temp directory is located. For example:

C:\TEMP

Now, using this example type:

CD\TEMP and hit enter.

Type Del *.* and hit enter. When it asks you if you want to delete all files, say (Y)ES

Type WIN

You should now be in Windows. You can now reload the PalmPilot software.

Dates Off in Windows 3.1x

When I enter an entry into the Datebook, my dates are off by several hours after I do a HotSync within Windows 3.1X.

Solution:

Do a Clean boot (Only load files, buffers, and Himem.sys)

From the command prompt type in the appropriate time zone statement. For example:

SET TZ=PST8PDT

Type CD\Windows and hit ENTER

Type WIN

Load the PalmPilot Desktop and enter in an appointment then do a HotSync.

If the times are now correct, follow this procedure:

Edit the Autoexec.bat

Relocate or manually type in the appropriate TZ statement at the very top of the file.

Save the file and reboot.

The times from now on should be correct.

Windows 3.1.X and my times are all off in my appointments

Problem:

I am using Windows 3.1.X and my times are all off in my appointments. I checked the TZ statement and it is correct and it is the very first statement of the Autoexec.bat file.

Solution:

Exit Windows

Reboot system and hit the F8 key when it says "Starting MSDOS" (DOS 6.00 and above)

Type (y)es only to the himem.sys statement in the config.sys
(DEVICE=C:\DOS\HIMEM.SYS)

Type (y)es only to the SET TZ statement in the Autoexec.bat. Type No to everything else.

Type: CD\Windows [ENTER]

Type: WIN [ENTER]

Now that you are in Windows, load the PalmPilot desktop and enter a sample event. Do a hotsync. If everything works then your customer has probably run out of environment space.

Customer can consult with there IS department or DOS manual on how to enlarge the environment space.

Error: msvcrt40.dll is only intended for win32s

Problem:

I am using Windows 3.1.X and upgraded to Windows 95. Now I get an error message that say's "This version of msvcrt40.dll is only intended for win32s" when I try and load the desktop.

Solution:

Make sure nothing is running in the background of Windows.

Go into Windows Explorer and open up: C:\Windows\System

Locate the file: MSVCRT40.DLL and do a right mouse click on that file name.

Select the "Rename" option and change the extension from DLL to DL_

Close Windows Explorer and reinstall the PalmPilot software.

Insufficient Memory Message With Over 32MB RAM

Q: I have over 32MB of RAM on my PC, but I keep getting "insufficient memory" messages. What's going on?

A: Certain versions of Win32s have a RAM limitation of 32MB. This results in an error message that says "insufficient memory" for users who have more than 32MB of RAM on their PCs.

There are two solutions for this problem:

Remove RAM from your PC so that you have a maximum of 32MB. Install the latest version of Win32s. This may not be the best option for you if other applications you are running rely on your current version of Win32s.

To obtain the latest version of Win32s, download the file from Microsoft's FTP site at <ftp://ftp.microsoft.com/softlib/mslfiles/pw1118.exe>.

Pilot Desktop 1.0 and Win32s

- Overview
- Troubleshooting Win32s and Installation Problems
- Symptoms
- Possible Solutions
- Removing (an Older Version) of Win32s
- Places to Download Win32s

Overview

Pilot Desktop 1.0 is a 32 bit Windows application so Win32s must be installed for Pilot Desktop 1.0 to run under Windows 3.X. Win32s is an extension from Microsoft that allows you to run applications designed for Windows 95, like Pilot Desktop 1.0, in Windows 3.X. Two of the five installation disks that come with Pilot Desktop 1.0 install Win32s: Win32s #1 and Win32s#2. (Note that Win32s #1 also contains part of the PalmPilot Tutorial program. You will be prompted for this disk if you choose to install the tutorial, even if you are not installing Win32s.)

In rare instances, we have seen problems with the Pilot Desktop 1.0 installation related to the installation of Win32s on your PC. Win32s problems often manifest themselves by a "DOS 21" error message. Win32s problems are often associated with older versions of Win32s, or older versions of DLL (Dynamically Linked Library) files used by Win32s that have been installed by other programs. Please also read the Help Note: Installation DLL Errors. Win32s problems also can be caused by certain S3 video drivers, or trying to run the Pilot Desktop 1.0 installation program with other programs running in Windows.

You can check if Win32s is functioning properly by running Freecell, a game installed for this purpose by the Win32s installation process. If you can successfully launch the freecell.exe file located in the freecell sub-directory of your Pilot directory, and recognize a solitaire-like card game and successfully move cards (don't ask for game rules, please), then Win32s is functioning properly. If Freecell will not run, Win32s is not functioning properly.

The Win32s troubleshooting article below includes information about removing older versions of Win32s from your PC. We recommend doing this before running your Pilot Desktop 1.0 installation program. Note that if you already have experienced an unsuccessful installation of Pilot Desktop 1.0 resulting in Win32s errors, you should also uninstall Pilot Desktop 1.0 from your system. In addition to running the Pilot Desktop 1.0 Uninstall.exe program, you should be sure to delete the entire contents of your Pilot directory, and the Pilot.ini file located in your Windows directory.

In the unlikely scenario that Win32s installation difficulties persist after consulting this article and removing older versions of Win32s, you can also try installing Win32s before installing Pilot

Desktop 1.0. To do this, you need to get a copy of Win32s by downloading it from one of the sources noted below.

Pilot Desktop 1.0 requires Win32s version 1.20 or later to run successfully. Pilot 1.0 devices ship with version 1.30. The latest version of Win32s available from Microsoft is version 1.30c. A few customers have reported difficult installing the version of Win32s shipping with Pilot 1.0 devices, yet have used the newer Win32s version successfully. We have even heard reports of older versions working successfully when the shipping version would not.

Please note that Win32s is a Microsoft software product. While we will do everything reasonable to help our customers install Win32s, this is not a product of Palm Computing/US Robotics. Our troubleshooting expertise with Win32s difficulties is limited to the information made available by Microsoft, or reported to us by our customers.

Troubleshooting Win32s and Installation Problems

(Source: Microsoft Support Online Knowledge Article ID: Q106715)
The information in this article applies to: Microsoft Win32s versions 1.1, 1.15, 1.2, and 1.25a

This article discusses some of the errors that may occur when trying to run Freecell on an unsuccessful installation of Win32s. The article also contains a list of corrective actions to help you reinstall Win32s.

Symptoms

One of the following may occur when running Freecell if the Win32s installation is not successful:

- File Error: Cannot find OLECLI.DLL
- or-
- Win32s - Error: Improper installation. Win32s requires WIN32S.EXE and WIN32S16.DLL to run. Reinstall Win32s.
- or-
- Win32s - Error: Improper installation. Windows requires w32s.386 in order to run. Reinstall Win32s.
- or-

- Error: Cannot find file freecell.exe (or one of its components)...

-or-

- The display is corrupted as soon as you run Freecell.

-or-

- Win32s Error: One of the System Components is out of date.
Please re-install the application.

Possible Solutions

Check the following when Win32s does not install correctly:

- If you are having video problems, check to see if you have an S3 video card. Certain S3 drivers do not work with Win32s. Either use the generic drivers shipped with Windows or contact your video card manufacturer for an updated driver.

(For additional information on the S3 driver and Win32s please see the following article in the Microsoft Knowledge Base: Article ID: Q117153 Display Problems with Win32s and the S3 Driver.)

- Make sure that the following line is in your SYSTEM.INI file

```
device=*vmcpd
```

- If you have a printer driver by LaserMaster, delete it or comment it out because it interferes with installing Win32s. Then reboot the computer so that the changes you made will take effect. After you successfully reinstall Win32s, reinstall the driver or remove the comment characters.

The driver interferes with installing Win32s because the LaserMaster drivers create a WINSPOOL device . The extension is ignored when the filename portion of a path matches a device name. As a result, when Setup tries to write to WINSPOOL.DRV, it fails, because it attempts to write to WINSPOOL. In fact, any Win32-based application that tries to link to WINSPOOL.DRV also fails; however, most Win32-based applications that print under Win32s do not use the WINSPOOL application programming interfaces(APIs) because they are not supported in Win32s. As a result, you can usually just disable this driver while installing Win32s and then re-enable it afterwards. To disable the driver, you need to comment out the following 3 lines in the [386ENH] of the SYSTEM.INI.

```
device = lmharold.386
```

device = lmmi

device = lmcap

- Make sure that paging is enabled. From the Control Panel, select the 386 Enhanced icon, choose Virtual Memory, and choose Change. Verify that the drive type is not set to none. The type can be set to either temporary or permanent.

- If you are using SHARE, not VSHARE.386 (which WFW machines use), make sure that SHARE is enabled. Edit AUTOEXEC.BAT and add the following line if it is not already there:

C:\DOS\SHARE.EXE

If you continue to encounter difficulties running Freecell and/or installing Win32s as part of Pilot Desktop 1.0 installation, delete Win32s files as described below, then attempt Pilot Desktop 1.0 reinstallation. If this is still not successful, remove Pilot Desktop 1.0 and Win32S and try an independent installation of Win32s from one of the sources noted below, then attempt to install Pilot Desktop 1.0.

Removing (an Older Version) of Win32s

Although it is possible to install Win32s on top of an old installation of Win32s, it is better to remove the old files before installing the new ones.

1. Remove the following line from the [386Enh] section in the SYSTEM.INI file:

```
device=[WINDOWS][SYSTEM]\win32s\w32s.386
```

where [WINDOWS] and [SYSTEM] are where the Windows and System directories are, respectively.

2. Remove winmm16.dll from the following line in the [BOOT] section of the SYSTEM.INI file:

```
drivers=mmsystem.dll winmm16.dll
```

The line should look like this when you are done:

```
drivers=mmsystem.dll
```

3. Delete the following files from the

[WINDOWS]\[SYSTEM] subdirectory:

W32SYS.DLL (*You must exit out of Windows to delete this file.*)

WIN32S16.DLL

WIN32S.INI

4. Delete all of the files in the [WINDOWS]\[SYSTEM]\WIN32S subdirectory, then delete the subdirectory itself.

5. Restart Windows.

Places to Download Win32s

America Online:

Keyword Microsoft

Search Microsoft Support Online Knowledge Base for Article ID: Q120901

Click on "To download PW1118.EXE to your computer click" two thirds of the way down page 1

Compuserve:
GO MSL

Search for PW1118.EXE

Microsoft Download Service (MSDL)

Dial (206) 936-6735 to connect to MSDL

Download PW1118.EXE

Internet (anonymous FTP)

ftp ftp.microsoft.com

Change to the \SOFTLIB\MSLFILES directory

Get PW1118.EXE

Installation DLL Errors and Pilot Desktop 1.0

Note: Please be advised that the following Help Note addresses issues likely to be encountered with Pilot 1000 or Pilot 5000 devices and Pilot Desktop 1.0. This Help Note does not describe issues faced by users who have upgraded to PalmPilot 2.0 devices and PalmPilot Desktop 2.0.

Other programs may use older versions of the same DLL (Dynamically Linked Library) files that are used by Pilot desktop. Because the Pilot installer may not be able to automatically replace older DLL files during the installation process, program installation may be unsuccessful, yielding an error message faulting a specific DLL. Users experiencing difficulty installing and running Pilot Desktop under Windows 3.x or Windows NT should consider and check DLL file incompatibility, even in the absence of an error message faulting a specific DLL file.

Several users have experienced difficulty when the following DLLs were not updated:

CTL3D32.DLL
MFC30.DLL
MSVCRT20.DLL

If this occurs, search your Windows\System subdirectory for the DLL in question and View All File Details.

For Windows 95:

The CTL3D32.DLL should be 26 KB and dated 4/4/95
The MFC30.DLL should be 316 KB and dated 7/11/95
The MSVCRT20.DLL should be 248 KB and dated 7/11/95

For Win 3.X:

The CTL3D32.DLL should be 26112 bytes (26KB) and dated 4/4/95
The MFC30.DLL should be 322832 bytes (316KB) and dated 7/11/95
The MSVCRT20.DLL should be 244736 bytes (239KB) and dated 1/20/95

For WindowsNT: users should search their System32 directory for these DLLs (or more recent versions):

The CTL3D32.DLL should be 26 KB and dated 4/4/95
The MFC30.DLL should be 316 KB and dated

7/11/95

The MSVCRT20.DLL should be 248 KB and
dated 7/11/95

Note that some NT users have reported that the MSVCRT20.DLL on their NT system was overwritten during installation of Pilot Desktop. An NT-compatible version of the DLL subsequently needed to be installed. The correct version can be obtained using the FTP search service at <http://ftpsearch.ntnu.no/ftpsearch>; install this to C:\winnt\system\msvcrt20.dll.

If the date or size of the DLL file found by the search is different than the date and size shown above, rename the file (at a DOS prompt if necessary), uninstall and then reinstall Pilot Desktop.

This should produce a successful installation of Pilot desktop.

Running PalmPilot Desktop 2.0 on NT 3.51

Windows NT 3.51 is not supported with PalmPilot 2.0 Personal or Professional. However, some features may work if users are determined to try to set it up. Below is a list of the known problems that these users are likely to encounter.

PalmPilot Desktop must be installed in order to bring up the HotSync "Custom..." screen to configure conduit. Therefore installing only HotSync 2.0 (without PalmPilot Desktop 2.0) is not recommended.

HotSync will not appear in the list of running tasks when it is running. Nor will an icon appear on the desktop to indicate its status as a running application.

Program groups may not be created automatically. Users may have to create the Program Group "PalmPilot Desktop 2.0" and add shortcuts for:

"PalmPilot Desktop 2.0"	C:\pilot\PILOT.EXE
"HotSync Manager 2.0"	C:\pilot\HOTSYNC.EXE
"PalmPilot Install Tool"	C:\pilot\INSTAPP.EXE
"Expense Report"	C:\pilot\EXPREPRT.EXE
"PalmPilot Tutorial"	C:\pilot\PILOTTUT.EXE
"Read Me"	C:\WINDOWS\notepad.exe C:\pilot\readme.txt
"Install Expense"	C:\pilot\INSTAPP.EXE expense.prc
"Uninstall PalmPilot Desktop"	C:\pilot\PILOTUNI.EXE C:\WINDOWS\uninst.exe -fC:\pilot\DeIsL1.isu

-- Note: The following shortcut is only needed for PalmPilot Personal 2.0 --

The PalmPilot Desktop 2.0 menu command: HotSync / Options / General, that allows the user to configure when HotSync starts up, will not work. Users will have to manually add or remove the icon from the 'StartUp' group to have HotSync start when Windows NT started.

InstApp browse features does not function. The name of the .PRC file to be installed must be manually entered into the file name field on the InstApp program.

The "Edit/Dial" feature will be grayed out and will not function since 3.51 does not support TAPI integration.

PalmPilot 2.0 Professional users will not be able to use the E-mail feature since the conduit cannot be customized. The customization screen may fail with a general protection fault (GPF).

The PalmPilot Desktop 2.0 menu item File / Import feature menu item is not grayed out, but will not appear when it is selected.

Running Pilot Desktop 1.0 on NT 3.51

The Pilot PDA and Pilot Desktop version 1.0 software were not certified for the NT operating system. This means that Pilot Desktop (PD) did not receive extensive testing in the NT environment. Nevertheless, as a full 32-bit application, PD should work well running under NT, and most NT users do not experience difficulties other than very minor font and formatting irregularities.

Installation Problems

If you encounter difficulty installing Pilot on your NT system, please be sure also to check the Help Note: Installation DLL Errors.

A few NT users have experienced installation difficulties running Pilot Desktop from a Common Group in NT so that Pilot Desktop is available regardless of the user account employed. To do this, install Pilot Desktop by running the setup.exe file from the Pilot Setup disk, try the following:

1. Copy the icons to a common group.
2. Save the PALM COMPUTING sub-tree in the registry and restore it into the registry sub-tree for the new account.

HotSync Problems

A few NT users, however, have had difficulty HotSyncing between Pilot and Pilot Desktop. Symptoms may include a successful HotSync immediately after installation or after creating a new user ID, but unsuccessful HotSync attempts thereafter. The HotSync Manager actually may give a "HotSync Complete" message, but the HotSync process is virtually instantaneous, and no information is actually transferred.

This problem has been traced to compression or archival programs that obscure the Pilot Desktop directory path. HotSync does not correctly determine the existence of user directories when the directory has any attribute in addition to FILE_ATTRIBUTE_DIRECTORY. For example, HotSync will not recognize: FILE_ATTRIBUTE_COMPRESSED. Remove compression of the Pilot and higher level directories, and HotSync difficulties should be eliminated.

OS/2 Installation of PalmPilot Desktop

Neither Pilot Desktop 1.0 nor the PalmPilot Desktop 2.0 software were certified for use under the OS/2 operating system. This means that the software did not receive testing in the OS/2 environment, and that we have a very limited ability to support the installation and use of the software on the OS/2 platform.

Many OS/2 users, however, have reported success installing and running Pilot Desktop 1.0 on their computers - although the installation process can be a complicated one. This Help Note shares the information they have provided to us to facilitate the use of Pilot Desktop 1.0 by others.

Note: The following applies to the original version of Pilot Desktop 1.0, without updates, and OS/2 version 3 only. If you purchased a PalmPilot Personal or Professional Edition, the Pilot Desktop with HotSync Manager 1.1 software included in the packaged CD-ROM will not work with your OS/2 system. If you do not have Pilot Desktop with HotSync Manager 1.0, you may download it below.

Download Pilot Desktop 1.0 Files - pc104.exe (6.7 MB)

At 14.4 Kbps, this download will take about 49 minutes.

At 28.8 Kbps, this download will take about 24 minutes.

At 53 Kbps, this download will take about 13 minutes.

This is a self-expanding zip file: after download, simply double-click on the file's icon to extract its compressed files. After extracting the files, follow the installation directions below.

Basic Procedure for installing :

Step 1: Download Zip Files

Step 2: Install Pilot Desktop 1.0

Step 3: Install and Test Win32s

Also note the "Additional Tips" section at the end of this page.

Why Install Win32S?

As a Windows 95 application, Pilot Desktop 1.0 requires the installation of Win32s, a Microsoft extension, when running in the Windows 3.X environment. Similarly, for OS/2 Warp Windows emulation, Win32s must be installed to run Pilot Desktop 1.0.

Unfortunately, the version of Win32s installed by Pilot Desktop (version 1.30) is not supported by current OS/2 Warp releases, which only support version 1.25 of Win32s. This restriction necessitates a multi-stage installation process. The installation directions noted below have all been employed successfully by the OS/2 community.

We continue to revise our OS/2 information using customer feedback. We thank you for your ongoing help.

Step 1: Download Zip Files

Before you install Pilot Desktop 1.0, you need to download the following zip files:

VW32SYS (for OS/2 Warp 3.0 users without a recent
FixPak installed)
W32S125A
W32S125B

Step 2: Install Pilot Desktop 1.0

For Versions of OS/2 Warp 3.0

Note: The following four steps are only for those users of OS/2 Warp 3.0 who have not installed a recent FixPak. The VW32S.SYS file within the VW32S.ZIP file described below cannot be used with OS/2 Warp 4.0. OS/2 Warp 4.0 users do not need to upgrade their system using this file.

1. Unzip VW32SYS.ZIP. In it you will find some document files, and VW32S.SYS
2. Copy VW32S.SYS to the root directory of your boot drive (probably C:).
3. Modify CONFIG.SYS. Change the Device = line to:
Device=C:\OS/2\MDO\VW32S.SYS to
DEVICE=C:\VW32S.SYS 1,25,100 (Note: this assumes that your boot drive is C:).
4. Reboot the computer.

For All Versions of OS/2:

1. Start a full-screen WINOS/2 session
2. Install The Pilot Desktop software version 1.0 by launching the SETUP.EXE file on Disk1, the Setup Disk.
3. Following successful installation of Pilot Desktop 1.0, copy the file COMCTL32.DLL (located in

\OS2\MDOS\WINOS2\SYSTEM) to a working directory.

4. Close the WINOS/2 session.
5. Delete the WIN32.INI file, and the WIN32 directory located in (drive)\OS2\MDOS\WINOS2\SYSTEM.
6. Edit the SYSTEM.INI file, deleting the following line (located in the [386Enh] section):
device=\OS2\MDOS\WINOS2\SYSTEM\w32s.386.
Note: This step prevents an error message. You can skip this step and ignore the error message.

Step 3: Install and Test Win32s

1. Create two directories, \DISK1 and \DISK2. Unzip W32S125A.ZIP into \DISK1, and W32S125B.ZIP into \DISK2
2. Start a full-screen WINOS/2 session.
3. Run SETUP.EXE from the \DISK1 directory. Accept the defaults for the install. It is also a good idea to install the Freecell application (to test the installation). Do not let the installer restart WINOS/2 session.
4. Close the WINOS/2 session.
5. Copy the file COMCTL32.DLL from the working directory to (drive)\OS2\MDOS\WINOS2\SYSTEM).
6. Start a full-screen WINOS/2 session.
7. Launch the Freecell game (located in the Win32 Applications folder). If Freecell launches, and you can move cards around, then you know that Win32s is working (at least for Freecell). Launch the Pilot Desktop software--it should work correctly. If either the Freecell game or Desktop software fails to work, check the version of win32s installed (located in the WIN32S.INI file) and the VW32.SYS device settings (located in the CONFIG.SYS file). They should match. If not, change the VW32.SYS settings to match that of the WIN32S.INI file.
8. If the Desktop software still does not work, then the version of win32s installed are not compatible with the version of VW32.SYS installed.

Additional Tips:

If you use the "SIO" serial drivers instead of the IBM COM.SYS/VCOM.SYS drivers, make sure that you disable port sharing and do not virtualize the ports. These settings are in the Win/OS2

settings dialogue box in the session that HotSync will run in. To overcome the problem of the HotSync Manager starting for every DOS/WIN program, simply set the Desktop software Options to 'Available only when Pilot Desktop is running'. For 'Seamless Operation' of the Pilot software, make sure the property of the Pilot Program Object's WINOS/2 Session is set to 'Enhanced'. Check your versions and settings of the Win32s and VWIN32.SYS to make sure they are not incorrect or mismatched. Use caution when deleting files. Make sure that you are not deleting something that shouldn't have been deleted. Add HotSync Manager to the OS/2 startup folder, and remove it from the Win-OS/2 startup folder. If HotSync Manager is left in the Win-OS/2 startup folder, it will call up HotSync anytime a Windows program is opened. Several customers have reported that HotSync works better in a "non-separate winos2 window." This is particularly important for those using IntelliSync with Lotus Organizer: it is suggested to run each application (HotSync Manager, IntelliSync, Lotus Organizer) in non-separate winos2 windows, rather than a single winos2 full screen.

PalmPilot Applications

General Issues

Archiving PalmPilot Files

Note Name Changes: PalmPilot Personal Edition and PalmPilot Professional Edition are names for the new PalmPilots with backlight and Palm OS 2.0. The companion desktop software is called PalmPilot Desktop 2.0, which supports Windows 95 and NT 4.0. Windows 3.1x and Macintosh users will find their desktop application named Pilot Desktop 1.0. Unless specified, PalmPilot and PalmPilot Desktop will be used as generic references to the organizer and desktop software.

Both your PalmPilot and PalmPilot Desktop allow you to archive records when you delete or purge them. Archiving records allows you to remove information from your PalmPilot that you no longer need, thus conserving space, but maintain a copy of the information on your computer. Whenever necessary, you can access the information from the archive file.

PalmPilot Desktop stores archived records in archive files. It maintains a separate file for the Date Book and for each category of records archived from the Address Book, To Do List, and Memo Pad. PalmPilot Desktop adds records to the archive files both from PalmPilot Desktop and your PalmPilot when you perform a HotSync. Note that the archived record is not created or updated until a HotSync occurs.

An archive file contains data only from one of the PalmPilot Desktop applications. You can open an archive file only for the currently selected application, which is referred to as the "current application." When an archive file opens, the information is displayed in the same way as in the current application.

Note: Expense information can be archived, but cannot be viewed nor retrieved. This archive service for Expense is not fully functional.

Creating Custom Import Templates for PalmPilot Desktop

This document explains how to create custom import templates for PalmPilot Desktop, and assumes familiarity with the information found in the Help Note: Tips on Importing Files Into PalmPilot's Address Book (ACT users, in particular, should refer to that document).

Custom import templates enable users to save field ordering information from particular data sources to automatically map (align) source fields with PalmPilot Desktop's address book fields. In addition, the templates permit field data to be concatenated or linked together during the import process.

PalmPilot Desktop Version 1.0 comes with two custom import templates, one for Lotus Organizer (1.0 and one for Lotus Organizer 2.0) data that has been saved in CSV (Comma-Separated Value) file format. These template files can be found in the PalmPilot Directory as "lotus10.tpa" and "lotus20.tpa". These templates, and any others that you create, can be accessed from the address book import dialog box.

Looking At A Sample Import Template

The Lotus Organizer 1.0 template file is reproduced below: Note that the file simply consists of a header line, followed by sets (usually pairs) of numbers. With one notable exception, discussed below, the numbers refer to field position within the PalmPilot address book (on the left side), and the source import file (on the right side).

```
CSV,CSV(Lotus Organizer 1.0 mapping)|*.CSV|
0,2
1,1
2,3
3,4
4,8," ",9
5,Work
6,10
7,Fax
28,11
14,5
17,6
19,12
21,13
2"
```

To create a custom import file template you need to know the order of the fields in the PalmPilot address book, and the order of the fields in the source file that you are importing. The order of

fields in PalmPilot's address book is given below. Note that field ordering does not start with "1", but with "0".

PalmPilot Address Book Fields

No. PalmPilot Field Name

0Name [Last]

1First [Name]

2Title

3Company

4Phone1

5Phone1 (Label)

6Phone2

7Phone2 (Label)

8Phone3

9Phone3 (Label)

10Phone4

11Phone4 (Label)

12Phone5

13Phone5 (Label)

14Address

15City

16 State

17Zip

18Country

19Custom1

21Custom2

23Custom3

25Custom4

27Note

28Private

29Category (only available on 2.0)

You need to create a similar numbered ordering table for the data that you are importing. Start numbering from "0" as in the table above. Use your text editor to create a new text file. Save the text file with a .tpa extension into the PalmPilot directory such as "mytempl.tpa". Alternately, you can open the "lotus10.tpa" file, change the file name, and edit that file to create your template.

The first line of your file should be similar to that of the "lotus10.tpa" above, substituting your template description between the parentheses: CSV,CSV (Your description of the template) |*.CSV| This description will be visible from PalmPilot Desktop when you select the .tpa file.

Note that templates can be created for tab-delimited files (also referred to as tab-separated value, or TSV files), as well as CSV files. A generic first line for your templates is given below: 'Format','Description'|'Search'| "Format" is for one of the two file format types: 'CSV' or 'TSV'. The "Description" is that displayed in the Import dialog as one of the File Type choices visible in the drop down list. 'Search' is the search string used for displaying files in the Import dialog, and can have more than one file type if they are separated with a semi-colon. e.g.: TSV, Tab-Delimited(My PIM Program)|*.TSV;*.TAB| would show up if the dialog looked for files with either TSV or TAB extensions. A "*.*)" Search string would ensure that all files appear in the import dialog.

With the exceptions of the phone and custom fields, after this first line you simply match fields from your import file to fields with similar contents in the PalmPilot address book. Be sure to start your field numbering from "0", and place PalmPilot field numbers on the left, your import file's field numbers on the right.

If your imported data have more fields than PalmPilot's address book, you will probably need to concatenate or join some of the imported data in the template mapping (see below). If your imported data have fewer fields, don't worry about unmapped PalmPilot fields -- no data will be entered.

Concatenating and Formatting Fields

Two or more fields may be concatenated or joined together, with or without formatting, to correspond to a single PalmPilot field. Simply connect the fields together by commas, with any formatting information or characters separated by commas and quotation marks. For example, suppose you had a database file with a partial field order as follows:

No.	Sample Field Name	Sample Record
0	Company	US Robotics
1	Division	Palm Computing
2	Title	Marcom Director
3	Work Telephone	(999)999-9999
4	Work Fax	(999)999-8888
5	Last Name	Tree
6	First Name	Sheldon
7	Middle Name or Initial	T.

Then you would probably want both field #6, First Name, and field #7, Middle Name or Initial, to be mapped into PalmPilot field No. 1, First, and the appropriate line in the template file would look like this: 1, 6, " ",7. Please Note that the space between the quotation marks defines a formatting space between the field contents, so that the PalmPilot address book entry for First would show a space between the first name and the middle initial or name. The sample entry in PalmPilot for this record would be: First Name: Sheldon T. [Please note that in PalmPilot

Desktop, import formats cannot include line breaks. For this reason, the lotus20.tpa template file may give unsatisfactory results.]

Mapping Phone and Custom Fields

The five phone fields and four custom fields map differently than other PalmPilot fields. PalmPilot users have flexibility in the naming and ordering of the five phone fields, and four custom fields. For example, the five phone field labels can be: Work, Home, Fax, Other, E-mail, Main, Pager, or Mobile (spelling is important) -- and can also have duplicate label entries (multiple work numbers, for example). Because of this, the import template must assign names or labels to the data that is matched with each phone and custom field. This is done in a two step process. First the template assigns the import field to a specific PalmPilot phone or custom field. On the line immediately following, the template then assigns the appropriate PalmPilot label to the phone or custom field just referenced.

The following example is taken from the "lotus10.tpa" file: 6,10 7,Fax

The first line maps import field number 10 to Phone2, PalmPilot Desktop's field 6. The next line tells PalmPilot to assign "Fax" as the appropriate label for that data.

Saving and Using Your Template File

Once all of the import fields have been mapped to PalmPilot fields, save the new template file as a text file with a filename using a .tpa extension into the root PalmPilot Directory. At the bottom of the Import dialog you can select File type, to choose from among the .tpa files. After selecting the proper template, select the import file, Import, then double check to insure that the field mapping is correct. If the mapping is incorrect, cancel out of the import, and edit the template file to correct any errors. If the mapping is correct, proceed with the import.

Finding Your "Lost" Data

"I did a HotSync, but I can't seem to find my data. What happened?"

Multiple User Accounts on PalmPilot Desktop often can be confusing and create the mistaken impression that data has not been transferred or has been lost. We have seen this frequently. PalmPilot data is generally very secure and it is very rare to experience actual data loss or corruption.

If you have created more than one User Account on your PalmPilot Desktop, you may inadvertently enter data on your Desktop under one account, and expect it to be synchronized with a PalmPilot having a different account name.

The HotSync Manager works independently of PalmPilot Desktop. Any PalmPilot may be synchronized with desktop PalmPilot software. Each PalmPilot's data is synchronized with (creates) a different User Account. The desktop software only shows the data of one User at a time.

User Accounts are CaSe SeNsItIvE. That means you can have one account named "Albert" and a second named "albert". If you reinstall for any reason, you may create this situation inadvertently, though it's possible to do it other ways, too, particularly in an office where there are multiple PalmPilots synchronized to the same computer.

If you can't see your data on the PalmPilot Desktop, first check to see that you have selected the correct User Account to view.

If the User Account is correct and you are missing calendar events, be sure that they haven't just been shifted by a number of hours. If this is the problem, see [Datebook Events Change Times - Windows 95 user | Windows 3.x user](#) .

If you are concerned whether a HotSync was successful, launch PalmPilot Desktop and select View Log from the HotSync menu. There is a discussion of the contents of this log in the PalmPilot Desktop User Guide. You may also view the HotSync log on the PalmPilot itself: tap the Applications icon on the PalmPilot, select the HotSync icon and the HotSync log button.

Address Book

Tips on Importing Files Into PalmPilot's Address Book

Tips on how to import Act! files.

The following suggestions may be helpful if you are having difficulty importing a file into the PalmPilot Address Book.

1. Make sure that the import file that you are importing is in one of the accepted formats: CSV (Comma-Separated Values) or TAB (Tab Delimited or TSV, Tab Separated Values). If it is not, then return to your source program, and employ the "Save As," "Export" or "Extract" command to save the file into one of the accepted formats.

Note that older programs may not have the "Save As" option, and the saved file will be in an acceptable file format, but not with one of the typical file extensions. If this occurs, the file should be renamed and given one of the accepted file extensions.

Please note, too, that PalmPilot Desktop will assign category data to imported records according to the category selected when the import takes place. For example, if you are importing personal address book entries, you want to be sure to have the "Personal" category selected when you import the data. If "All" or the "Unfiled" category is selected, then imported records will also be of the "Unfiled" category.

2. You can double check # 1 by opening the file in a spreadsheet program such as Excel. If the data fields line up neatly in columns, then you should have little difficulty importing the data into PalmPilot. If you notice data irregularities (e.g. long notes disrupting proper record placement), then you need to correct for these irregularities before attempting your import. Cutting and pasting can usually "homogenize" even highly irregular files. If cutting and pasting appears too daunting a task, your source file was probably not saved in an

optimal format. Return to your source program and save the file in a different format.

3. To simplify matching fields between the source file and PalmPilot Desktop, it is useful to create a first record with the name of each field. Simply have the top row of your Excel worksheet hold the name of the field pertaining to that column (e.g. LastName, FirstName, Company, Title, Street Address...). When you go to import fields into PalmPilot, and you are given the opportunity to map fields, you can just use the first record to match the fields up with the names used by PalmPilot's Address Book. Following your import, you can delete this additional record. If you choose not to create such a record, ensure that at least one record in your file contains data for every data field in the file. Use that record if you need to map fields when importing.
4. When you are through manipulating the import file in Excel, employ the "Save As" command to save the file as one of the standard file formats. CSV file importing is particularly recommended.
5. PalmPilot should have no difficulty importing a neatly ordered Excel file that has been saved as CSV or TAB. After selecting the file in the Import dialog box, match the fields to those of the PalmPilot Address Book. Use the first record with field names if you created one. If no similar record exists, use a record with an entry for each field, to simplify the match-up process. Once the data is successfully imported, do not forget to delete the extra record that you created.
6. If you anticipate the need to repeatedly import data from the same source program (weekly imports from a corporate PIM, for example), you may want to create a custom template so that field mapping is done automatically. See [Creating Custom Import Templates](#).

To Import Act! Files

The following information was supplied by a customer to assist PalmPilot users importing Act! databases into PalmPilot Desktop.

1. Act! saves contact information in two separate First Name/Last Name fields that are normally hidden in Act!: field numbers 65 and 66.
2. To use these separate fields to import into PalmPilot: In Act! use FILE, SAVE AS, Select Contacts -- Active Contact, Lookup or Group, OK, name your export file, "Save as File Type" choose "Delimited," OK, choose the delimiter -- comma or tab, and --here's the important part: mark "Export Secondary Fields," OK. Act! then exports and saves the data with the two hidden First Name/Last Name fields.
3. You can then import the newly exported and saved database in PalmPilot Desktop. The separate First Name/Last Name fields will be at the very bottom of the Act! map.

In reverse, this procedure will work for exporting data from PalmPilot Desktop into Act!

Calculator

SlimCalc 2.0 Calculator Application Now Available!

Version 2.0 of the Calculator application comes standard with the PalmPilot 2.0 operating system. Pilot 1000 and 5000 users who have not upgraded to the PalmPilot 2.0 OS can install version 2.0 of the Pilot "SlimCalc" calculator, which was designed as a replacement calculator that fixes display errors and round off problems associated with the original calculator application that shipped with version 1.0 of the Pilot. Once installed into user memory, the SlimCalc calculator will take the place of the built-in calculator and will be launched via the calculator icon on the Pilot screen. The SlimCalc application will take up 17K of Pilot RAM; the built-in calculator remains in ROM (where it takes up negligible RAM).

SlimCalc version 2.0 is the release version of SlimCalc; it has no known errors -- although please read the paragraph below addressing the peculiarities of binary calculators. We encourage all Pilot users to install this version in their Pilots. (To determine the version of the calculator that you are using, from the Calculator application select Menu|Options|About Calculator. This new version should indicate "SlimCalc v. 2.0".)

Note About Binary-Based Calculators:

Several users have complained about calculator round-off "errors" associated with the display of "0.0". These type of errors are symptomatic of binary-based calculators that only approximate decimal equivalents, and are shared by many other computer calculators.

For example: subtract "0.1" eighteen times from "1.8" until you expect to see "0.0" as the result. The Pilot Calculator will display "-4.1633363e-16". The desktop calculator on a Macintosh is more accurate, but it still does not display "0.0", rather a very small number in scientific notation: "-2.30393E-19". This value is in fact $2.30393/10000000000000000000$. This is a very small number which represents the cumulative error of eighteen binary approximations of "0.1" added together (or in this case, all subtracted from 1.8).

Note that approximations of "0.0" in scientific notation will appear on your Pilot calculator only after numerous repetitive mathematical operations. For example, if you subtract "0.1" seventeen times or fewer to arrive at zero, "0.0" will be displayed by version 2.0 of SlimCalc. We are confident that the calculator should yield satisfactory results for the vast majority of the calculations required by Pilot users.

The reason that "0.0" does not always result on the SlimCalc or Mac Desktop calculators (e.g. if "0.1" is subtracted eighteen times or more), is because of an inherent tradeoff with the calculators' computational accuracy for complex mathematical operations (e.g. log functions). We have strived to maintain a sound balance between rounding results to convenient decimal equivalents and preserving complex computational accuracy.

As always, in the unlikely event that you encounter any problem with this application, we encourage you to contact us via electronic mail addressed to support@palm.usr.com, with "0000" as the subject header of your email message.

Please note that SlimCalc 2.0 does not add significant new functionality to the calculator application. SlimCalc 2.0 is the property of U.S. Robotics, with all rights reserved. It may be freely copied and distributed with proper acknowledgment.

Download SlimCalc 2.0 Calculator Application Now (PC Users) Download SlimCalc 2.0 Calculator Application Now (Mac Users)

Installation

The following installation instructions are included with the SlimCalc 2.0 Readme file (CAL2RDME) accompanying your download:

Windows users, download and unzip the SLIMCAL2.EXE file to obtain the SLIMCAL2.PRC and CAL2RDME.WRI files. Place these files wherever you keep Pilot Applications on your PC (e.g. C:\Pilot\Add-on). (The SLIMCAL2.EXE file will expand the two files, by default, into the directory: C:\Pilot\Add-on.)

Mac users: download and unstuff the SlimCal2.sea file, which will expand into the slimcal2 Folder with SLIMCAL2.PRC and the SlimCalc2 Read Me files. Place these files in the folder where you keep Pilot Applications on your Mac (e.g. the Add-Ons folder within Pilot Desktop).

On your Pilot, check your available memory by tapping the Memory application from the Application Launcher Tap the Size box if not already highlighted, then check the memory available. You must have at least 17K of memory available in order to install the SlimCalc 2.0 software.

Windows users: open your computer's File Manager, Explorer, or use another method to locate the PILOT directory. Open the Pilot directory and locate INSTAPP.EXE. Launch the PILOT\INSTAPP.EXE program. Mac users: Within the Pilot folder launch the InstallApp.

In the Pilot Install Tool dialog box, set your Pilot user name in the Account field.

Browse or Select to locate the SLIMCAL2.PRC file (e.g. in the C:\Pilot\Add-on directory). Mac users first need to change the File Type to All Applications. (If you are unfamiliar with this issue, please refer to the Mac Readme file.)

Click the Open button on the "Open" dialog box. Click Install on the "Pilot Install Tool" dialog box. Click Exit if you are not installing additional files on the Pilot at this time.

HotSync your Pilot. The installation is now complete. The next time you tap the calculator icon on your Pilot you should see the new calculator.

The SlimCalc 2.0 calculator has a larger "+" button than the built-in calculator (version 1.0). The "MS" button is now a "M+" button, and there is a change sign ("+/-") button in the upper right of the keyboard. All other appearances and functionality remain unchanged.

Datebook

Datebook Events Change Times

If you encounter a situation where your PalmPilot Desktop software shows different appointment times (a few hours earlier or later) for datebook events than the times shown on your handheld PalmPilot, or the Desktop event times have changed or shifted by several hours, you may have the "wrong" time zone command, or none at all, installed on your desktop PC. If you are connected to a network, you may also need to ensure that the network time is set properly.

Windows 95 users

Windows 95 users can verify/change the TZ command by selecting Start, Settings, Control Panel, Date/Time, and Time Zone.

Windows 3.1x users

Windows 3.1X users should inspect the AUTOEXEC.BAT file on the PC for a SET TZ command. If the setting is incorrect or is missing, enter a setting for the correct time zone as indicated below. Then save the file (DOS text compatible) and reboot the PC. Check to make sure that the time set on the PC after the reboot is the correct current time. If not, reset the clock. This should prevent the different appointment time problem from recurring.

Note that the time zone command in the AUTOEXEC.BAT file must be put in before Windows launches (i.e. before the WIN or WIN.EXE command). If your company has a company.bat file that launches Windows, the time zone command may be located too late in the AUTOEXEC.BAT file.

Time Zone Commands:

For Los Angeles: SET TZ=PST8PDT
For Denver: SET TZ=MST7MDT
For Arizona: SET TZ=MST7 (Arizona never uses
daylight savings time)
For Chicago: SET TZ=CST6CDT
For New York: SET TZ=EST5EDT
For London: SET TZ=GMT0BST
For Amsterdam: SET TZ=MET-1DST
For Moscow: SET TZ=MSK-3MSD
For Aukland: SET TZ=NZT-13

Datebook Events Change With Time Zone Shift

DateBook events in the Desktop shift times (and possibly dates) when the computer's time zone is changed. The amount of the shift generally matches the direction and number of time zones changed. There are also two different sets of behaviors with repeating events:

- Effect A: Repeating events shifted enough to change their start dates to the previous day, change their start date as well as their time. Repeating events shifted enough to change their start dates to the next day do not change their start day, but do change their time.
- Effect B: Repeating events disappear when time zone is shifted eastward. Repeating events that are shifted westward behave as described above. The missing repeating events are not deleted, just not displayed; move back to the original time zone and they will reappear. This only occurs when the original event was created *on* the PalmPilot then HotSynced to the Desktop in its original time zone.

Steps to reproduce:

1. Run the Desktop with your computer set to Pacific Standard Time (PST).
2. In the DateBook for the date of today, create an untimed event and regular events at 4am, 9am, 4pm, 7pm and 10pm. Create repeating events (any parameters) at 6am, noon, 6pm and 11pm.
3. Quit the Desktop.
4. Change the system's time zone to eastward to Greenwich MeanTime, GMT (anything east of PST time will show an effect, just not the specified effects below.)
5. Re-launch the Desktop. Here is what you will see (Effect A):

Type	Old Date/Time	New Date/Time	Shift
Untimed	Today	Today	none
Regular	Today, 4am	Today, 12pm	+8 hours
Regular	Today, 9am	Today, 5pm	+8 hours
Regular	Today, 4pm	Tomorrow, 12am	+8 hours
Regular	Today, 7pm	Tomorrow, 3am	+8 hours
Regular	Today, 10pm	Tomorrow, 6am	+8 hours
Repeat	Today, 6am	Today, 2pm ⁺	+8 hours
Repeat	Today, 12pm	Today, 8pm	+8 hours
Repeat	Today, 6pm	Tomorrow, 2am	+8 hours
Repeat	Today, 11pm	Tomorrow, 7am	+8 hours

⁺ When HotSynced to the PalmPilot as a repeating event with no end date it showed up on the PalmPilot at 6am not 2pm like on the desktop.

If you got Effect B, the four repeating events would have disappeared.

6. (Optional) Enter a selection of regular and repeating events while in GMT.

7. Close the Desktop, reset the time zone to PST, restart the Desktop. Note that all of your events have returned to their original dates and times. (The optional events will have shifted times and/or days to 8 hours later.)
8. Close the Desktop, reset the time zone to (Eniwetok, Kwajalein) then re-launch the Desktop. Now you'll see the following:

Type	Old Date/Time	New Date/Time	Shift
Untimed	Today	Yesterday	-1 day
Regular	Today, 4am	Yesterday, 11pm	-5 hours
Regular	Today, 9am	Today, 4am	-5 hours
Regular	Today, 4pm	Today, 7pm	-5 hours
Regular	Today, 7pm	Today, 2pm	-5 hours
Regular	Today, 10pm	Today, 5pm	-5 hours
Repeat	Today, Untimed	Yesterday, Untimed	-1 day
Repeat	Today, 6am	Today, 1am ^{*,+}	-5 hours
Repeat	Today, 12pm	Today, 7am [*]	-5 hours
Repeat	Today, 6pm	Today, 1pm [*]	-5 hours
Repeat	Today, 11pm	Today, 6pm [*]	-5 hours

* Untimed repeating events now end on the day before their last day. Untimed repeating events with no end date that would appear on 31 December

2031 will appear on 30 December 2031.

+ When HotSynced to the PalmPilot as a repeating event with no end date it showed up on the PalmPilot at 2pm not 1am like on the desktop.

Expense Application

Explanation of the Expense Mapping Table:

For this explanation, we will use the Sample3 template for this example, only because it contains most of the variations the mapping table supports. To help analyze the programming of the mapping table, print a copy of the Sample3 template and mactable.xls. With this document, together with the Application Handbook we hope to help you better understand how to use the Mactable with your customized template. Note: Everything you enter should be in CAPS. You will also want to be viewing your templates in RIC1 format. You can change this by going to Tools/Options/General on the menu bar, and there will be a box to select RIC1 reference style in Excel.

	1	2	3	4	5
22	Template Name:	SAMPLE3.XLT			
23		ROW			
24		Fixed Label		Variable Label by	
25		Day/Date	Expense Type	Day/Date	Expense Type
26	Main (PREPAID)		X		
27	Main		X		
28	Business Meals & Entertainment			X	
29	Mileage Log			X	

Template Name (row 22, column 1 & 2)

Specify the corresponding Template name you want to map the Expense data into. In this case SAMPLE3.XLT is the name of an actual Excel Template located in the C:\PILOT\TEMPLATE.

Main Prepaid Section (row 26)

This section maps all Prepaid expenses into the template. It is necessary to create a separate section for Prepaid if the template separates Prepaid and non-Prepaid expenses.

Main Section (row 27)

This is the section of the mactable that maps all non-Prepaid expenses into the template.

Business Meals and Entertainment Section (row 28)

This covers the second page of the template, which lists the Business Meals and Entertainment expenses. Business Meals is not the same as Breakfast, Lunch and Dinner.

Mileage Log Section (row 29)

The 3rd page of the SAMPLE3 template is the Mileage Log. This section maps mileage data to the Mileage Log page.

Row Fixed Label - Day/Date (column 2)

If each row is going to be a different day, you would want to put a capital "X" in this cell. You would most likely use this with Column Fixed Label by Expense Type.

Row Fixed Label - Expense Type (column 3)

If each row is going to be a different expense type, you would want to put an "X" in this cell. You would most likely use this with Column Fixed Label by Day/Date.

Row Variable Label - Day/Date (column 4)

If each row can be any day (with the possibility of repeating days), you would want to put an "X" in this cell. You would most likely use this with Column Variable Label by Expense Type.

Row Variable Label - Expense Type (column 5)

If each row can be any expense type (with the possibility of repeating expense types), you would want to put an “X” in this cell. You would most likely use this with Column Variable Label by Day/Date.

	1	6	7	8	9
22	Template Name:				
23		COLUMN			
24		Fixed Label		Variable Label by	
25		Day/Date	Expense Type	Day/Date	Expense Type
26	Main (PREPAID)	X			
27	Main	X			
28	Business Meals &				X
29	Mileage Log				X

Column Fixed Label - Day/Date (column 6)

If each column is going to be a different day, you would want to put a capital “X” in this cell. You would most likely use this with Row Fixed Label by Expense Type.

Column Fixed Label - Expense Type (column 7)

If each column is going to be a different expense type, you would want to put a capital “X” in this cell. You would most likely use this with Row Fixed Label by Expense Type.

Column Variable Label - Day/Date (column 8)

If each column can be any day (with the possibility of repeating days), you would want to put an “X” in this cell. You would most likely use this with Row Variable Label by Expense Type.

Column Variable Label - Expense Type (column 9)

If each column can be any expense type (with the possibility of repeating expense types), you would want to put an “X” in this cell. You would most likely use this with Row Variable Label by Day/Date.

	1	10	11	12	13	14	15	16	17
22	Template Name:								
23						Date	Intervals		
24							Between		
25		# of Rows	# of Columns	Start Row	Start Column	Date	Dates	Start day	Day
26	Main (PREPAID)		9	9	5	5	0		
27	Main		9	10	5	5	0		
28	Business Meals &	36		56	1	1	0		
29	Mileage Log	36		97	5	5	0		

of Rows (column 10)

If the Day/Date is selected in Row Fixed Label or Row Variable Label, then you would want to enter in the total number of rows in the current section of the expense report (excluding header rows). If you are skipping rows between each row of data, you need to include the skipped rows in the total.

of Columns (column 11)

If the Day/Date is selected in Column Fixed Label or Column Variable Label, then you would want to enter in the total number of columns in the current section of the expense report (excluding header columns). If you are skipping columns between each column of data, you need to include the skipped columns in the total.

Start Row (column 12)

The number of the first row in the current section to contain data.

Start Column (column 13)

The number of the first column in the current section to contain data.

Date (column 14)

If the Day/Date is selected under Row Variable Label or Row Fixed Label, then this will be the row you want the date (ex. 9/23/98) to appear in going across. If the Day/Date is selected under Column Variable Label or Column Fixed Label, then this will be the column you want the date to appear in going down.

Dates (column 15)

This is actually Interval Between Dates. This is usually 0, but if you need to skip a column/row between each date you would put the number of rows/columns to be skipped.

Start day (column 16)

This is the day of the week that starts your expense reporting period. This can be SUN, MON, TUE, WED, THU, FRI, or SAT. If this is left blank the expense sheet will start on the first day you have an expense.

Day (column 17)

If the Day/Date is selected under Row Variable Label or Row Fixed Label, then this will be the row you want the day (ex. Saturday) to appear in going across. If the Day/Date is selected under Column Variable Label or Column Fixed Label, then this will be the column you want the day to appear in going down.

	1	18	19	20	21	22	23	24	25
22	Template Name								
23				Expense Types					
24									
25		Listing Format	Expense Type	Airfare	Breakfast	Bus	Business Meals	Car Rental	Dinner
26	Main (PREPAID)	NO		9	25	15	31	11	29
27	Main	NO		10	26	16	32	12	30
28	Business Meals &	YES	3				5		
29	Mileage Log	YES							

Listing Format (column 18)

This is used when you would like to list expenses with each expense having a separate row/column. This is also the only format in which you can view extra details of your expenses such as expense type, category, payment type, country, vender, location, attendee, and description. This is usually used with expense templates with Row Variable Label by Day/Date and Column Variable Label by Expense Type selected, but it could also be used with Row Variable Label by Expense Type and Column Variable Label by Day/Date selected.

Expense Type (column 19)

This is a column/row that you would like to have the Expense Type label (ex. Airfare, Breakfast, Business Meals, etc.) show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Expense Type label to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Expense Type label to appear in going across. You can only map this if you have Listing Format set to YES.

Expense Types (columns 20-25)

This is the row/column that you would like to have the amount of this expense type mapped to. If you are using Fixed Labels and if you have multiple expenses of the same or different types mapped to the same row/column, they will be summed. If the Day/Date is selected under Row Variable Label or Row Fixed

Label, then this will be the column you want the amount to appear in going down. If the Day/Date is selected under Column Variable Label or Column Fixed Label, then this will be the row you want the amount to appear in going across. If you don't want an expense type to be mapped in a section leave its cell blank.

	1	26	27	28	29	30	31	32	33	34	35	36
22	Template Name:											
23												
24												
25		Entertainment	Fax	Gas	Gifts	Hotel	Incidentals	Laundry	Limo	Lodging	Lunch	Mileage
26	Main (PREPAID)	31	21	11	39	13	39	23	15	13	27	17
27	Main	32	22	12	40	14	40	24	16	14	28	18
28	Business Meals &	5										
29	Mileage Log											6

Expense Types (columns 26-36)

This is the row/column that you would like to have the amount of this expense type mapped to. If you are using Fixed Labels and if you have multiple expenses of the same or different types mapped to the same row/column, they will be summed. If the Day/Date is selected under Row Variable Label or Row Fixed Label, then this will be the column you want the amount to appear in going down. If the Day/Date is selected under Column Variable Label or Column Fixed Label, then this will be the row you want the amount to appear in going across. If you don't want an expense type to be mapped in a section leave its cell blank.

	1	37	38	39	40	41	42	43	44	45	46	47
22	Template Name:											
23												
24												
25		Other	Parking	Postage	Snack	Subway	Supplies	Taxi	Telephone	Tips	Tolls	Train
26	Main (PREPAID)	39	37	35	27	15	39	15	21	39	37	15
27	Main	40	38	36	28	16	40	16	22	40	38	16
28	Business Meals &											
29	Mileage Log											

Expense Types (columns 37-47)

This is the row/column that you would like to have the amount of this expense type mapped to. If you are using Fixed Labels and if you have multiple expenses of the same or different types mapped to the same row/column, they will be summed. If the Day/Date is selected under Row Variable Label or Row Fixed Label, then this will be the column you want the amount to appear in going down. If the Day/Date is selected under Column Variable Label or Column Fixed Label, then this will be the row you want the amount to appear in going across. If you don't want an expense type to be mapped in a section leave its cell blank.

	1	48	49	50	51	52
22	Template Name:					
23						
24						
25		Category	Payment Type	Not Used	Not Used	Country
26	Main (PREPAID)					
27	Main					
28	Business Meals &					
29	Mileage Log					

Category (column 48)

This is a column/row that you would like to have the Category label (ex. New York, Paris, Unfiled, etc.) show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Category label to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Category label to appear in going across. You can only map this if you have Listing Format set to YES.

Payment Type (column 49)

This is a column/row that you would like to have the Payment Type (ex. Cash, Check, Credit Card, Prepaid, VISA, etc.) show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Payment Type to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Payment Type to appear in going across. You can only map this if you have Listing Format set to YES.

Country (column 52)

This is a column/row that you would like to have the Country (ex. United States, France, Germany, etc.) show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Country to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Country to appear in going across. The country is determined by what currency you are using. If you go to the Palm device, go into the Expense application, choose an expense, tap details, tap the Currency pull down, and select Edit currencies, you will see the country names that correspond with the currency symbols in the Currency pull down. You can only map this if you have Listing Format set to YES.

	1	53	54	55	56	57
22	Template Name					
23		Vendor	City	Attendee	Note	
24						
25		Vendor	Location	Attendee	Description	PrePaid
26	Main (PREPAID)					YES
27	Main					NO
28	Business Meals &	6	8	13	10	BOTH
29	Mileage Log				9	NO

Vendor (column 53)

This is a column/row that you would like to have the Vendor from the expense details to show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Vendor to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Vendor to appear in going across. You can only map this if you have Listing Format set to YES.

Location (column 54)

This is a column/row that you would like to have the Location from the expense details to show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Location to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Location to appear in going across. You can only map this if you have Listing Format set to YES.

Attendee (column 55)

This is a column/row that you would like to have the Attendee from the expense details to show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Attendee to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row

you want the Attendee to appear in going across. You can only map this if you have Listing Format set to YES.

Description (column 56)

This is a column/row that you would like to have the Description (Note) from the expense details to show up in. If the Day/Date is selected under Row Variable Label, then this will be the column you want the Description to appear in going down. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Description to appear in going across. You can only map this if you have Listing Format set to YES.

PrePaid (column 57)

This can have 3 different states (YES, NO, or BOTH). If it is YES, then Expense Types that you have mapped in columns 20-47 that have a Payment Type of Prepaid will be mapped into the current section of your template. If it is NO, the Expense Types that you have mapped in columns 20-47 that have a Payment Type of anything other than Prepaid will be mapped into the current section of your template. If it is BOTH, then all expenses that you have mapped in columns 20-47 will be mapped into the current section of your template. This has to be filled in.

	1	58	59	60	61	62	63
22	Template Name						
23		Employee Name		Department		Phone	
24							
25		Header1Row	Header1Col	Header2Row	Header2Col	Header3Row	Header3Col
26	Main (PREPAID)	2	5	2	9		
27	Main						
28	Business Meals 8						
29	Mileage Log						

Employee Name – Header1Row (column 58)

This is for the row that you would like the Employee Name in. Leave blank if you don't want the macro to fill in your name field. This information comes from the Options button when you run the Expense application.

Employee Name – Header1Col (column 59)

This is for the column that you would like the Employee Name in. Leave blank if you don't want the macro to fill in your name field. This information comes from the Options button when you run the Expense application.

Department – Header2Row (column 60)

This is for the row that you would like the Department in. Leave blank if you don't want the macro to fill in your department field. This information comes from the Options button when you run the Expense application.

Department – Header2Col (column 61)

This is for the column that you would like the Department in. Leave blank if you don't want the macro to fill in your department field. This information comes from the Options button when you run the Expense application.

Phone – Header3Row (column 62)

This is for the row that you would like the Phone in. Leave blank if you don't want the macro to fill in your phone number field. This information comes from the Options button when you run the Expense application.

Phone – Header3Col (column 63)

This is for the column that you would like the Phone in. Leave blank if you don't want the macro to fill in your phone number field. This information comes from the Options button when you run the Expense application.

	1	64	65	66	67	68
22	Template Name:					
23		Project		Bill To		
24		Header4Row	Header4Col	Header5Row	Header5Col	SubTotal Rows/Columns
25		2	10			
26	Main (PREPAID)					
27	Main					
28	Business Meals &					5
29	Mileage Log					6.8

Project – Header4Row (column 64)

This is for the row that you would like the Project in. Leave blank if you don't want the macro to fill in your project field. This information comes from the Options button when you run the Expense application.

Project – Header4Col (column 65)

This is for the column that you would like the Project in. Leave blank if you don't want the macro to fill in your project field. This information comes from the Options button when you run the Expense application.

Bill To – Header5Row (column 66)

This is for the row that you would like the Bill To in. Leave blank if you don't want the macro to fill in your bill to field. This information comes from the Options button when you run the Expense application.

Bill To – Header5Col (column 67)

This is for the column that you would like the Bill To in. Leave blank if you don't want the macro to fill in your bill to field. This information comes from the Options button when you run the Expense application.

SubTotal Rows/Columns (column 68)

This column does not appear with 2.x Desktop users. This column is used only with sections that have Listing Format set to YES. If you have more expenses than will fit into the section you are mapping them to, the macro will go into overflow mode. Basically, the macro will copy the layout of the current section below the current section. If you fill in the row/column, it will create a Total box at the bottom of the row/column you have selected for this section. Most likely Day/Date is selected under Row Variable Label and this will contain the column you want your Sub Total in. If the Day/Date is selected under Column Variable Label, then this will be the row you want the Sub Total to appear in going across. If you look in Row 29 Column 68, you will notice that there are two numbers separated by a comma. This signifies that you would like 2 different rows/columns subtotaled for this section.

Expense Application Fails to Launch MS Excel

If your PalmPilot has the Expense application installed, yet you get an error message when you click on the Expense icon in PalmPilot Desktop that reads:

Expense Report Error: Microsoft Excel could not be found

Microsoft Excel could not be found. You can still view the data using Notepad. The data is in the file C:\pilot\

You need to insure that the appropriate registry key is pointing to the actual directory where Microsoft Excel is installed. You may do this by following the steps outlined below:

1. Go to Start|Run on the taskbar.
2. Open "regedit".
3. Click on the "+" next to HKEY_CLASSES_ROOT.
4. Click on the "+" next to Excel.addin. If you do not have Excel.addin, you need to download the zip-compressed file REGEXPEN.exe, double-click on it to expand it into COMMAND.reg (which will unzip in your current directory), close the zip dialog box and then import COMMAND.reg into your registry. (To import the file after downloading it, run the Registry Editor and from the Registry pull-down menu options, select Import Registry File, then locate the downloaded file.)
5. Click on the "+" next to shell.
6. Click on the "+" next to open.
7. Select command so it is highlighted in blue.
8. On the right hand side of the screen, under Name it will have (Default) and under Data it will have a path to your Excel program with a "/e" after it. Make sure this path is correct. If the path is not correct, click on (Default) on the right hand side of the screen. Then go to Edit|Modify and change it to the correct path and press OK.
9. Close the Registry Editor.

In summary:

If the customer is not using the 2.1 Upgrade, the customer needs to check for the correct path to Excel in the registry key

HKEY_CLASSES_ROOT\Excel.Addin\shell\open\command. If the path is not correct, modify the path to reflect the location of EXCEL.EXE. If any portion of the key leading up to command is missing download the file REGEXPEN.EXE from our website:

<http://www.3com.com/palm/custsupp/expenseexcl.html>

If the customer is using the 2.1 Upgrade, the customer needs to check for the correct path to Excel in the registry key

HKEY_CLASSES_ROOT\Excel.Sheet.5\protocol\StdFileEditing\server. If the path is not correct, modify the path to reflect the location of EXCEL.EXE.

My expenses always start on Saturday

Problem:

I have set a start day in the C:\Pilot\MAPTABLE.XLS, and now my expenses always start on Saturday.

Solution:

Download the newest version of our 2.1 Upgrade off of the web. The web address is:

<http://www.3com.com/palm/custsupp/readme21.html>.

Expense Conversion Rate Remains The Same

Problem:

I have chosen to convert my expenses and entered the conversion rate in the Currency Exchange Rates window, but the conversion rate has remained equal to one and the currency amount equals the dollar amount (this is using the Sample 1 template).

Solution:

When you choose to have the Expense application do the conversion it will do the conversions before they are placed on the template. In the case of Sample 1, you would want to choose not to do the conversion, then manually enter the conversion rates on each line.

Expense Conversion Not Correct After Conversion Is Done

Problem:

When I enter the conversion rate in the template or in the Currency Exchange Rates window, after the conversion is done the amounts are not correct.

Solution:

Make sure that you are using the conversion rate from the foreign currency to your local currency. This would be equal to $1/(\text{the exchange rate from the local currency to the foreign currency})$.

Error 91 when trying to open the Expense application in Excel.

When I click on the Expense button or select Expense Report from the Start Menu, I get an Execution Error 91...” Is there something I am doing wrong?

When trying to transfer data from the PalmPilot Expense application to Microsoft Excel by either clicking the Expense application button in PalmPilot Desktop or from the PalmPilot 2.0 program group in the Windows Start Menu, you may get this error before the expense report configuration dialog window appears (see pp. 107-108 in your PalmPilot Handbook). The error is related to regional settings when using French and German localization’s of the PalmPilot Expense Applications.

The exact error reads:

In French – Erreur d’exécution 91 Variable objet non de finie

In English – Execution Error 91, Object variable not defined.

Correcting this error involves changing your localization settings related to language and your country’s usage. To change these:

Verify your Windows Regional Setting. To do this, click on the Start Menu to Settings. Then select Control Panel. In the Control Panel window, double click on Regional Settings. Under the tab marked Regional Settings, select the appropriate listing. For example, if we were in Quebec, Canada, and wanted to use French, we would select “French (Canadian).”

Next, you will need to change the settings in the Local.xls file located in your Pilot Directory (C:\Pilot\Local.xls). Open this file using Microsoft Excel.

Notice that rows 1 and 2 are both color-blocked yellow. In row 1, identify the column for the correct language you will be using. In our example above, we would look for the column with the “French” header.

Scroll to the right until you come to column “9.” You will see a list of countries and their corresponding country codes.

Afrikaans 27
Basque 34
Catalan 34
Danish 45
Dutch(Belgian) 32
Dutch(Standard) 31
English(Australian) 61
English(British) 44
English(Canadian) 2
English(Caribbean) 1
English(Ireland) 353
English(Jamaica) 1

English(New Zealand) 64
 English(South Africa) 27
 English(United States) 1
 Finnish 358
 French(Belgian) 32
 French(Canadian) 2
 French(Luxembourg) 352
 French(Standard) 33
 French(Swiss) 41
 German(Austrian) 43
 German(Liechtenstein) 41
 German(Luxembourg) 352
 German(Standard) 49
 German(Swiss) 41
 Icelandic 354
 Indonesian 62
 Italian(Standard) 39
 Italian(Swiss) 41
 Norwegian(Bokmal) 47
 Norwegian(Nynorsk) 47
 Portuguese(Brazilian) 55
 Portuguese(Standard) 351
 Spanish(Argentina) 54
 Spanish(Chile) 56
 Spanish(Colombia) 57
 Spanish(Costa Rica) 506
 Spanish(Dominican Republic) 1
 Spanish(Ecuador) 593
 Spanish(Guatemala) 502
 Spanish(Mexican) 52
 Spanish(Modern Sort) 34
 Spanish(Panama) 507
 Spanish(Paraguay) 595
 Spanish(Peru) 51
 Spanish(Traditional Sort) 34
 Spanish(Uruguay) 598
 Spanish(Venezuela) 58
 Swedish 46

Find the appropriate country from the list and identify the country code associated with it. Following our above example, we would look for Canada, which has a country code of “2.”

Go back to the column for the appropriate language. Notice that row 2 is labeled for country codes. In the country code cell under the column of the appropriate language, replace the existing number with the one identified from the country code list. With the above example, we would go to row 2 of the FRENCH column and replace “33” (or whatever number appears) with “2.”

Save the file and try running an expense report once more.

Cannot See all Categories When Expense Report Is Launched

Symptom:

I cannot see all the categories when the Expense report is launched. The records are not being transferred even after a HotSync.

The records are actually being transferred, but the process gives an impression that it is not being transferred (for that reason, you're not able to see the other categories).

To check if the records do transfer after a HotSync, double-click the Expense.txt file located - c:\pilot\username\expense.

Cause: Customer had a category with the word "Expenses".

For Windows 3.1 users:

If the word "Expenses" is used in a category, you might get an error "run time error: type mismatch error 13", as soon as you click on the Create button.

Solution: Rename the category so it does not say "Expenses" anymore. If that fails, delete the category with the word "Expenses" (moved all the expense records out of this category to a another category, before deleting).

The word "Expenses" (in the plural form) is a keyword and cannot be used as a category title. If "Expense" in the singular form is used, there is no problem. The word "Currency" is also another keyword that can cause problems.

Cannot Find Maptable

Symptom: Cannot find map table for "Make sure you have created a mapping table for this template in the workbook named 'MAPTABLE.XLS'.

Cause: If you place a comma in one of the option fields for the Expense application, you will see the message.

Solution: Remove the comma. You may also need to delete the User.txt within the user's directory. The Desktop will automatically rebuild this file.

Where are the extra Expense records in memory coming from?

Symptom:

1. I have a new PalmPilot
2. I enter a single entry in Expense
3. In this entry, I have specified the Vendor and City name (in Receipt Details).
4. Then I go to Memory apps, tap on Records, it shows 3 records under Expense.
5. I then go back to Expense and deletes the entry. However, the Expense record still showed 2 records!

What are the 2 extra records for?

The extra 2 records are used to store the Vendor and City name to use for QUICKFILL.
These records cannot be deleted in memory, unless you perform a hard reset.

Microsoft Visual Basic Error “mExpenseDialogCode”

Problem:

If you push the Expense button in the Palm Desktop, Excel will open. It will say loading usrxpens.xla, then give you this error message:

"Microsoft Visual Basic Compile Error in hidden module: mExpenseDialogCode"

The customer who has Office 95, installs PalmPilot Desktop, then later installs Office 97 will receive the Microsoft Visual Basic error. You will have a choice of two buttons, OK and Help. If you press Help, you will receive the unable to find file message "Cannot find the C:\PROGRAM FILES\COMMON FILES\MICROSOFT SHARED\VBA\VEenLR3.HLP file. Do you want to try to find this file yourself?" with two buttons Yes and No.

Solution:

Customer needs to install the 2.1 Upgrade available from the Palm web site. Most likely the customer has installed Office 97 after installing PalmPilot Desktop.

Custom Expense Template Creation

*Need help creating a custom template for your company's expense report form?**

3COM has a fast and easy solution for you. For corporations or small businesses that want a custom expense template created, 3COM has partnered with **ChemSoft Inc** to develop and support these templates. ChemSoft is a software company that specializes in creating expense report templates using Excel software. The cost for creating expense templates is \$199 for standard templates and \$399 for templates that are more complex.

To take advantage of this service, please contact:

Doug Weis at Chemsoft Inc. at **408-615-1001** or by email at gweis@chemsoft.com

Email:

Sales@chemsoft.com

Support@chemsoft.com

***Palm Technical Support Suggestion**

Customers should only be referred to Chemsoft if they want a complete custom expense report template created. Chemsoft will provide technical support for all templates that they create. 3COM will need to continue to provide technical support for all other questions regarding expense reports.

Expense Report is Blank

Problem:

I just HotSynced my expense information and when I open the Expense Application, my report is blank.

Cause:

Corrupted c:\pilot\username\expense\expense.txt file

Solution:

The data contained in the expense.txt file needs to be separated by tabs. The data cannot be separated with “fixed width” of spaces.

You can import a corrupt expense.txt file into Excel to be separating the information as tab delimited. You will have to verify each entry for accuracy

Mail Application

E-Mail Tips

Problems With Messages Having Identical Subject Lines

Q: "When download e-mail on to my PalmPilot, I am missing several messages that share the same subject header. What is going on?"

A: If you have several e-mail messages that have the same subject line in their headers, only one will be downloaded onto your PalmPilot. Check to see that that your messages all have unique subject line information to avoid missing them during a HotSync.

Grayed Out HotSync Window

Q: "When I am in Custom and want to change e-mail, the Change HotSync Action window comes up, but everything is grayed out. I can't even select Activate PalmPilot Mail. What should I do?"

A: Make sure that the Mail.inf file is located in the c:\Pilot directory. The 2.1 upgrade also fixed this problem.

Error Messages when Using MS Exchange

Q: I keep getting an error message when I use the PalmPilot mail function with MS Exchange. What should I do?"

A: If you are getting error messages with MS Exchange when HotSyncing, try the following tips:

- Limit your HotSync's to no more than 100 e-mails.
- Cancel Dial-up to avoid PalmPilot TimeOut when HotSyncing mail.
- Check for drafts on the PalmPilot or update them to Windows messaging. (See also "HotSync Fails With MS Exchange"
- Run the InBox Repair Tool (usually located in the System Tools group).

Problems with Lotus Notes and MS Exchange

Q: "I want to import my Lotus Notes messages to MS Exchange, then use MS Exchange to HotSync to my PalmPilot mail function, but I keep getting error messages. How can I do this?"

A: The PalmPilot mail function does not currently support this Lotus Notes/MS Exchange import procedure.

Problems with Fax Mail

Q: "I keep getting an error message that says something about AWFXCG32.DLL. What should I do?"

A: AWFXCG32.DLL is a Microsoft Fax Mail file. Make sure you are using the latest version of this file by checking the internal version number with Explorer under Properties. You should be using version 4.0.962, not 4.0.950.

Erroneous Text Added to Bottom of E-mail Messages

Q: "Why do my e-mail messages suddenly have extra data at the bottom after a HotSync?"

A: Check to see which version of MS Exchange you are using. Version 4.0.837.0 appends information to the bottom of e-mail messages that resembles headers. To solve this problem you need to install a later version of MS Exchange, which has been renamed "Windows Messaging." To download a free self-installing upgrade, go to <http://www.microsoft.com/windows/download/exupdusa.exe>. To view more information about this upgrade, visit <http://www.microsoft.com/windows/software/exupd.htm>.

Locations you can send and receive e-mail messages from: Microsoft Exchange Server mailbox

A Microsoft Exchange Server mailbox. The mailbox is located on a server maintained by your administrator and requires the least maintenance from you. When your mailbox is on a server, you save space on your computer, but your messages are not available if the network or mail delivery service is down. This option is only available with Microsoft Exchange Server. An offline folder file (OST) is located on your computer hard disk, and the contents are synchronized to stay the same as the contents of the Microsoft Exchange Server mailbox. Offline folders are available even if the network or mail delivery service is down and can be compacted to save space on your computer. This option is only available with Microsoft Exchange Server. A personal folder file (PST) is usually located on your computer hard disk. The personal folder file takes up space on your computer, is available even when the network or mail delivery service is down, and can be compacted to save space on your computer.

Methods you can use to send and receive messages: Microsoft Exchange Server

(In most cases, it is the method you use depends on the location you send and receive messages from):

Connect to a network with a continuous connection, either by phone or over a network line, and click Check for New Mail (Tools menu). If you use multiple mail delivery services, you can use the Check for New Mail On command and then select the check boxes next to the services you want to send and receive messages from. Synchronize your offline folders to make the contents of these folders on your local computer the same as the contents of the mailbox on a server. This option is only available with Microsoft Exchange Server, and you must have an offline folder file set up. Connect using Remote Mail to screen out messages you don't want to download. First, download the message headers, and then download only the messages that you choose. With this option, you must have a personal folder file to deliver messages to.

Using Eudora 3.05 with PalmPilot Mail

PalmPilot Mail is now certified for use with Eudora Pro or Eudora Lite 3.01. Earlier versions of Eudora are not fully MAPI compliant, and will not work properly. The current version of Eudora is 3.0.5.

Go to Eudora 3.05 and make the following configuration adjustment:

- 1.From the Eudora menu bar, select Tools
- 2.From Tools, select Options
- 3.Under Options, scroll down the Category list and select MAPI
- 4.Choose the following:
Use Eudora MAPI server: When Eudora is running
(Note: if you choose the Always option, you will not be able to launch MS Exchange on your system until this option is changed.)
- 5.Select OK

Be sure that Eudora 3.05 is functioning properly before attempting to configure PalmPilot Mail for use with Eudora. To configure PalmPilot Mail for use with Eudora:

- 1.Go to Custom HotSync settings from the HotSync Icon or PalmPilot Desktop 2.0
- 2.Select Mail, and Change
- 3.Select Activate PalmPilot Mail
- 4.Under Synchronize with: Options, select Eudora 3.01. If you do not see Eudora 3.05 listed, select Microsoft Exchange 4.0.
- 5.Select the appropriate Username and Password settings as discussed in Chapter 1 of your PalmPilot Professional Edition Handbook.

When you HotSync your PalmPilot, the mail on the PalmPilot should now synchronize with Eudora's Inbox.

HotSync Error With Eudora, "Unable to read next message"

Q. HotSync log error, "Unable to read next message".

A. Normally seen with Eudora v3.01. Update to Eudora v.3.05

PalmPilot E-mail FAQs

- What is PalmPilot E-mail?
- Who would typically use PalmPilot E-mail?
- What's required to access e-mail?
- Which e-mail clients are supported?
- Do you support POP3 (Internet Mail)?
- Can I use PalmPilot to access e-mail from my America Online account?
- Can I use PalmPilot to access e-mail from my CompuServe account?
- Does the PalmPilot e-mail work with Eudora?
- Does the PalmPilot e-mail work with a Macintosh desktop?
- Can I access e-mail without an ISP?
- Can I access e-mail without going through my PC desktop?

What is PalmPilot E-mail?

The electronic mail application is comprised of two components: (1) the client software that runs under the Palm OS, and (2) a conduit which links e-mail data between PalmPilot and the user's existing desktop e-mail system.

Unlike other handheld e-mail solutions, PalmPilot does not require that a separate e-mail server be set up. Instead, it works with the existing desktop e-mail system to provide true inbox synchronization.

This is a key advantage in PalmPilot's e-mail solution since it addresses the "two mailbox" problem that our competitors still face.

Who would typically use PalmPilot E-mail?

There are two types of PalmPilot users who typically would benefit from using PalmPilot E-mail:

Corporate PalmPilot User- Interested in deploying multiple PalmPilots into an organization. This person may set up dedicated systems for PalmPilot dial-in support and would like the product to

be secure, easy to install and easy to maintain. In this regard, the e-mail application must work with the existing corporate e-mail system.

Individual PalmPilot User - Someone who is interested in creating and viewing e-mail messages with PalmPilot. The user would use Microsoft Exchange or Outlook as their e-mail client.

What's required to access e-mail?

This page includes two checklists that you can use to determine if you can use PalmPilot E-mail.

Will you use PalmPilot to access e-mail locally or remotely?

Locally

- Must have supported e-mail client.
- Desktop running Windows 3.1, 95 or NT.
- Accessing e-mail is as simple as a HotSync.

Remotely

- Must have supported e-mail client.
- Desktop running Windows 95 or NT
- Must satisfy all Network HotSync requirements.
- See Network HotSync FAQs for details.

Which e-mail clients are supported?

The PalmPilot e-mail application works with MAPI (Microsoft) and VIM (Lotus) e-mail clients that run on Windows 3.1, 95 and NT.

In theory, any MAPI and VIM compliant packages should work fine with the PalmPilot e-mail application. There may, however, be slight differences in vendor implementations of these standards and we have not thoroughly tested all clients which claim to support MAPI or VIM.

Initial support for:

- Lotus cc:Mail 2.5, 6.0, 7.0
(Any cc:mail client should work if the client employs cc:Mail Post Office version DB 6 or DB 8; this includes cc:Mail 2.2)
- Microsoft Exchange 4.0 (or Windows Messaging)
- Microsoft Mail 3.5

Microsoft Outlook 1.0
Eudora Pro 3.0.5

Soon to follow (needs to be tested):

Lotus Notes 4.5
Novell GroupWise 5

Not currently supported:

America Online (AOL)
CompuServe*
DEC All-in-One
Eudora Lite
Eudora Pro 2.x
Netscape Mail
PROFS
UNIX Pine

*Note: Access to CompuServe e-mail is supported if using Microsoft Exchange or Outlook as the e-mail client to the CompuServe account.

Do you support POP3 (Internet Mail)?

Direct connections from your PalmPilot to your ISP (Internet Service Provider) will not avoid the two-mail box problem. For those who really want to go directly from PalmPilot to their ISP, third-party developers are working on that solution right now.

Can I use PalmPilot to access e-mail from my America Online account?

This is not supported at this time. AOL's e-mail client does not support MAPI or VIM so we currently have no mechanism to support full synchronization of e-mail. Third-party developers are, however, working on an AOL solution.

Can I use PalmPilot to access e-mail from my CompuServe account?

Yes - It is possible to access e-mail from your CompuServe account if Microsoft Exchange (or Outlook) is used as the e-mail client with the CompuServe gateway. PalmPilot does not work directly with the CompuServe e-mail client.

Does the PalmPilot e-mail work with Eudora?

Yes. PalmPilot works with either Eudora Pro 3.0.1, Eudora Lite 3.0.1, or later versions (Select the Microsoft Exchange option from the Synchronize With options in the change HotSync Action dialog box. A future update will list Eudora 3.0.1 as an option).

Does the PalmPilot e-mail work with a Macintosh desktop?

Unfortunately, not at this time. The e-mail application only works with Windows 3.1, 95, and NT desktops. The Macintosh currently does not support the conduit architecture required to seamlessly synchronize e-mail. We are working hard to make the necessary architectural changes to support this functionality in the future.

Can I access e-mail without an ISP?

Yes, as long as you subscribe to an optional compatible e-mail service such as PilotMail Online.

PilotMail Online is an e-mail service that allows you to send and receive e-mail without relying on your desktop PC, ISP, or and proprietary software. Please visit <http://www.pilotmail.net/> for more information on PilotMail Online. (Note: PilotMail Online is in no way affiliated with Palm Computing, Inc. PilotMail Online is a separate company entirely responsible for supporting its own product.)

Can I access e-mail without going through my PC desktop?

Yes, if you subscribe to an optional compatible e-mail service such as PilotMail Online (please see previous question) or a third-party product like Hand Stamp.

Deleting E-Mail From Your PalmPilot

Recovering Deleted E-Mail Messages from cc:Mail After HotSyncing

Q: I deleted an e-mail message from my pilot, and then HotSynced to my PC. To my surprise the e-mail message got deleted from cc:Mail as well and it was not recoverable from cc:Mail's Trash. Is there any way to recover the message at this point?

A: Once the e-mail message is deleted from the PalmPilot and you have already HotSynced, the message will not show up in the deleted mail box of the PalmPilot or trash bin in cc:Mail on the desktop, and there is no way to recover it. If you accidentally deleted an e-mail message on the Pilot, please make sure to archive the message in your cc:Mail before you HotSync.

E-Mail not Being Deleted from cc:Mail Inbox

Q: I deleted several e-mail messages on my PalmPilot, but after I HotSynced to my PC the files I deleted still showed up in the cc:Mail Inbox.

A: Even though the e-mail messages you deleted are still showing up in the cc:Mail Inbox, they actually were deleted when you HotSynced. All you need to do is refresh the cc:Mail Inbox by clicking on the Go to Inbox button from the tool bar or Windows menu, or quitting cc:Mail and then restarting it. In version 7.0 of cc:Mail this problem has been fixed.

Setting HotSync With A Mail Client That Is Generically MAPI

When you are attempting to HotSync to a MAPI compliant application that is not listed as a choice to synchronize with, you should select Microsoft Exchange 4.0. When this is selected and you have MAPI enabled on an application other than Exchange, Messaging, or Outlook, the profile line will appear blank. If the profile line does NOT appear blank, then MAPI is not correctly enabled in the email client.

No Option For MS Mail v3.5 In HotSync Mail Conduit

Q. Why is there no option for MS Mail v3.5 in HotSync Mail conduit, in Windows 95?

A. MS Mail v3.5 is not supported in Windows 95 because it is not fully compliant to MAPI. However, it is supported under Win3.1, but not through MAPI.

Error message: "Could not send the following message to the Desktop Mail System"

The Error message reads: "Could not send the following message to the Desktop Mail System:" (followed by the email address and subject header)

This is typically seen in a ccMail client. If the Gateway information was not provided in the Mail conduit, the error message will result.

The solution is to supply the conduit the proper Gateway information to resolve this error. Typically, the network or email administrator will have the proper Gateway information.

Configuring Eudora Pro v.3.03 or Greater With HotSync Manager

These instructions apply to Desktop 2.0. For Eudora setup with Desktop 3.0, refer to the setup wizard included with the Desktop 3.0 installer.

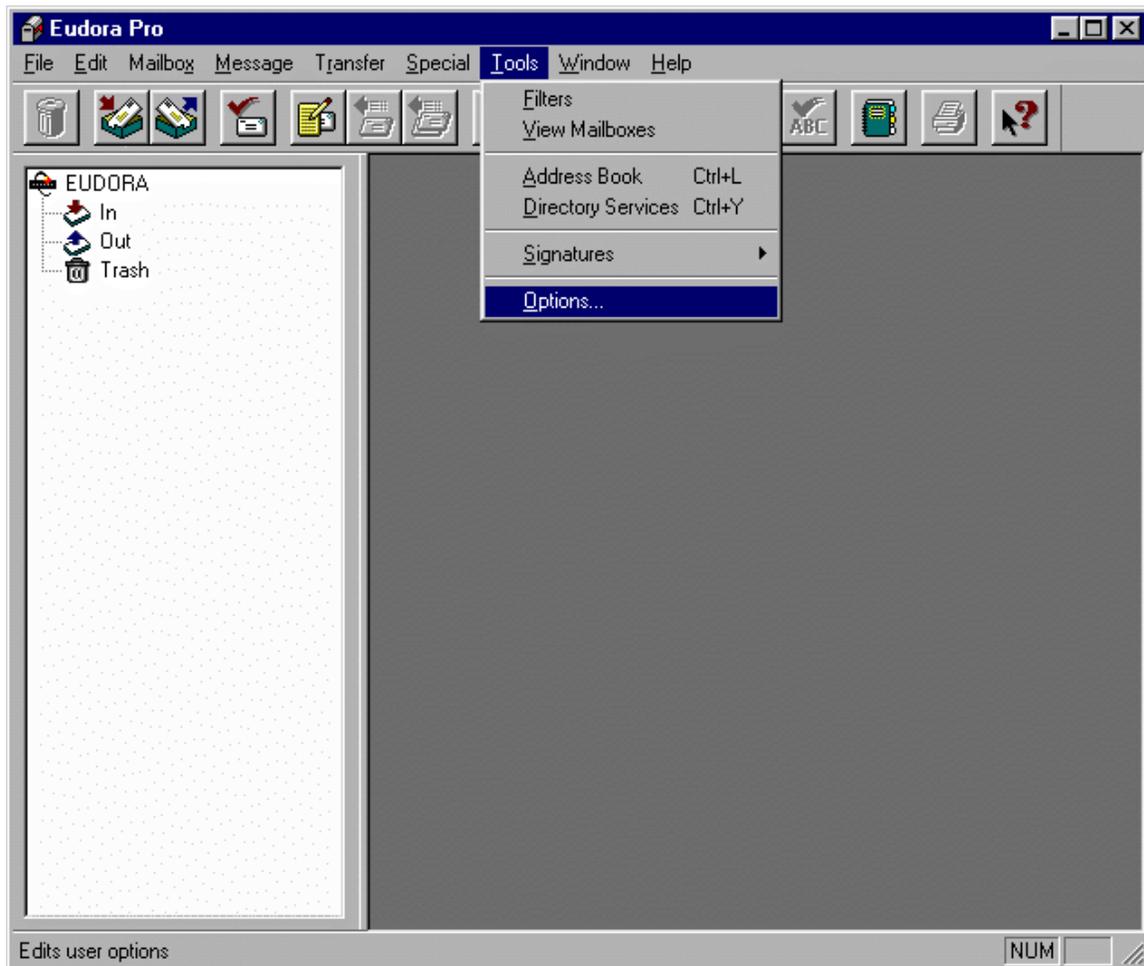
Be sure that Eudora 3.03 is installed and functioning properly before attempting to configure Palm Mail for use with Eudora. It is advised that Update 2.1 for the Palm the Desktop be installed as well.

To configure Palm Mail for use with Eudora:

1. Go to Custom HotSync settings from the HotSync Icon in the System Tray or to PalmPilot Desktop 2.0
2. Select Mail and click on Change.
3. Select Activate PalmPilot (Handheld) Mail
4. Under Synchronize with: Options, select Eudora 3.01. If you do not see Eudora 3.01 listed, select Microsoft Exchange 4.0.
5. Select the appropriate Username and Password settings as discussed in Chapter 1 of the PalmPilot Professional Edition Handbook.

Now go to Eudora 3.03 and make the following configuration adjustments:

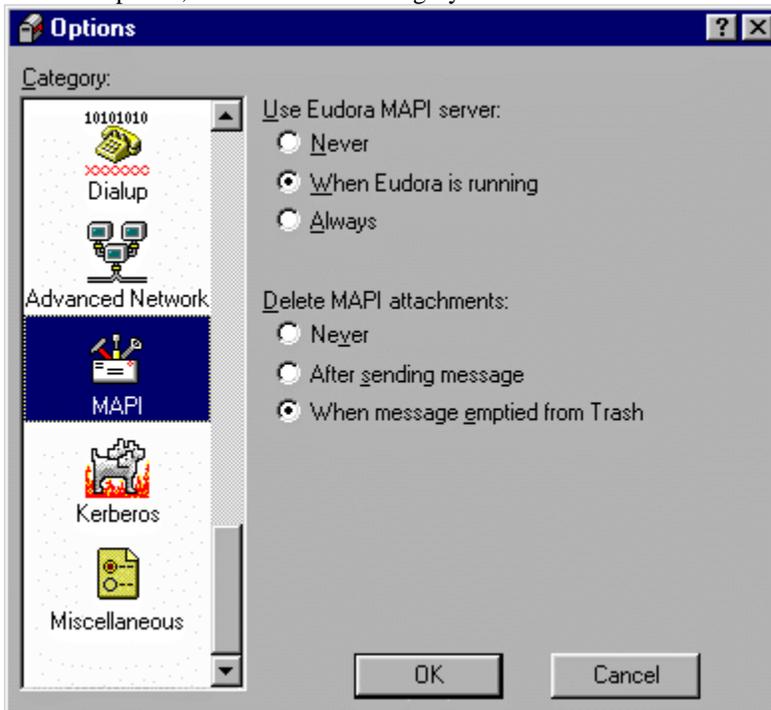
1. From the Eudora menu bar, select Tools



2.From Tools, select Options



3.Under Options, scroll down the Category list and select MAPI



4.Choose the following: Use Eudora MAPI server: When Eudora is running (Note: if you choose the Always option, you will not be able to launch MS Exchange on your system until this option is changed.)

5.Select OK.

Creating A Profile (Using A MS Exchange Server Mail System)

This Profile was created using an account in Microsoft Exchange 5.xx. There may be subtle differences between versions of Microsoft Mail/Exchange Server and other MAPI compliant Mail systems.

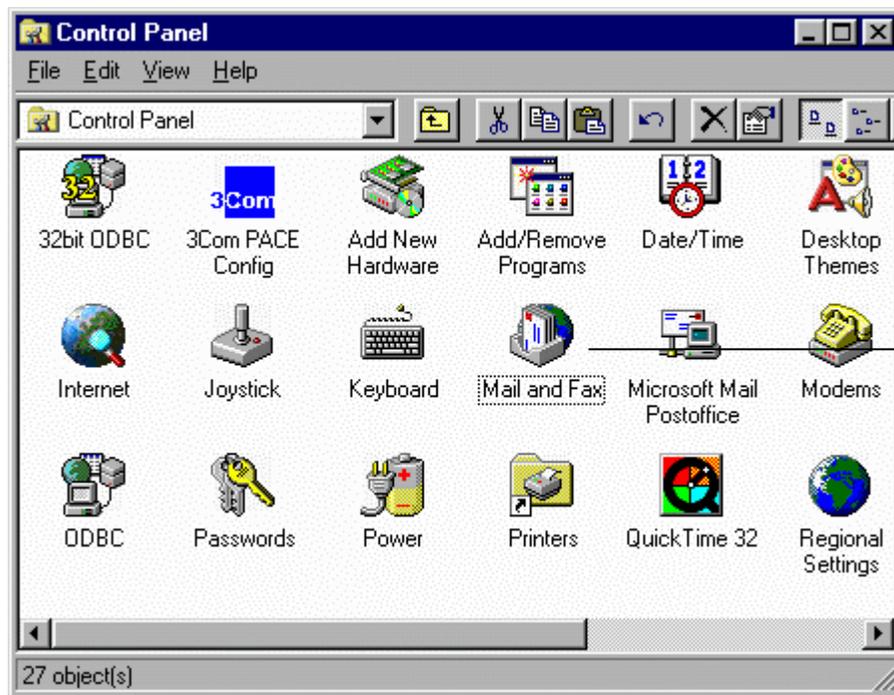
When creating a Profile to use with a Microsoft Exchange server, you need to know in advance the following information:

- Microsoft Exchange Server name
- Mailbox name (usually the username)
- Mailbox Password
- Type of connection (i.e. Network, dialup networking and others...)

Steps to create a Profile.

In this example, Microsoft Outlook is used as a client:

1. In Control Panel, double-click on Mail and Fax icon (or Mail).

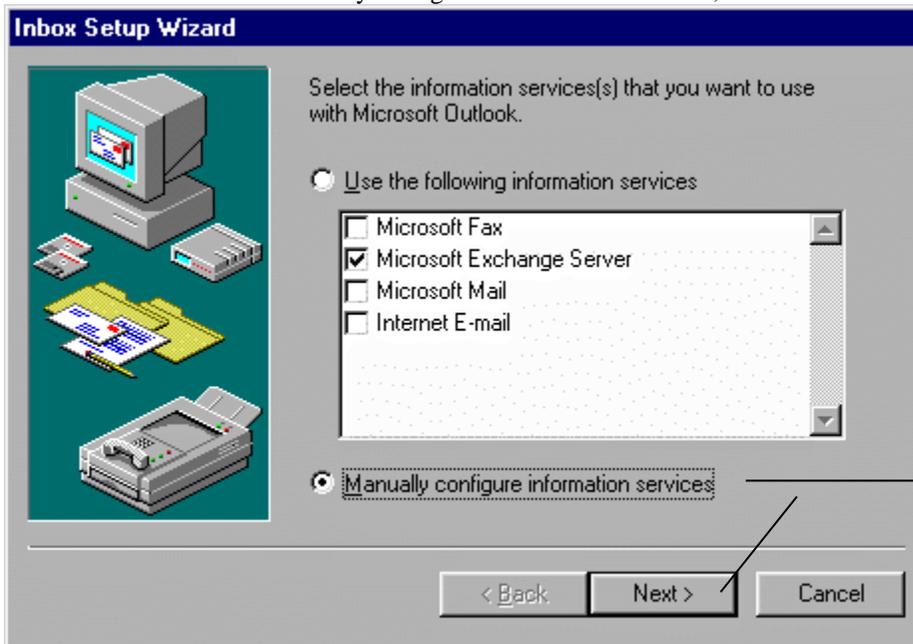


2. From the General tab, click on Add button.



Click Add to create a new Profile.

3. Click on radio button "Manually configure information services", then hit Next.

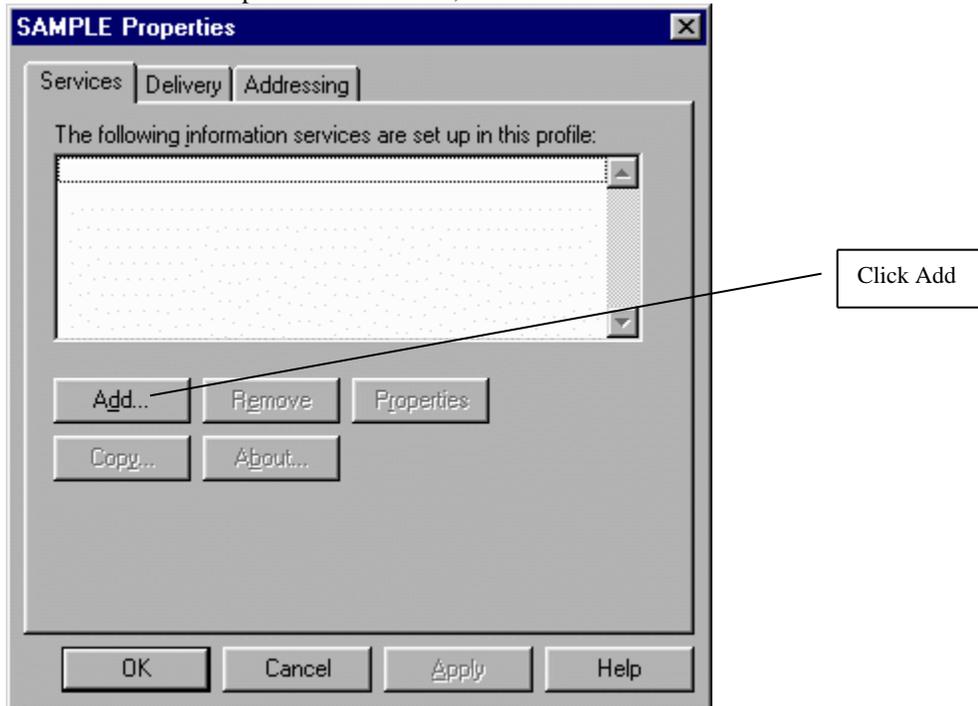


Select Manually Configure information services, Click Next

4. Enter the Profile Name and hit Next.



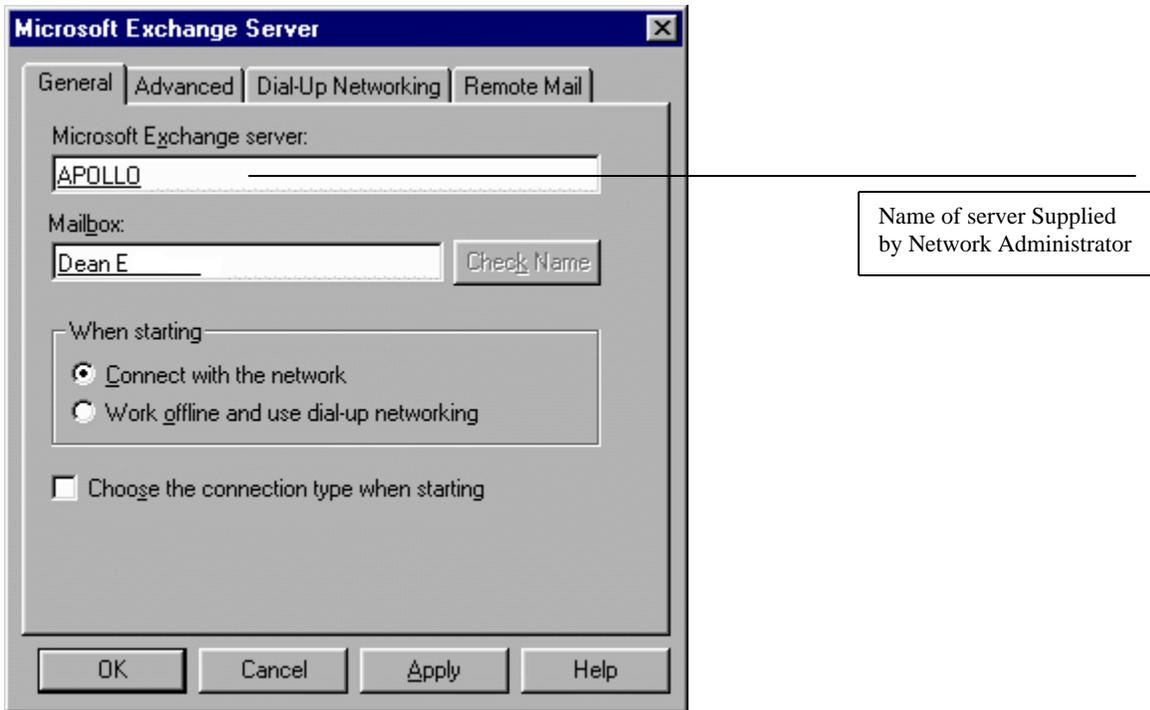
5. In the SAMPLE Properties' Services tab, click on the Add button.



6.Highlight the appropriate service and hit OK, (i.e. Microsoft Exchange Server)

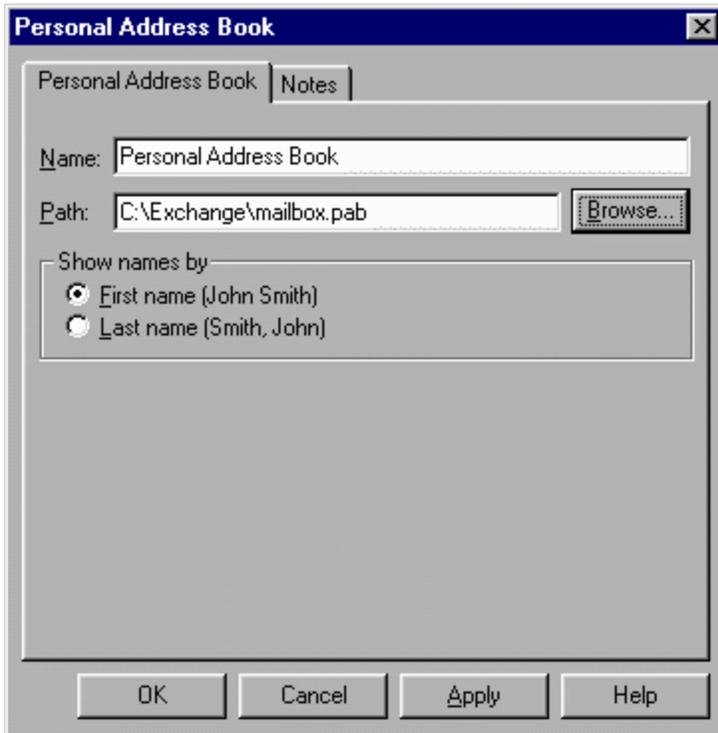


7.Under the General tab, fill-in the Microsoft Exchange server name, Mailbox and connection type. Then hit OK.

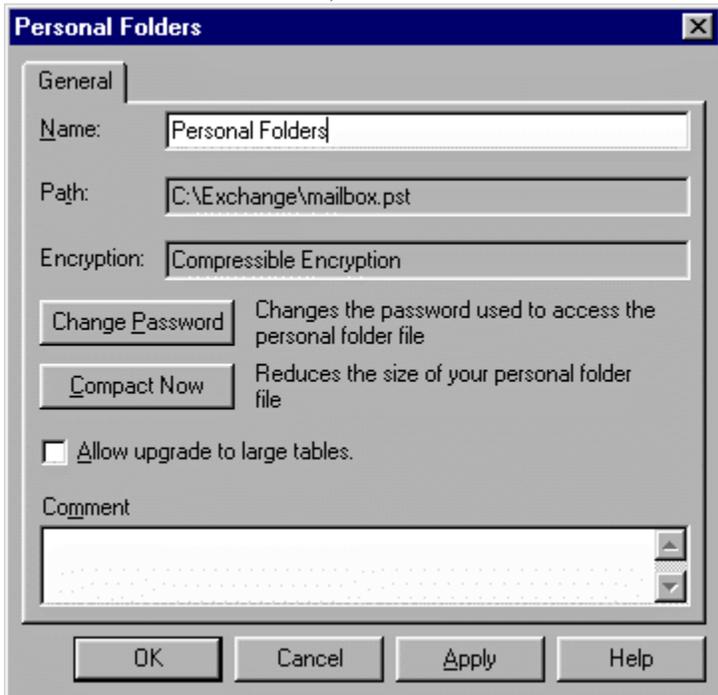


8.At this point, you should be back in the SAMPLE Properties box. Click on the Add button, select Personal Address Book from the Add Service to Profile screen. Hit OK to continue.

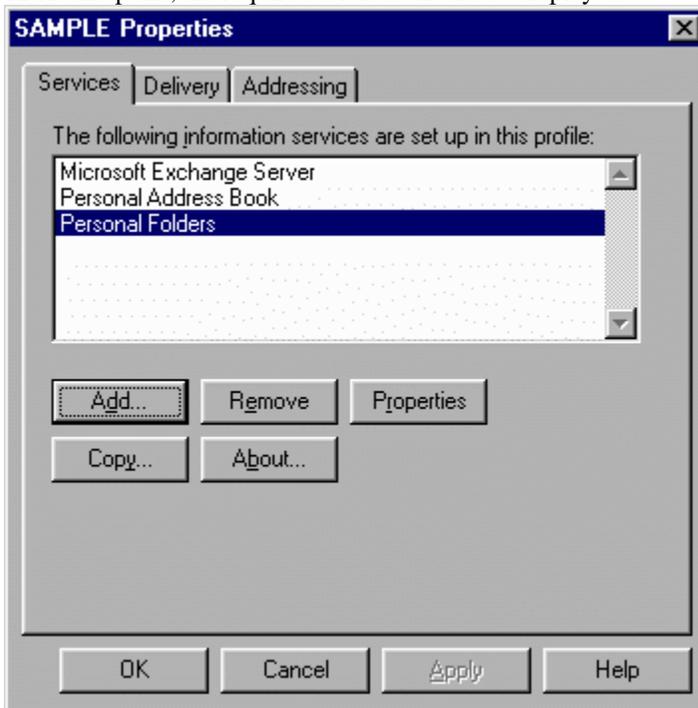
9. You can change the Path of the .PAB file if you know the location. Otherwise, select the default and hit OK.



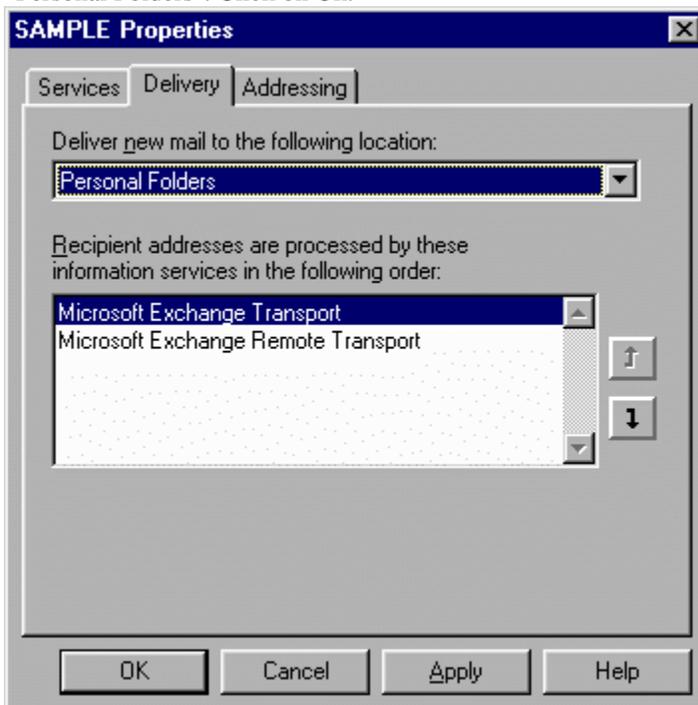
10. Create a Personal Folder in the Profile. Click on Add and selected Personal Folders. Hit OK to continue.
11. You will then be asked for the location of the .PST file. If you do not have a PST file, create a new one by typing in a name (e.g. mailbox), then select the destination folder. Click on OK to the next screen.
In the Personal Folder's screen, hit OK to continue.



12. At this point, the required services should be displayed.



13. Click on the Delivery tab. Change the "Deliver new mail to the following location:" to indicate "Personal Folders". Click on Ok.

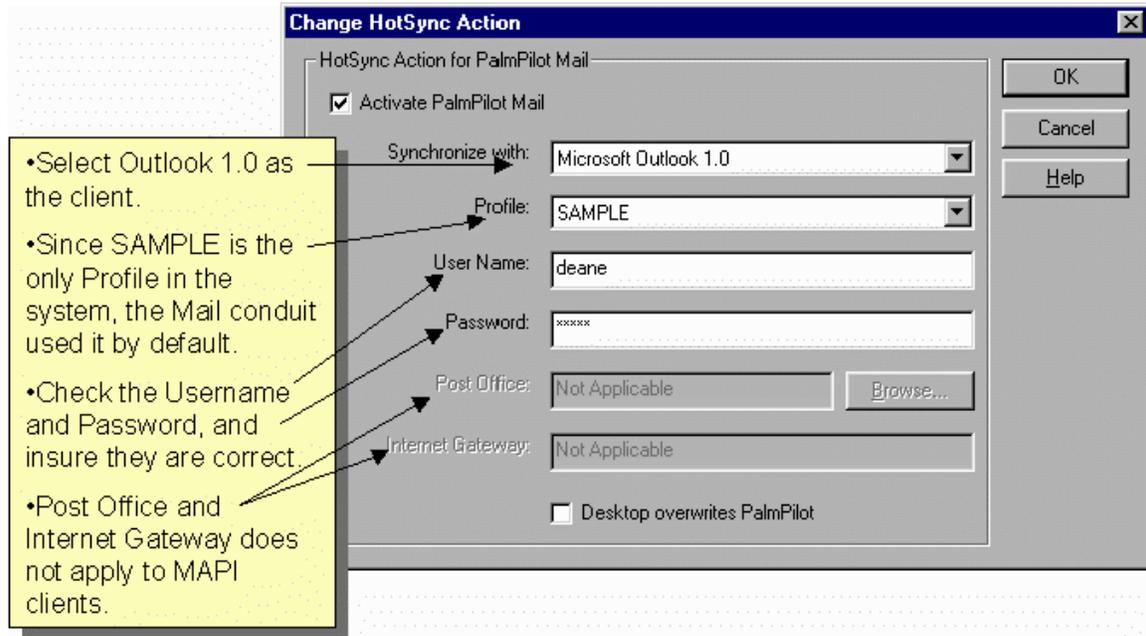


14. On the next screen, click on Finish..

15. In the HotSync Manager, setup the HotSync Mail Conduit to reflect the following:

- In the “Synchronize with” field, select Microsoft Outlook 1.0
- Under “Profile,” select the correct Profile name.
- Enter the correct User Name and Password
- Post Office and MAPI should be grayed out.

See example below:



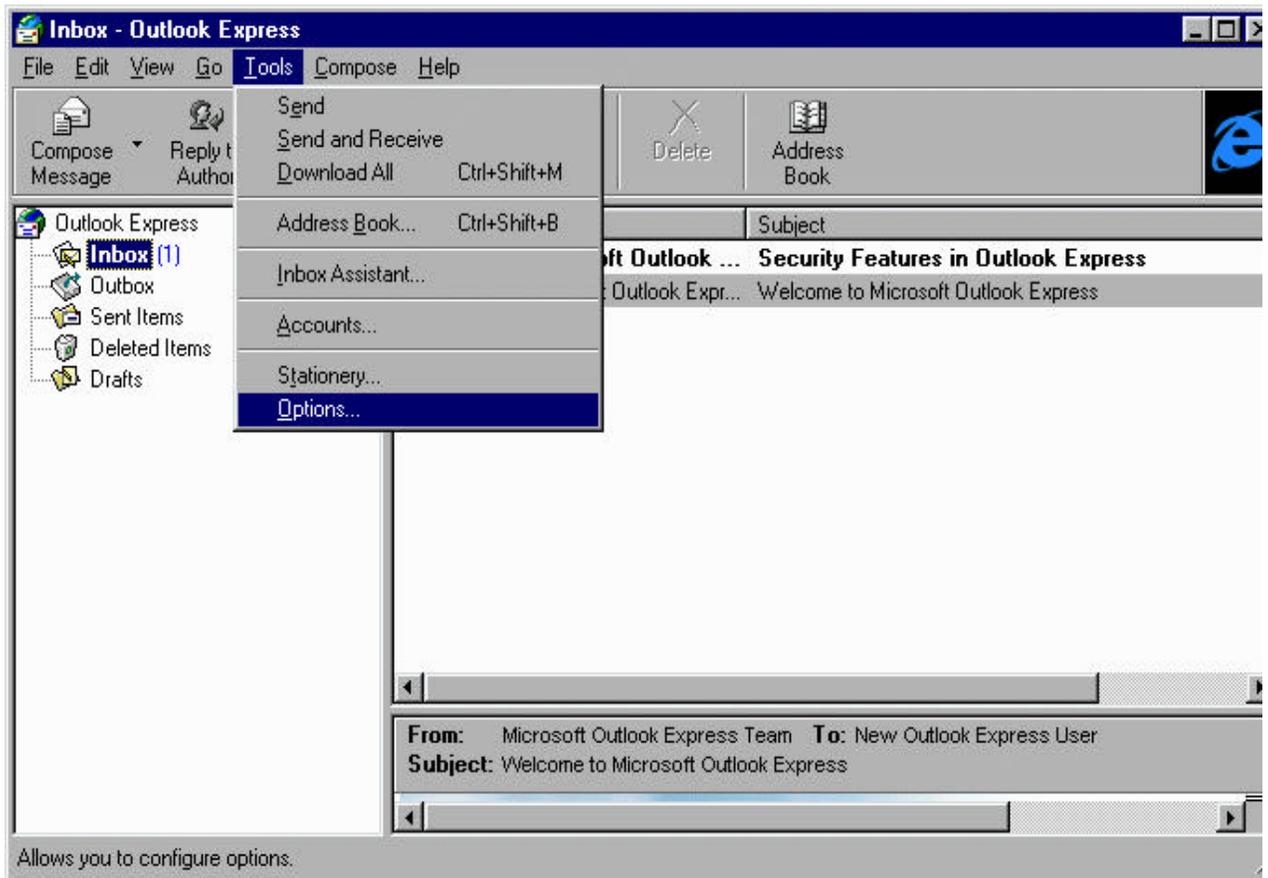
Outlook Express "Simple MAPI client" option

HotSync only works with Outlook Express (OE) that comes with the release version of Microsoft Internet Explorer 4.0 (MSIE 4.0)

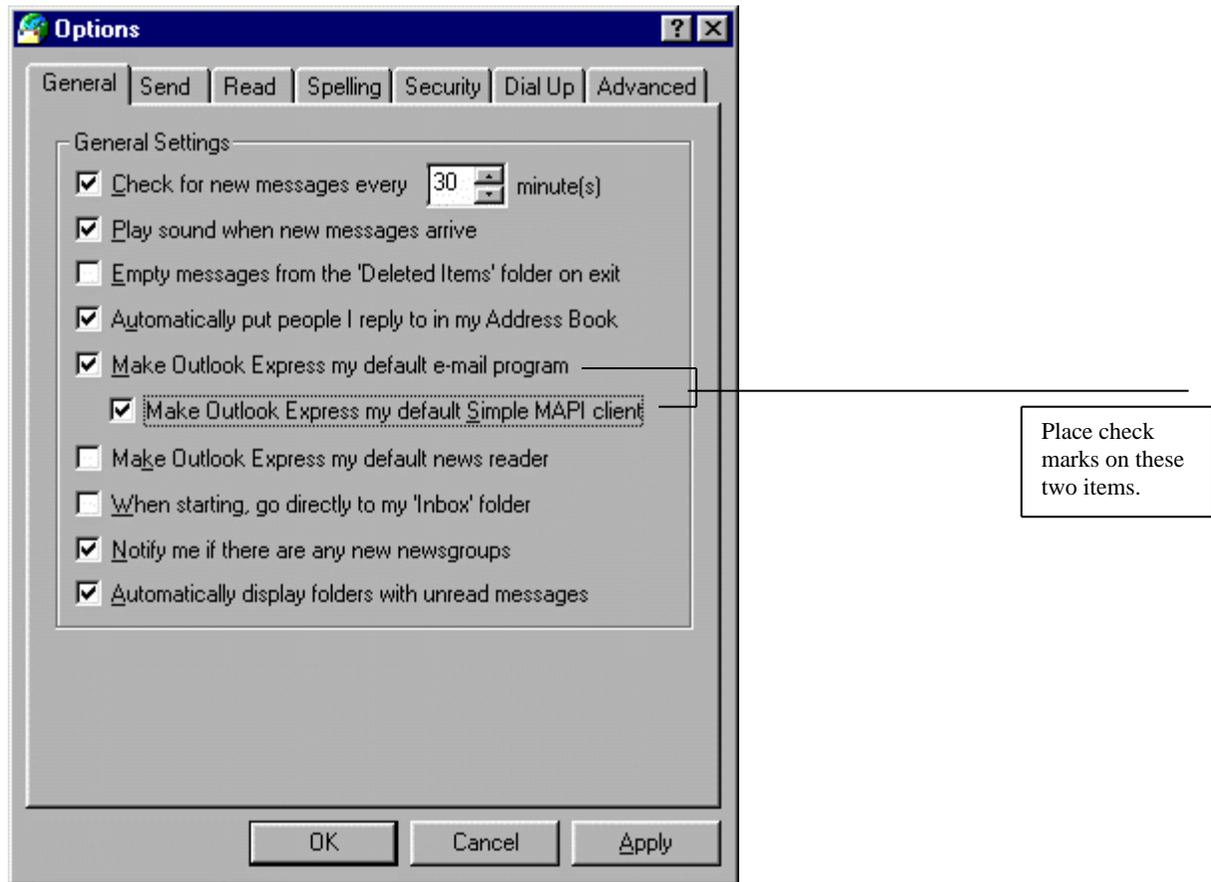
The current version of the Outlook Express included with MSIE 4.0 now supports simple MAPI. Earlier versions of Outlook Express do not have support for Simple MAPI and is not supported by Palm.

Setup:

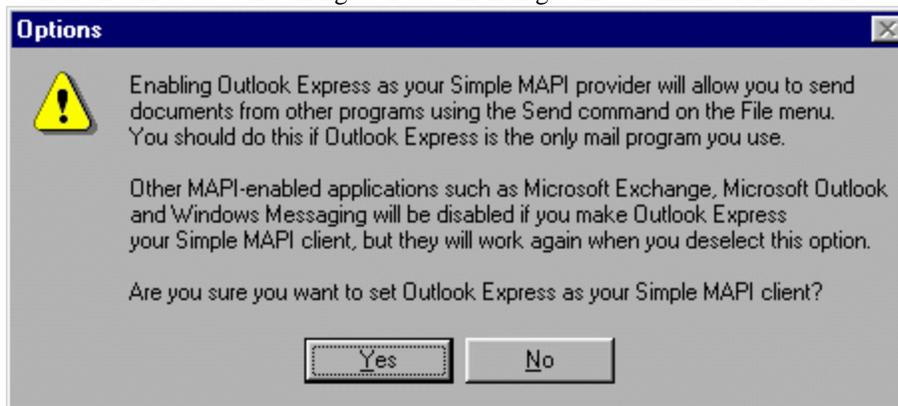
- Make sure that Outlook Express is configured and working properly.
- Close HotSync Manager.
- Launch Outlook Express.
- Click the Tools menu and select Options.



- Put a check mark on the following option, in General tab.



- Click on OK to save the changes. You will then get this "confirmation" screen.



- Select Yes, and you'll be prompted to restart the system.
- In HotSync Manager, select custom and change the Mail conduit to use Outlook 1.0. Fill-in the Username and Password. The Profile should be blank. Outlook Express does not rely on Profile.
- Perform a HotSync.

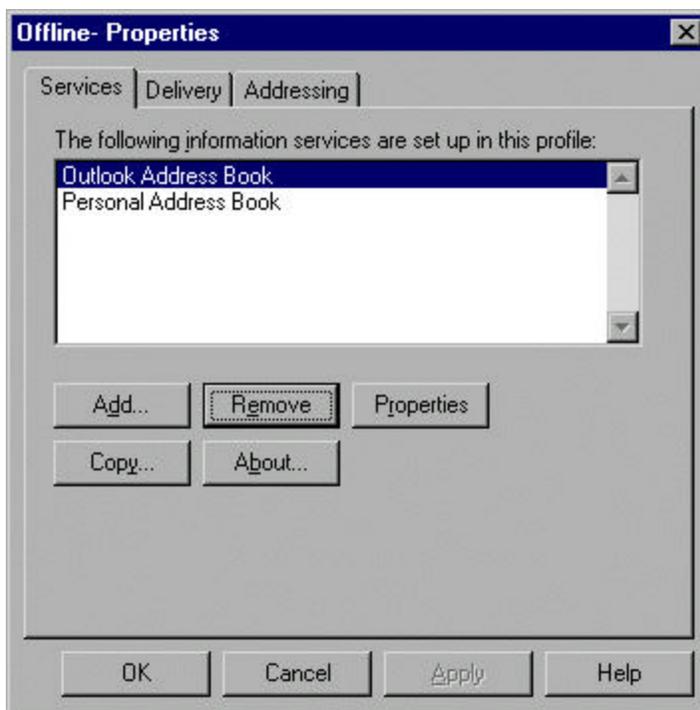
Outlook As E-mail Client For Internet Mail (POP3)

Netscape users (or other non-MAPI mail clients) that want to synchronize their Internet Mail to a PalmPilot Pro and/or Palm III unit – may consider using Outlook's mail, MS Exchange or Windows Messaging. Because Palm does not support Netscape mail directly we can work around this limitation using another mail client. Windows Messaging or MS Exchange comes installed with Windows 95 and Outlook is included with Office 97.

Configuring Outlook:

1. From the Outlook **Tools** menu, choose **Services**
2. Select the **Services** tab.
3. If **Internet E-mail** appears in the list of services:
 - a. Highlight **Internet E-mail**.
 - b. Click the **Properties** button.
 - c. Go to step 7.

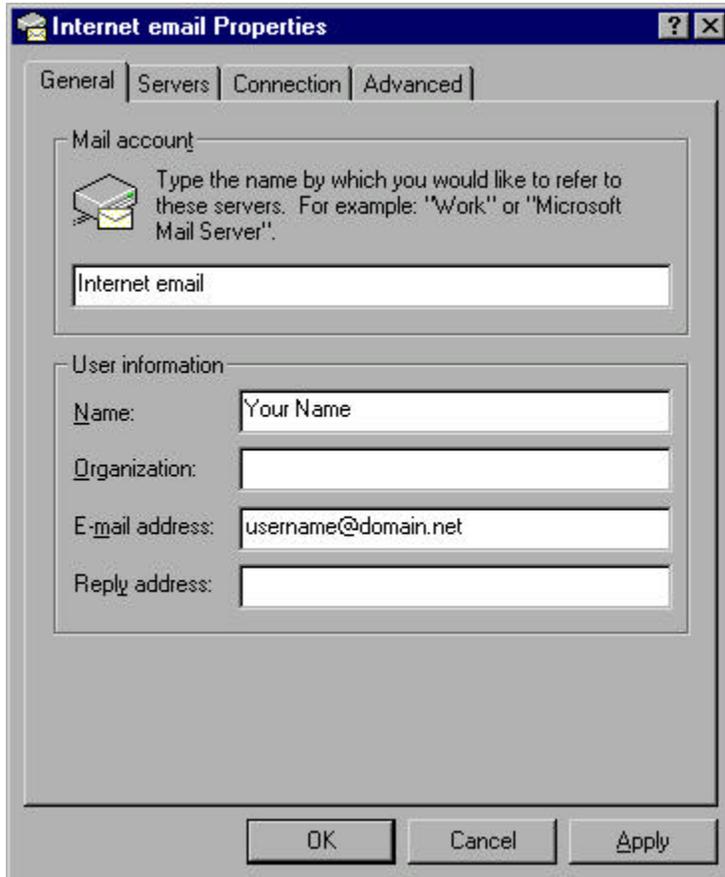
If **Internet E-mail** does not appear, continue with step 4.



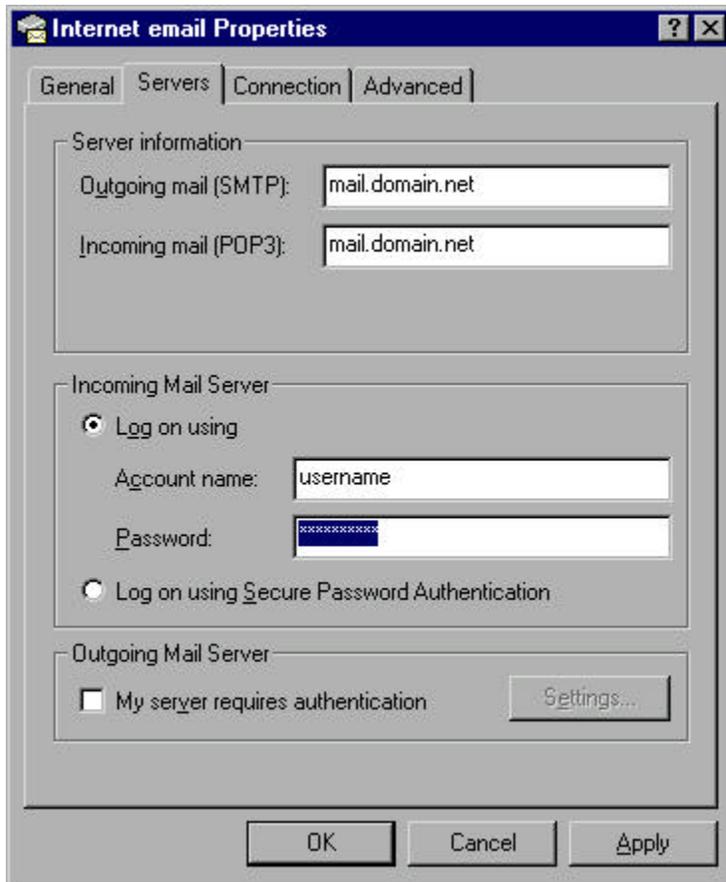
4. Click the **Add** button.
5. In the **Add Service to Profile** window, highlight **Internet E-mail**.



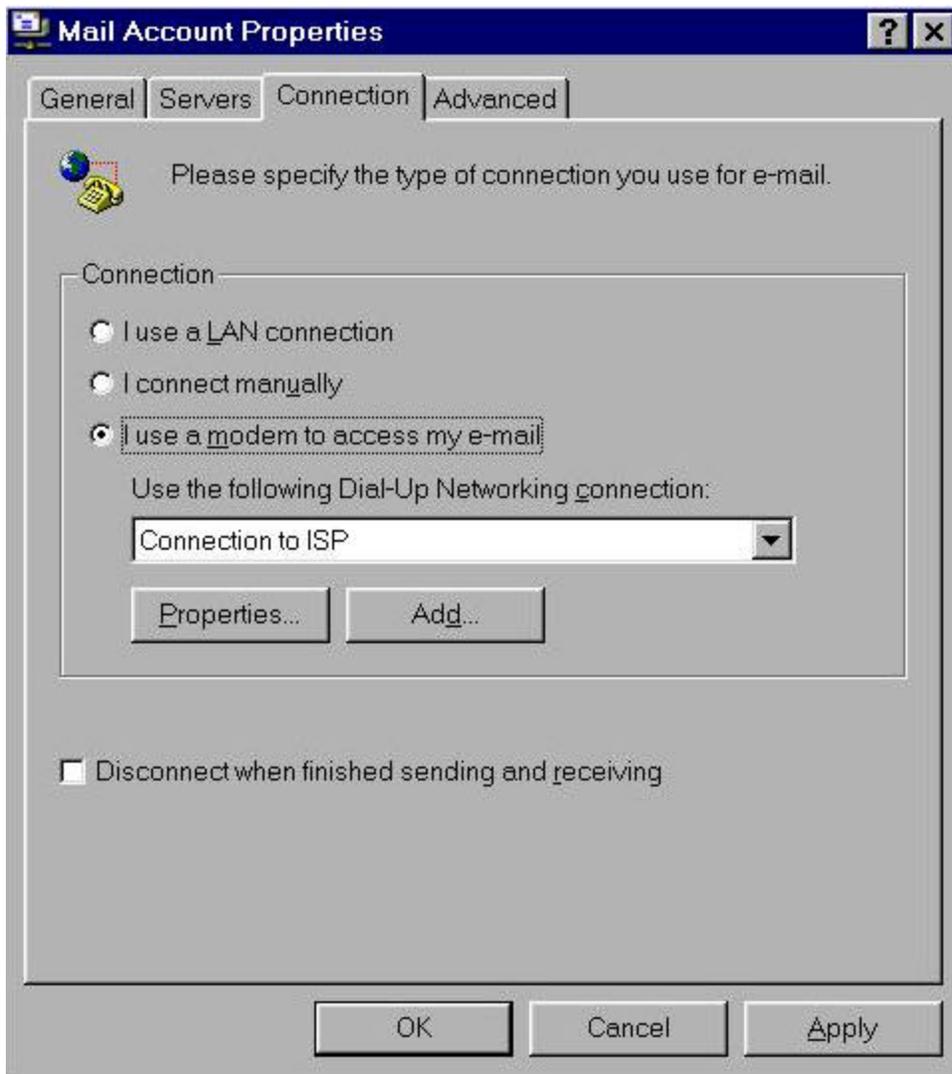
6. Click **OK**.
7. In the **Mail Account Properties** window, select the **General** tab.
8. In the **Mail Account** box, type a name for your mailbox (this can be anything you want).
9. In the **Name** box, type your name.
10. In the E-mail Address box, type your e-mail address (e.g., username@domain.net).



11. Select the **Servers** tab.
12. In the **Outgoing Mail (SMTP)** box, type in the SMTP server (e.g. **mail.domain.net**).
13. In the **Incoming Mail (POP3)** box, type in the POP3 server (e.g. **mail.domain.net**).
14. For **Login Information**, select **Logon using: Account Name, Password**.
15. In the **Account Name** box, type your username.
16. In the **Password** box, type your e-mail password.



17. Select the **Connection** tab.
18. For **Connection**, select I use a modem to access my e-mail.
19. For **Use the following Dial-Up Networking connection**, select your connection to your ISP.



20. Click the **OK** button.
21. If you have added the Internet Mail service, you will be prompted to restart Outlook. Click the **OK** button.
22. Click **OK** again to dismiss the Services window.
23. Quit and restart Outlook if necessary.

ToDo

Desktop To Do Dates Outside of Daylight Savings Time Shift

Note: Please be advised that the following Help Note addresses issues likely to be encountered with Pilot 1000 or Pilot 5000 devices and Pilot Desktop 1.0. This Help Note does not describe issues faced by users who have upgraded to PalmPilot 2.0 devices and PalmPilot Desktop 2.0.

Problem:

Future To Do dates are off by one day on Pilot Desktop after the Daylight Savings Time/Standard time change.

Application(s) affected:

Pilot Desktop To Do application (PC only)

Pilot/Pilot Desktop version affected:

Pilot Desktop software v 1.0 (PC only, English and French language versions only)

Symptoms:

To Do items which have been created with due dates occurring AFTER the Daylight Savings Time/Standard Time change October 28th, 1996, will appear to be due one day earlier than the due date chosen. (The time change is correctly detected but incorrectly applied to To Do items with later due dates.) This problem does not occur with due dates scheduled on the Pilot, and only occurs in the To Do application on Pilot Desktop. It only affects To Do items created before the daylight savings time change AND which have due dates occurring after the daylight savings time change.

Impact on system and data:

The only impact is that due dates for some To Do items are 1 day early.

Example

A user on September 25 uses Pilot Desktop to create a To Do item with a due date of October 31. Although October 31 is selected, the due date shown for the item is

October 30.

Solution:

Replace the existing Pilot Desktop TODO.DLL file, dated 3/18/96, with the updated TODO.DLL dated 9/16/96.

Download TODO.DLL and Readme file Now

Please refer to the Readme file (Todoread.wri) for the TODO.DLL for installation instructions.

We regret any inconvenience this problem has caused and appreciate your continued support of our Pilot products.

Time Zone Time Shift with Untimed Events in the ToDo List.

Symptom: When I adjust the time zone in my Regional Settings within my Windows 95, (either westward or eastward) the dates on my PalmPilot and Desktop Application change.

Description: To Do records without due dates in PalmPilot Desktop develop due dates (sometimes illegal ones) when the computer's time zone is changed. Illegal dates can be defined as due dates that appear after 12/31/2031. To Do records with due dates have their dates shift when the time zone is changed westward.

When the time zone is shifted eastward, records without due-dates obtain a due date of 1/1/2032. Since this is an illegal date, this can cause some problems. When the time zone is shifted westward, no-due-date records obtain a due date of 12/31/2031. (No problems result from this, other than the incorrectness of the date.) These no-due-date replacements are not automatically reversible; changing the system time zone back to its original setting does not change the records to their original state. They remain as To Do records with due dates. Edits of the due dates (necessary to correct the illegal 1/1/32 dates) do adhere, except in situations as noted below.

When the time zone is shifted eastward, existing due-dates are unchanged. When the time zone is shifted westward, existing due-dates are shifted to the previous day. This effect *is* reversible when returning to the original time zone.

Steps to reproduce:

1. Run PalmPilot Desktop with your computer set to PST.
2. In the To Do List, create records with due dates of today, yesterday and tomorrow. Create two records with no due date.
3. Select the record with a due date of today, then quit PalmPilot Desktop.
4. Change the system's time zone to eastward to GMT (anything east of MST time will do.) Start Menu\Settings\Control Panel\Regional Settings
1. Restart PalmPilot Desktop. Here's what you will see:

Type	Old Date/Time	New Date/Time	Shift
To Do	Today	Today	none
To Do	Yesterday	Yesterday	none
To Do	Tomorrow	Tomorrow	none
To Do	(No due date)	1/1/32	Lots of years

6. Select one of the previously no-due-date records. Dismiss the Illegal Date alert, and edit the date to something legal. Try 1/1/31.
7. Create and apply another new To Do record without a due date.
8. Close PalmPilot Desktop, reset the time zone to PST, restart PalmPilot Desktop. Note that all of the edited To Do has retained its edited due date, but the unedited record still shows 1/1/32.

9. Close PalmPilot Desktop reset the time zone to Samoa. (Anything east of PST will do.) When you restart PalmPilot Desktop you'll see the following:

Old Date/Time	New Date/Time	Shift
Today	Yesterday	-1 day
Yesterday	Day-Before-Yesterday	-1 day
Tomorrow	Today	-1 day
(No due date)	12/31/31	-Lots of years (the new record)
1/1/32	12/31/31	-1 day (the unedited record)
1/1/31	12/31/30	-1 day (the edited record)

Resolution: It is not recommended for PalmPilot users to switch time zones. If time zones have been changed, then it is recommended that the regional settings be set back to your original time zone settings.

HotSync

What Happens During A HotSync

When the user presses the HotSync button on the device, the following events occur:

1. The HotSync Manager looks for the User ID transmitted by the Palm device and compares it with the local Pilot user database. Either it finds the user ID on the device or creates a new user ID.
2. Upon startup, HotSync looks at the list of conduits in the registry and prepares a list of their creator IDs. Each conduit has to enter appropriate registry information when the application is first installed.
3. HotSync Manager determines whether to do a FastSync or a SlowSync based on whether the device was previously synchronized with the same PC or a different one. If the device was last synchronized with a different PC, the modification flags on the device are not accurate with respect to the current PC. The native synchronization logic in the four native conduits takes advantage of this distinction by using an optimized FastSync algorithm whenever it can. This algorithm only considers records on either side that have one of the modification flags set (dirty or deleted). If the flags are not reliable, a SlowSync algorithm is used that examines each record on both sides of the sync.
4. HotSync Manager queries the Palm OS device for all databases that do not have one of the executable system types. These databases are matched up with the creatorIDs from the registry.
5. HotSync starts the synchronization process.
6. After HotSync has iterated through all conduits in the registry, it calls the backup conduit and install conduit.
 - If there is a database on the device for which the backup flag is set but no conduit exists, the backup conduit provided by the system copies the data from the device into the BACKUP directory in the user's area on the PC. The file format is the same as on the device. Note that this backup conduit does not check whether data have been modified and will therefore execute each time.
 - The install conduit works together with the AppInstaller provided by Pilot Desktop to install applications or other databases onto the Palm OS device. The App Installer places a copy of the database to be installed in the user's Install directory and puts some installation information in the user database and the registry (or /.ini) file. The install conduit uses this information to copy the database down to Pilot, replacing any existing copies. In the event of a hard reset, the install conduit is used to restore databases that have been previously been backed up and are re-siding in the user's Backup directory.

How Synchronization Flags Are Handled

The Dirty Flag = New or Modified record

During a synchronization, all records that have been marked dirty (including new records) are retrieved and stored on the desktop. At the end of the synchronization, these records are reset to “not dirty”. The dirty flag allows the synchronization process to skip unchanged records altogether. If the dirty flag isn’t managed appropriately, the HotSync manager has to perform a slow sync. In a slow sync, the desktop retrieves every record and compares it with its own records to determine changes since the last sync operation.

Note that even if the dirty flag is managed properly, the HotSync manager must perform a slow sync if the user synchronized with a different desktop computer during the most recent HotSync. However, this behavior is the exception, not the rule, for the Palm OS PIM applications.

How Palm OS PIM Applications Handle Deletion

As an alternative to simply deleting records locally, the Palm OS PIM applications (Address book, Calendar, etc.) ensure that records deleted from the Palm OS device are deleted on the desktop as well. This is an important part of synchronization with the desktop.

Internally, that is, within the Palm OS device databases, this is accomplished as follows:

- The device application deletes only the body of a record and leaves a stub in the database index. This stub contains the record's unique ID and some attribute flags.
- Desktop conduits use the stub's information to delete, and possibly archive, the record from the desktop files.
- The conduit removes the stub at the end of the synchronization as part of the cleanup.

I Can't HotSync?

1. Go into the HotSync Manager and make sure that Local is checked.
2. Make sure that the cradle is plugged into the correct COM port.
3. Make sure the HotSync Manager is set to monitor the correct COM port.
4. Lower the speed to 9600.

Try a HotSync.

5. In the SYSTEM.INI remark any lines beginning with RUN= or LOAD=. To remark out a line in the SYSTEM.INI or WIN.INI use a semicolon (;).
6. Also make sure you have these under the [386Enh] section:
device=*vcd
device=*combuff
7. In the WIN.INI, if the COMM.DRV line does not =COMM.DRV remark out that line and add a line below that says COMM.DRV=COMM.DRV.
8. The DRIVERS= line should only have MMSYSTEM.DLL WINMM16.DLL (only in Windows 3.1x). If there are any other drivers being loaded on this line, move them to a new line below and comment out that line.

Shutdown Windows and bring it back up.

Try a HotSync.

9. In Windows 95, hold down Alt-Ctrl then hit Del. End all tasks EXCEPT Explorer, HotSync, and Systray. In Windows 3.1, hold down Ctrl then hit ESC. End all tasks EXCEPT Program Manager and HotSync.

Try a HotSync

10. If possible try installing PalmPilot Desktop to another computer. If it doesn't work on that computer make sure to go through steps 1-7 before moving on. If you are unable to HotSync to either computer send a known good replacement cradle. If the customer calls back again bring the customers unit in for repair. If the customer is able to HotSync with the other computer, suggest that they may have a bad COM port. They may also want to make sure that their computer is properly grounded.

PalmPilot Desktop 2.0 HotSync Tips

If you are having problems getting HotSync to work, please note these items:

1. Read the PalmPilot 2.0 README notes for information on HotSync and other topics first. It includes important information on incompatibilities related to certain video accelerator cards which use COM 4's base address. Please read this document carefully. Also read the PalmPilot Desktop User Guide on using HotSync prior to starting.
2. Make sure that the HotSync Manager is running on your desktop. It can be minimized on the screen, but it must be running.
3. You must have a COM port available for connecting the PalmPilot cable. This COM port cannot be the same one as designated for an internal modem, and it can't have the same IRQ value as the mouse or any other active device. Please check our Managing Your COM Ports Help Note on resolving COM port and configuration problems. Problems such as COM port and IRQ conflicts, Ethernet cards in PCMCIA slots, and problems related to running other communications software with HotSync are addressed there. Resolving laptop (ThinkPad) configurations is also discussed there.
4. If you have performed a HotSync successfully, but you cannot find your PalmPilot data on PalmPilot Desktop, see the Where is My Data? Help Note. (Click on the Tools menu and choose Users, and double check that you have the correct user name selected for viewing data.)
5. It is important that you do not give two PalmPilots the same account name. PalmPilot does not support the notion of "GroupWare" in this version. HotSync creates a unique user ID in addition to the username. It is important that no two ID's synchronize to the same user account. If you have given two PalmPilots the same name, do this:

Create a new user on the PalmPilot desktop using the Tools>Users>New, then, using the Windows File Manager or Win 95 Explorer, COPY the files from the original user account folder into the new account folder. Do a hard reset on PalmPilot, per instructions in the PalmPilot User Guide. Perform a HotSync, selecting the PalmPilot new account name for the PalmPilot.

6. It is best to do a Local HotSync via the cradle and serial cable before trying to HotSync via modem. Click the Options menu on the HotSync Manager and choose Setup to confirm your configuration setup.
7. There are a number of conditions which may cause HotSync to fail to connect or disappear during an attempt to connect. If this should occur, simply close the HotSync Manager and re-launch it. HotSync will usually work after restarting.
8. If HotSync "times-out" while awaiting feedback from your computer, please read "PalmPilot "Times-Out" During HotSync".
9. If you experience intermittent success HotSyncing, try lowering the data transfer rate by selecting HotSyncing, Setup, and Speed. Lowering the HotSync speed can improve consistency, especially with some laptops.

PalmPilot "Times-Out" During HotSync

Some PalmPilot users encounter difficulty HotSyncing because the PalmPilot device "times-out" when awaiting feedback from the computer. This typically occurs on older Mac and PC configurations with slower processors, or when attempting to HotSync a large amount of data.

If the PalmPilot device times out during a HotSync, and PalmPilot Desktop is open, you should first close PalmPilot Desktop then try HotSyncing again. If the PalmPilot still times-out, then try the Developer's Backdoor described below.

A work-around exists which will make the PalmPilot wait indefinitely for a response from the computer. To activate this "Developer's Backdoor":

1. Turn on the PalmPilot device.
2. Select Applications using the silk-screened button on the left of the PalmPilot.
3. Select the HotSync application icon.
4. Hold down both the up and down scroll buttons (the rectangular buttons in the middle of the PalmPilot) while tapping in the upper right corner of the screen (several taps may be necessary).
5. A window should pop-up titled "DEVELOPER'S BACKDOOR. DLServer Wait Forever is ON." Select OK.
6. Push the HotSync button on the cradle or the Local Sync button that appears on the screen.

The PalmPilot will remain in the "wait-forever" mode until the HotSync is cancelled or completed, or the PalmPilot shuts itself off per the Auto-off Preference setting. (Infrequently the HotSync Cancel option may get hung. If this happens, a soft-reset will restore the PalmPilot.)

If the longer wait time results in a completed HotSync, use the Backdoor whenever necessary. Note that several PalmPilot users have needed to use the Backdoor work-around only to complete their initial HotSync. Subsequent HotSync's may be successful without using the Backdoor.

HotSync Fails With MS Exchange

Q: Sometimes HotSync fails when I use MS Exchange (normally it works fine).

A: With some versions of MS Exchange, if an E-mail message has been saved as a draft message (in the Draft Folder), HotSync will fail. There are two solutions to this problem. One option would be to move any draft messages to another folder before HotSyncing. A second option is to download the most current version of MS Exchange, which is available free on the Internet from Microsoft.

Phone Number Length Limitation

Please be advised that the combined total number of digits that you may enter in the four fields of the Modem HotSync Phone Setup dialogue is 36. If the sum of the digits for the four fields (phone number, dial prefix, disable call waiting and calling card) totals more than 36, your call will not be completed.

This problem is isolated to the PalmPilot Professional, Personal, 5000 and 1000 devices. The Palm III organizer has an increased dialing range of 52 digits.

Modem HotSync Problems

Modem fails to answer during an attempted HotSync Can't access modem port after exiting HotSync Manager

Modem fails to answer during an attempted HotSync

Q: "Whenever I try to do a HotSync with my modem, the modem does not answer. What should I do"?

A: This is a known problem for HotSync users with Megahertz or Hayes Accura brand internal modems. If you are experiencing this problem, try the following procedure:

1. On the computer where HotSync Manager is loaded, access the modem through any communications application.
2. Once you are able to talk to the modem, issue the command: ATSO=1&W. This should solve the problem.

Can't access modem port after exiting HotSync Manager

Q: "Even though I'm sure I've exited HotSync Manager, I can't access my modem. Why"?

A: This problem occurs when HotSync is set for Modem. If you exit HotSync Manager by double-clicking on the system tray icon and choosing Exit, HotSync Manager is actually still loaded even though the HotSync icon disappears from the system tray. This prevents you from accessing the modem port from any other application. If you are experiencing this problem, try using Ctrl-Alt-Del to bring up the Close Program and shut down the communications port. This must be done twice in order to work.

Conflict with Compaq Armada CD Component Reported

Some Compaq Armada customers have reported that HotSync fails when the Armada CD component is in use. This problem is caused by the Armada's serial port, which does not support use of the PalmPilot cradle when the CD component is attached.

If you encounter this difficulty, remove the CD component before attempting to HotSync with your Armada.

Pilot Desktop 1.0

HotSync 1.1

Note: Please be advised that the following Help Note addresses issues likely to be encountered with Pilot 1000 or Pilot 5000 devices and Pilot Desktop 1.0. This Help Note does not describe issues faced by users who have upgraded to PalmPilot 2.0 devices and PalmPilot Desktop 2.0.

This package includes all of the files necessary to install HotSync 1.1, an updated version of the HotSync 1.0 application that shipped with Pilot Desktop version 1.0. These files include the HotSync 1.1 executable, hotsync.exe, and new DLL files that are needed to run the executable. HotSync 1.1 is compatible with Windows 95 and Windows 3.1.

HotSync 1.1 is NOT compatible with conduit applications that use HotSync 1.0 (e.g. IntelliSync version 1.0). If HotSync 1.1 is installed, conduits relying upon HotSync 1.0 will not work. For this reason, it is NOT RECOMMENDED that most Pilot users upgrade to HotSync 1.1 at this time.

You should switch to HotSync 1.1 ONLY if all of the 3rd party conduits you need are available in HotSync 1.1-compatible versions. To ascertain such availability, please check with the conduit developer. (This information can usually be found on the developer's web pages.)

HotSync 1.1 is expected to be adopted by all 3rd party conduit developers by the end of March, 1997. It fixes several problems found in HotSync 1.0, offering, in particular, a number of improvements for 3rd party conduit developers.

Please note that the HotSync 1.1 executable (hotsync.exe) was previously released as hsm11.exe. Version 1.1.8 of hsm11.exe is exactly the same program as the new hotsync.exe. If you have already received and installed a copy of version 1.1.8 of hsm11.exe program, you should rename it to hotsync.exe and change your startup folder/menu accordingly.

[To determine the version of HotSync that you are currently using in Windows 95, launch Windows Explorer and select the hotsync.exe file, then select File Properties|Version|Product Version from the menus. HotSync Version 1.0 shipped with Pilot Desktop 1.0; the final version of HotSync 1.1 should show Version 1.1.8; HotSync 1.1.0 to 1.1.7 are beta versions (and should be replaced with HotSync 1.1.8); HotSync 1.2 is a special version of HotSync for the Franklin Ascend Day Planner software package -- Ascend users should continue to use version 1.2.

There is not an easy way to determine the Product Version of the HotSync Manager that you are currently using in Windows 3.1. You can, however, easily determine whether you are using version 1.0 or a version of 1.1: minimize the Program Manager, double-click on the HotSync Manager icon, and then select Help|About HotSync Manager from the menu bar.]

End-User Installation Instructions

1. Shut down HotSync 1.0, if it is running.
2. Rename hotsync.exe to hotsync.10
3. Copy hotsync.exe and all of the DLL's found in the current directory (addcn20.dll, bakcn20.dll, cmdsl1.dll, comut16.dll, datcn20.dll, hslog20.dll, inscn20.dll, memcn20.dll, pdcmn20.dll, pdn20.dll, sync20.dll, table20.dll, todcn20.dll) into the directory that contains your Pilot Desktop application, usually c:\pilot. Only comut16.dll should overwrite an existing file. Also copy the new version of instapp.exe to your Pilot Desktop directory (dated 3/5/96). This will replace the existing version (it's fine if this replaces a version dated 3/18/96 -- use the 3/5/96 file).
4. Under Windows 95, open your registry by going to the Task Bar and selecting Start|Run|typing in "regedit"|OK. Navigate by selecting HKEY_CURRENT_USER| Software|Palm Computing|Pilot Desktop. Select the entries for Component0, Component1, Component2, Component3, and HotSync Manager, and delete them (Delete option under the Edit pull-down menu). Close the registry editor.

Under Windows 3.1, open the file \windows\pilot.ini with an editor and delete the sections labeled Component0, Component1, Component2, Component3 and HotSync Manager. Save the pilot.ini file.
5. In Windows 95, go to the Task Bar and select Start|Run|type in "C:\pilot\hotsync -r"|OK. In Win3.1 from the program manager select Run|type in "C:\pilot\hotsync -r"|OK.
6. If you see a message about the availability of COM ports, then go to HotSync's Options|Setup menu option and select the correct COM port for your computer.
7. If you see a message about library incompatibility when starting HotSync 1.1, you need to copy two

DLL extension files (Mfc40.dll, Msvcrt40.dll) into your \Windows\System directory from either the Windows 95 or Windows 3.1 folder accompanying HotSync 1.1 (match your operating system).

Switching Back to HotSync 1.0

If you have installed HotSync 1.1 but need to switch back to HotSync 1.0 for any reason (such as the unavailability of a 1.1 version of a particular 3rd party conduit), follow these steps:

1. Shut down HotSync 1.1.
2. Rename hotsync.exe to hotsync.11. Rename hotsync.10 to hotsync.exe.
3. Execute steps 4, and 5 as described above.

HotSync 1.1 Technical Questions and Answers

Q: What exactly does HotSync 1.1 do; what improvements have been made?

A: HotSync 1.1 fixes several bugs that have become more problematic as Pilot users start using more 3rd party applications/conduits. Specifically:

1. HotSync 1.0 was 'blind' to anything beyond the first 32 databases found on a Pilot during the HotSync process. Additional databases would not be backed up to the desktop, and would not be found by conduits. There is no longer a limit to the number of databases that HotSync can 'see'.
2. A notification mechanism was created that allows HotSync to notify a desktop application before and after a sync has occurred.
3. There were problems backing up resources and applications greater than 32K in size. This has been fixed.
4. A mechanism has been added to control the order of execution of conduits.

Q: How can I distinguish between beta versions of

HotSync 1.1 and the final version?

A: The FINAL version of HotSync 1.1 can be identified by looking at the Product Version property (Win 95/NT). It will indicate version 1.1.8. As noted above, the HotSync 1.1.8 executable was called "hsm11.exe". This should be renamed to "hotsync.exe". (We made several beta versions of HotSync 1.1 available to developers. The beta versions will be less than or equal to version 1.1.7. Conduits should not be built to run with any of the beta versions. We recommend that users switch to the final version as quickly as possible to minimize confusion.)

Q: How often will changes like this (upgraded versions of HotSync Manager) be made?

A: This HotSync conversion should be a one-time event. The 1.1 conduits should be compatible with future generations of HotSync software.

Q: I have HotSync version 1.2. What is HotSync 1.2?

A: HotSync 1.2 is a special version of HotSync for the Franklin Ascend Day Planner software package only. HotSync 1.2 is distributed exclusively with the Franklin Ascend Day Planner package and has been specially compiled to be compatible with the Ascend program. HotSync 1.2 has the same functionality as HotSync 1.1 but it is not compatible with any other conduits. We do not recommend that anyone other than Franklin Ascend customers use it. Companies supporting conduits have been alerted to this specific incompatibility.

Q: Why isn't HotSync 1.1 compatible with HotSync 1.0?

A: Pilot/Pilot Desktop 1.0 ships with HotSync 1.0, which was built with version 2.2 of the Microsoft VC++/MFC tools. This required developers to use these same tools to build conduits to run with HotSync 1.0. Since version 2.2 of the VC++/MFC tools is no longer available, we built a new version of HotSync (and a matching set of Pilot Desktop conduits, DLLs, etc.) to catch up with the developer community and the current 4.1 version of Microsoft tools. This new version is called HotSync 1.1. We have also created a matching Conduit SDK (version DR2) that is compatible with VC++/MFC 4.1, and

includes a copy of HotSync 1.1. The Conduit SDK DR2 is currently shipping

Q: Why VC++/MFC 4.1 vs. 4.2?

A: We chose to be compatible with the 4.1 version of the Microsoft tools rather than 4.2 for one simple reason -- 4.2 does not support Win32s/Win3.1 and we want to be compatible with these platforms. Our marketing studies show that a significant portion of our current and prospective user base is still using Win3.1. We want to include them in our solution and want 3rd party conduit developers to be able to build solutions for them as well.

Q: What do conduit developers have to do to make their conduits HotSync 1.1 compatible?

A: Conduits which are linked to be compatible with HotSync 1.0 will not run with HotSync 1.1 and vice-versa. We encourage all conduit developers to recompile/relink their conduits with the new DR2 tools and make them available to your users. No further changes should be necessary beyond recompiling/relinking.

HotSyncing with Multiple PCs

Note: Please be advised that the following Help Note addresses issues likely to be encountered with Pilot 1000 or Pilot 5000 devices and Pilot Desktop 1.0. This Help Note does not describe issues faced by users who have upgraded to PalmPilot 2.0 devices and PalmPilot Desktop 2.0.

Users who HotSync to multiple PCs should follow the procedure outlined below to avoid creating duplicate data entries following a hard reset of their Pilots. (See page 119 of the Pilot manual to learn how to hard reset your Pilot.)

Performing a hard reset (or any functional equivalent, e.g. leaving batteries out of a Pilot for longer than a minute, replacing the memory board, etc.) will erase all of the data records in the Pilot. The next time that the reset Pilot HotSync's with a PC, the HotSync Manager on the PC will detect a "new" Pilot. As the Pilot itself is responsible for the creation of the record identifiers used to track data, all the data records on the PC will receive new identifiers.

New identifiers will not effect the average Pilot user who only HotSync's to one PC . A HotSync following a hard reset will synchronize the records stored on Pilot Desktop with the Pilot, so the Pilot device again has all of the Pilot data on the PC. (A few default records will be duplicated if they had not previously been erased on the desktop, but this is a minor matter. Please see the note below.)

Pilot users who HotSync with two or more PCs, however, risk duplicating data if they subsequently HotSync with one of the other PCs using the default "Synchronize the files" HotSync setting. The other PCs retain the original record identifiers created by the Pilot; these identifiers will probably not be identical to those created by the reset Pilot, even though the data itself is unchanged.

The solution is simple: the first time the reset Pilot HotSync's with additional PCs, perform a Custom HotSync with the setting "Pilot overwrites Desktop" for the Date Book, Address Book, To Do List, and Memo Pad. This will insure that the data on all PCs have the same record identifiers. Subsequent HotSync with the default "Synchronize the files" settings will maintain data integrity.

Prudent users whose Pilots have ever experienced a hard reset and who routinely HotSync to multiple PCs (but who have not previously followed the procedure above) would be wise to hard reset their Pilots and then follow the procedure outlined. This should insure that no lingering potential for record duplication exists.

Remember: If you HotSync to multiple PCs, and you hard reset your Pilot, use the Custom HotSync setting "Pilot overwrites Desktop" the first time that a HotSync is performed with a second PC.

Note: Several records are stored in the Pilot's ROM, and will appear on the Pilot after every hard reset. These include the "Pilot basics" and "How to enter text into your Pilot" memos, "Send in Pilot registration card" and "Read Pilot documentation" to dos, and "Pilot Accessories" and "Technical Support" addresses. Users who already have these records on their desktop, or who do not wish to have them synchronized into their existing desktop data, can perform a Custom HotSync, using the "Desktop overwrites Pilot" setting for Memo Pad, To Do List, and Address Book . Note that the custom setting will *not* avoid the problem noted above, re data duplication HotSyncing with multiple PCs after a hard reset.

Disabling the IR port on a Compaq LTE 5280*

Symptom: Customer has a Compaq LTE 5280. I wanted to know how to disable the Infrared port on this computer. It conflicts with the COM port used by the PalmPilot PDA.

The user is using Windows 95, and he tried removing the Communication port in device manager, but it come right back after Win95 restarts.

Solution: First disable the IR port in Windows 95. Next, restart Windows 95 then go right into the F10 setup. Go to the ports option and there you can disable the I/O address and the IRQ. Save the settings and let Windows 95 restart. The IR port should be disabled at that time.

*From: Jerry Romero, Compaq Online Services 10/2/97

Desktop and HotSync Crash in MSVCRT40.DLL and DATCN20.DLL

Problem: Error message "Win32s-Error PILOT.EXE Unhandled Exception detected. (Code: 0xC0000005 datebook.dll:185E) Application terminated" occurs when you try to launch the desktop.

Or

This error message appears, "Win32s-Error HOTSYNC.EXE Unhandled Exception detected. (Code: 0xC0000005 MSVCRT40.dll:1EC3D) Application will be terminated" when attempting to HotSync.

Check to see what year the CPU is set to. Most likely it is set to a year greater than the year 2032.

Solution: Reset the year on the CPU to the current date.

Linked Databases Not Backed Up Correctly

Background:

During a HotSync, an application's databases on the Palm Organizer is backed up. An application (i.e. programs installed onto the Palm organizer) can instruct the HotSync Manager to back up its related databases. In some cases, applications may choose to instruct HotSync Manager to not perform a backup.

Problem:

After a Pilot 1000, 5000, PalmPilot Personal or Professional is hard-reset and then a HotSync is performed to restore the data back to the unit, some applications' databases may not be restored properly.

Cause:

In HotSync Managers 1.0 and 2.0, the backup and restore conduits zero out and recreate a "different" unique record ID after the hard reset. This action by the conduit destroys the link with the application to any associated databases it may have had. Thus, after the restore HotSync, any applications that may have had linked databases will no longer be able to locate their respective databases.

Most third party developers are aware of this problem. To get around this issue, custom conduits are usually created by the developer if the specific application requires backup.

Solution:

Version 3.0 of the HotSync Manager corrects this issue.

Network HotSync

Supported Versions of MS Windows NT RAS

Can I use Network HotSync with my organization's Windows NT 3.51 remote access server? I thought that it required version 4.0.

Microsoft Windows NT Server includes remote access server (RAS) to enable dial-in access to networks. Although some information may have been released that implies that Network HotSync should be used with Windows NT 4.0 RAS only, dial-in Network HotSync is compatible with both Windows NT 3.51 and 4.0 versions of the RAS services.

MSCHAP Support for Network HotSync

How can I use Network HotSync if my remote access server uses MSCHAP for its authentication protocol?

If your remote access server is configured to support the Microsoft Challenge Handshake Authentication Protocol (MSCHAP), you will need to install MSCHAP support on your PalmPilot by using the PalmPilot Install Tool. Without the MSCHAP support on your PalmPilot, you will not be able to connect successfully to your remote access server.

Download the .zip file and follow the instructions below to install MSCHAP support on your PalmPilot Professional Edition. <http://palmpilot.3com.com/custsupp/downloads/mschap.html>

To install MSCHAP support on your PalmPilot Professional Edition:

- 1.Extract the MSCHAP.PRC file from MSCHAP.ZIP
- 2.Select the PalmPilot Install Tool in the PalmPilot Desktop program folder
- 3.Select the correct user name form the "User Name" list
- 4.Click the Browse button and locate the extracted MSCHAP.PRC file
- 5.Select the MSCHAP.PRC file
- 6.Click Open
- 7.Click Install
- 8.Click Exit

The next time you HotSync, the MSCHAP support file will be uploaded to your PalmPilot.

Encryption Settings for Windows NT Remote Access Service

If your remote access server is a Microsoft Windows NT RAS, it's important to know the encryption settings of the RAS. Microsoft NT RAS provides the following encryption settings:

- Allow any authentication including clear text
 - Require encrypted authentication
 - Require Microsoft encrypted authentication <- MSCHAP
- This is the default setting, with the Require Data encryption option unchecked.

If either the second or third encrypted authentication settings is activated, you will need to install the Microsoft Challenge Handshake Authentication Protocol (MSCHAP) on the PalmPilot organizer. This involves using the PalmPilot Install Tool to install the MSCHAP.PRC file on the PalmPilot organizer. Without this file, you may get a PPP timeout message, or other error messages stating that the PalmPilot organizer was unable to make the connection.

Using Secure ID with Network HotSync

If the Ace Secure ID™ system is used on the network server that you are attempting to access with your PalmPilot organizer and Network HotSync, extra steps are required during the dialing and connect process.

Setup

To set up the PalmPilot organizer for use with the Ace Secure ID System:

1. Tap the Applications button on the PalmPilot organizer, and then tap the HotSync icon. The HotSync screen appears.
2. Tap the text “Select Service”, located below the Modem Sync icon. The Remote Setup dialog appears.
3. Tap the Service pick list, and select Secure Card.
4. Tap the Edit button. The Network Preferences screen appears.
5. In the Service field, enter a name appropriate for the Ace Secure ID system. In the User Name field, enter the exact user name used to log onto the system. Tap the Phone field, and enter the phone number used to dial and connect to the remote system.
6. If desired, you may enter your password by tapping the Password field. If you do not enter a password, you will be prompted to enter it as you connect to the remote system.
7. Tap the Done button. The Remote Setup dialog appears, with the name of the Service that you just defined.
8. Tap the OK button. The HotSync screen appears.

Connection

To connect to the Ace Secure ID system:

1. Make sure the PalmPilot Modem (or a compatible modem with a modem cable) is connected to the PalmPilot organizer, and the RJ11 cable is connected to a live phone outlet.

2. In the HotSync panel, tap the Modem Sync icon. The Service Connection Progress Password dialog box appears. The message “Dialing Secure Card” appears.
3. A dialog appears, prompting you to enter the passcode. Enter your Secure ID PIN number, followed by the number that currently appears on your Secure ID card. Do not enter a space between the two numbers.
4. If you did not enter a password on your PalmPilot organizer (step #6 of the previous procedure), you will be prompted to enter your password after the passcode.

If the connection is successful, the synchronization process will begin.

Network HotSync Alert During a LANSync

During a LANSync, if Network HotSync is unable to locate your primary PC, it will ask you if you would like to perform a local HotSync on the local PC.

There are three potential reasons why your Primary PC cannot be found:

- The Primary PC is turned off
- The Network item is not checked in the HotSync Manager
- LANSync is turned off on the PalmPilot.

If Network HotSync finds your PC, it will ask you if you want to perform a LANSync.

Authentication Failure During a Dial-in Network HotSync

Symptom: You receive an “Authentication Error” on your PalmPilot during the log-in process.

Check: This is an authentication problem between the PalmPilot and the dial-in server. Check with your system administrator to verify that the user name and password you are using are correct. Additionally, you may have case sensitive (especially on the password) routers and servers. Typical error messages are “authentication failure: 1231 or 1233”

Also, check the User Name entered under Network Preferences for the Remote Service selected on your PalmPilot. There should be only one entry line for user name. If there are two lines in the entry for the User Name (a second blank line), a carriage return was placed after entering the user name.

Solution: Tap on the second line and enter a backspace. This should remove the second line and the cursor should now appear at the end of the entered user name. Remove all blank spaces between the cursor position at the end of the User Name, and the last character at the end of the User Name.

Check to see if MSCHAP (Require Microsoft encrypted authentication) is enabled on the RAS server.

Cannot Find the PC During Dial-in Network HotSync

Symptom: The PalmPilot connects to the remote access server properly and the IP session is started – but it cannot find the PC on the network.

Check: Check the following:

1. Make sure the PC is powered on and logged onto the network.
2. Make sure the Network option in the Network HotSync Manager is checked.
3. The HotSync Manager may not be running, it may be crashed, or it may be turned off.
4. If you did not perform a local HotSync after installing the Network HotSync software, Network HotSync will not be able to find your PC on the network.
5. If there is a router or firewall between the dial-in server and the PC, check to see how they are configured to block traffic.

Possible Solutions:

1. If there is no firewall between the dial-in router and the PC, check the subnet mask on the dial-in server. If set incorrectly the dial-in server may not route properly.
2. If there is a router or firewall between the server and the PC, verify that the following ports are being allowed access to the network. TCP and UDP ports are 14237 and 14238.

Troubleshooting Tips: When troubleshooting this problem, ping the dial-in server from the target PC. If ping fails the problem is (most likely) on the local network segment. But before you try to determine the problem, go to another machine on a different network segment and ping the dial-in server to determine if you have other network problems.

Network HotSync Can't Find the PC : troubleshooting steps

If your PC cannot be found on the network, verify that:

1. The primary PC is powered on.
2. The Network HotSync Manager is running.
3. The Network item of the Network HotSync Manager is checked. You can access the Network item in the HotSync Manager pop-up menu.
4. LANSync is turned off on your PalmPilot. To turn LANSync on:
 - a) Tap the Applications button. The Applications picker appears.
 - b) Tap the HotSync icon. The HotSync screen appears.
 - c) Tap the Menu icon. The Options menu appears.
 - d) Tap the Turn LANSync On menu selection.

Flashing Bar in the Upper Right Corner of the PalmPilot Organizer

Symptom: When connecting to a dial-in server there is a flashing bar or character in the upper right hand corner of the PalmPilot's screen.

Solution: This is normal. The flashing bar is a subtle indication that your session with the dial-in server has been authenticated and your PalmPilot is successfully connected to the network.

External Modem Connected to the PalmPilot Organizer Does Not Dial

Symptom: An external modem is attached to the PalmPilot via a modem cable. It does not dial the number entered on the PalmPilot and displays, "Error: modem not found (1106)."

Solution: The PalmPilot does not assert DTR (Data Terminal Ready). You must set the modem to ignore DTR.

Check: In this case, check to see if you can disable DTR "checking" on the modem. Most modems use AT commands to change the DTR setting. When you use an AT command to change the DTR setting, be sure to use the AT&W (or equivalent) command to save the changes you have made to the modem settings.

Some modems use a dip switch to change the DTR setting. For example, the U.S. Robotics Sportster 28.8 Fax Modem uses dip switch #1 to control the DTR setting. If you cannot find an AT command that will change the DTR setting, check for a dip switch used to control this function.

Local and Modem HotSync Cannot Use the Same COM Port

If the PC has only one COM port available for PalmPilot usage and both Local and Modem check boxes are enabled an error message is displayed because only ONE can be enabled at a time. However, you can set up the same COM port for both – but only enable one at a time. Enabling is done by checking the setting in the HotSync Manager pop-up menu.

Installing the NetSync.prc File

The NetSync.prc file contains the programming and data that your PalmPilot needs to perform a Network HotSync.

Normally, the NetSync.prc file is automatically downloaded to the PalmPilot during the first local HotSync (or after a hard-reset of the PalmPilot). If, for any reason, the NetSync.prc file is not installed on the PalmPilot, use the following procedure to manually install the NetSync.prc file:

1. From Windows95 Start menu choose Programs, PalmPilot, and then click PalmPilot Install Tool.
2. Select the proper User Name.
3. Click the Browse button.
4. Open the add-on folder in the PalmPilot Desktop directory.
5. Select netsync.prc and click the Open button.
6. Click the Install button, and then click the Exit button.
7. Insert your PalmPilot into the cradle, and press the HotSync button on the cradle to download the file.

Network HotSync File Verification on the PalmPilot Organizer

Follow these steps to verify that the Network HotSync software is installed on your PalmPilot:

1. Tap the Applications icon.
2. Tap the Memory icon.
3. Look for NetSync in the list. If necessary, scroll down the list to review all the applications. If NetSync is missing, install the NetSync.prc file as described in [Installing the NetSync.prc File](#) .

Infinite Timeout

To prevent the PalmPilot from “timing out” while waiting for the next command during a Network HotSync session, enable the Infinite Timeout feature.

To do this:

hold down both the up and down arrows keys and tap the upper right hand corner of the screen.

You must do this before starting the HotSync process. If you are successful a dialog box is displayed. This prevents the PalmPilot from timing out while waiting for the next command. This setting is enabled until you switch to another application.

How to Identify and Change the Primary PC

To verify which PC is your primary PC, start PalmPilot Desktop and choose Setup from the HotSync menu. Click the Network tab. If your user name has a check in the box next to it, this is your primary PC. If you synchronize with multiple PCs and your user name is checked on more than one PC, the PalmPilot will look for the user name of the PC associated with the PalmPilot (stored in PalmPilot's memory). If you wish to change the primary PC used to synchronize with your PalmPilot:

1. Uncheck your user name on the current primary PC.
2. Check your user name on the new primary PC.
3. Check the Network item in the HotSync Manager pop-up menu.
4. Put the PalmPilot in the cradle of the new primary PC.
5. Start the HotSync process; this updates your PalmPilot to recognize this PC as your primary PC.

How PalmPilot Name Resolution Protocol (PNRP) Works

PNRP identifies your primary PC in four different ways. These four methods are outlined below. A simple flowchart appears at the end of this topic to depict how PNRP identifies your primary PC.

1. Through the stored IP address. Using the IP address that was stored during the first local HotSync, the PalmPilot organizer sends a request packet containing the host name and IP address. This request packet checks to verify that the primary PC is active. If the PC responds, then the PalmPilot organizer continues the HotSync process.
2. Through directed subnet broadcast. If the matching IP address is not found, PNRP then checks the subnet mask (if available). If PNRP knows the subnet mask, it creates another request packet using the directed subnet broadcast method. In other words, the request packet is broadcast to the subnet of the stored IP address. If the Primary PC has moved to another address on the same subnet, it will be able to respond to this request and return its new IP address to the PalmPilot.
3. Through Domain Name System (DNS). If the first two steps do not succeed, the PalmPilot organizer tries to locate the Primary PC through Domain Name Services (DNS) protocol if available. In this case, the PalmPilot organizer looks up the IP address that corresponds to the host name.
4. Through Subnet Scanning. If DNS is not available and there is no known subnet mask, then the PalmPilot organizer enters the subnet scanning phase to find the correct subnet. The PalmPilot organizer sends directed subnet broadcasts using a few of the most common subnet masks. If the correct subnet is found, the Primary PC will respond and return its new IP address to the PalmPilot.

If a response packet is received on the PNRP port, the PalmPilot organizer verifies that it is a PNRP response packet and saves the returned IP address and the subnet mask for future use.

If steps #1 through #4 fail to generate a response, PNRP labels the host as “unresolved.”

To bypass the PNRP address search, enter two exclamation points (!!) for the Primary PC name on your PalmPilot organizer. This forces a connection to the specified IP address.

Disable PNRP

Temporarily Disabling PNRP

To temporarily bypass the use of PNRP to find your Primary PC, you may delete the Primary PC Name in the Primary PC Setup dialog before you perform a Network HotSync. This forces a connection to the specified IP address in the Primary PC Address field. This should only be used if the Primary PC is configured to use a fixed IP address.

To delete the Primary PC name from the PalmPilot organizer:

1. Tap the Applications button. The Applications picker appears.
2. Tap the HotSync icon. The HotSync screen appears.
3. Tap the Menu icon. The Options menu appears.
4. Tap Primary PC Setup. The Primary PC Setup dialog appears.
5. Remove the name that appears in the Primary PC Name field.
6. Tap the OK button to close the Primary PC Setup dialog.

The next time you synchronize, however, the PC name will be downloaded from the Primary PC, and PNRP will be enabled again.

Disabling PNRP

To disable the use of PNRP on the PalmPilot to find your Primary PC, enter two exclamation points (!!) for the Primary PC Name in the Primary PC Setup dialog on the PalmPilot (i.e. replace the Primary PC name with !!). This forces a connection to the specified IP address in the Primary PC Address field. This should only be used if the Primary PC is configured to use a fixed IP address.

This technique also prevents the desktop from updating the Primary PC Setup information.

To restore the PNRP address search, remove the !! from the Name field.

View Log Debug Features

The following section contains information for troubleshooting or verifying your network connection. These settings appear in the Network panel of PalmPilot's Prefs application:

1. In the Application Picker of the PalmPilot, tap the Prefs icon.
2. Select Network from the pick list at the upper right hand corner of the screen.
3. Select the Service to which you want to connect.
4. Tap the Connect button.
5. Verify that the connection is working.
6. Tap the Menu icon, and select View Log from the Options menu.

The log displays any scripts that ran and then displays the point-to-point protocol (PPP) negotiation process. This information is useful in tracking down problems during the PPP negotiation.

The end of the log contains the connection name, displays the local and remote IP addresses, and the DNS addresses. If you do not see any DNS addresses, the DNS lookup feature will not work. Network HotSync does not require DNS to operate, but it is useful for quickly finding the Primary PC.

Some diagnostic functions are available from within the view log window. If you enter a question mark (?) and a return, a list of available functions is displayed. These function include:

- Echo test to validate the connection throughput
- DNS test to validate DNS lookup
- Finger test
- Trace function used for detailed packet analysis of the link

Additionally, you can also press the down key whenever the network connection dialogs are open to obtain detailed status about the connection. This displays information like the telephone number being dialed and the login script.

Logon Problems and Passwords

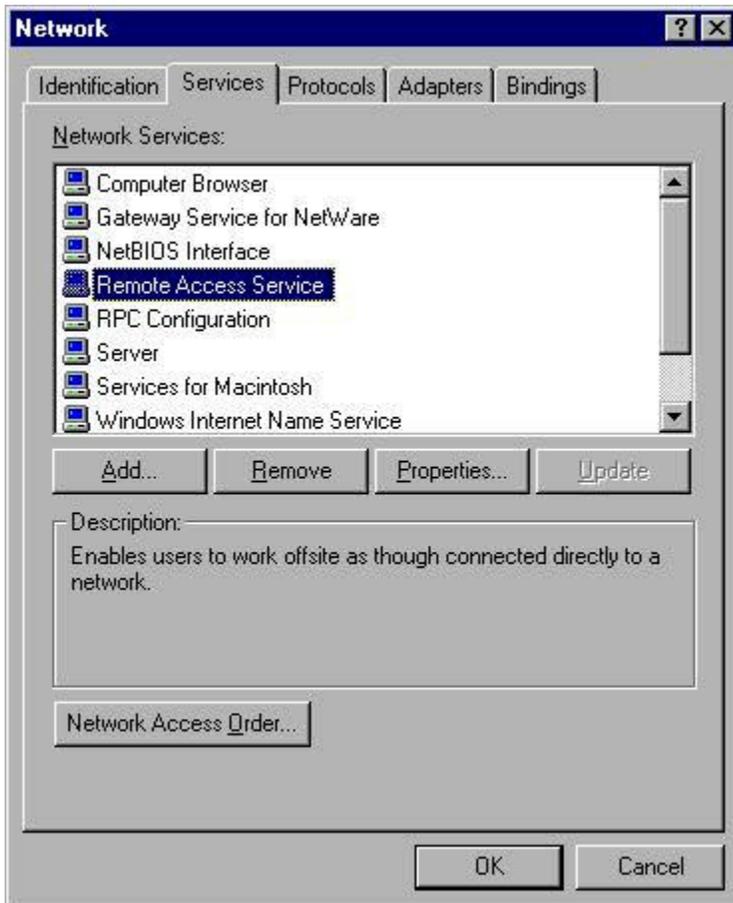
“I cannot logon to my RAS server. I have been able logon before without problems.”

It is possible that the dial-in account the customer is using requires a password change at the next logon. The Palm organizer cannot display this prompt requesting the user to enter a new password. Thus, the connection appears to fail at dial-in.

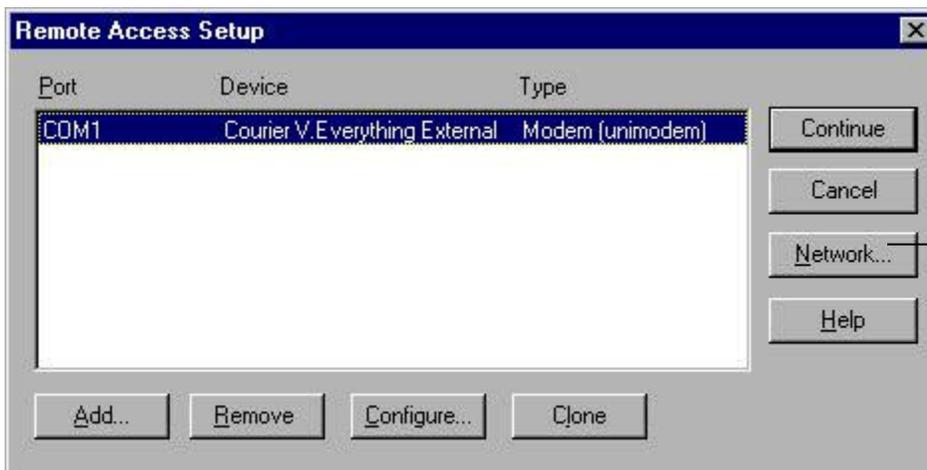
The solution is to either re-enter a new password using something other than a Palm organizer or make the password modifications at the server.

How To Alter Encryption Settings In An NT4.0 RAS Server?

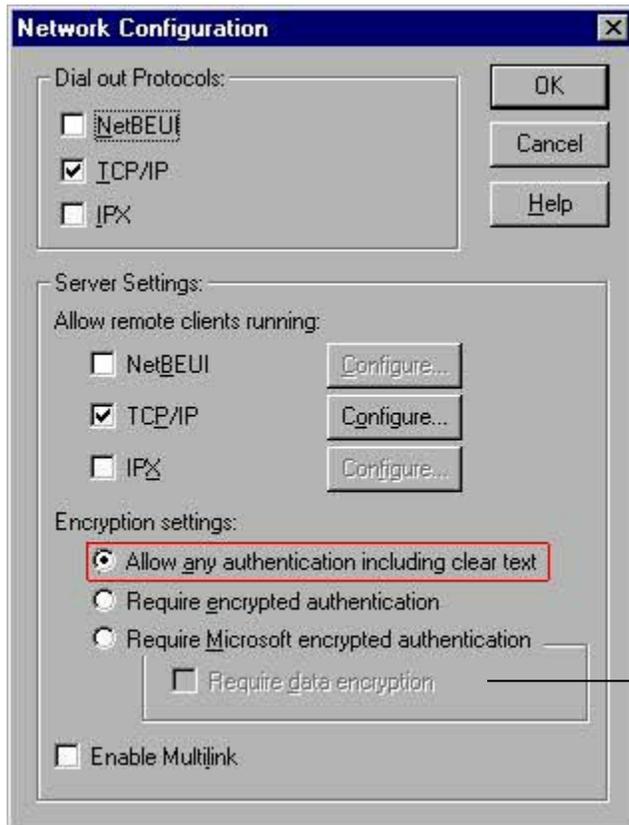
1. Right-click on the Network Neighborhood icon and select Properties.
2. Click on the Services tab



3. Double-click on Remote Access Setup



- Click on Network button, and select "Allow any Authentication including clear text".



Make sure "Require data encryption" is NOT selected.

- The Default Setting is MS-CHAP or Microsoft Challenge Handshake Authentication Protocol or Microsoft encrypted authentication. If you must use this type of encryption, you must first make sure that "Require data encryption" is not selected and you will need to download the MSCHAP.PRC file off the Palm website at: [http:// www.palm.com/custsupp/downloads/mschap.html](http://www.palm.com/custsupp/downloads/mschap.html) and install it into your PalmPilot Professional.

Modem

PalmPilot Modem FAQs

What can you tell me about the PalmPilot modem's capabilities and features?

Will the PalmPilot Modem let me fax from my PalmPilot?

Will the new PalmPilot modem drain my PalmPilot batteries?

What modems will the PalmPilot work with?

What does the PalmPilot Modem cost?

What can you tell me about the modem's capabilities and features?

The PalmPilot Modem gives you fast access to your desktop PC, anywhere, anytime.

The pocket-sized modem:

- 1.snaps on the bottom of your PalmPilot
- 2.connects to a phone line through a standard RJ11 connector
- 3.enables you to HotSync to synchronize your data; and access & manage your e-mail. Note: e-mail requires PalmPilot Professional functionality.
- 4.can use an optional AC adapter can be purchased for those needing unlimited connect time.
- 5.Technical Specs:
 - Data Transfer Rate is 14.4Kbps. The average remote HotSync takes less than 2 minutes
 - Requires 2 AAA batteries. Two batteries will provide 5 hours of modem connect time; or approx. 150 HotSyncs

Will the PalmPilot Modem let me fax from my PalmPilot?

While fax capabilities may be added by a third party software developer, we have no immediate development plans for this area.

Will the new modem drain my PalmPilot batteries?

No. It uses two AAA batteries, which will last for approximately 150 HotSyncs (approximately 5 hours of modem connect time).

What other modems will the PalmPilot work with?

It works with most external modems; those following standard protocols. We recommend using any US Robotics modem.
(top)

What does the PalmPilot Modem cost?

Average U.S. "street" price: \$129

PalmPilot Modem Cable

The PalmPilot Modem Cable allows your PalmPilot to HotSync from afar to your desktop PC via its modem. At this point, further communications capability (email, etc.) is not available. In the near future, however, we do expect enhanced communications capability as various PalmPilot applications are developed either by US Robotics or by third party developers.

The modem cable connects your PalmPilot over a wide range of speeds with most of the standard modems sold in the US and Canada. These modems should have an On/Off switch and external power supply. PCMCIA modem cards cannot be used with the modem cable. The cable has a 25-pin modem connector (the PalmPilot Accessory brochure incorrectly pictures a cable with a 9-pin connector). With an adapter, the cable will work with modems having only 9-pin modem connectors.

Current PalmPilot drivers only support remote HotSyncing via the modem and modem cable. No drivers are available to support the use of the modem and modem cable for any other purpose.

Additional advice related to the use of the modem cable will be contained in the instructions included with the cable as well as in additional technical notes available from US Robotics.

Phone Number Length Limitation

Please be advised that the combined total number of digits that you may enter in the four fields of the Modem HotSync Phone Setup dialogue is 36. If the sum of the digits for the four fields (phone number, dial prefix, disable call waiting and calling card) totals more than 36, your call will not be completed.

This problem is isolated to the PalmPilot Professional, Personal, 5000 and 1000 devices. The Palm III organizer has an increased dialing range of 52 digits.

User Name Length Limitation- “Error: buffer too small (0000120D)”

There is a limitation in the number of characters in the User Name field in the Network Panel.

If the user name is longer than 31 characters, an error will result "buffer too small (0000120D)," when dialing into a RAS.

The Network Log, reports that the error occurs as soon as it sends the user name. The Palm device is not able to send this long user name.

As a workaround, the user needs to reduce the length of the user name.

Modem HotSync Problems

Modem fails to answer during an attempted HotSync Can't access modem port after exiting HotSync Manager

Modem fails to answer during an attempted HotSync

Q: "Whenever I try to do a HotSync with my modem, the modem does not answer. What should I do"?

A: This is a known problem for HotSync users with Megahertz or Hayes Accura brand internal modems. If you are experiencing this problem, try the following procedure:

1. On the computer where HotSync Manager is loaded, access the modem through any communications application.
2. Once you are able to talk to the modem, issue the command: ATSO=1&W. This should solve the problem.

Can't access modem port after exiting HotSync Manager

Q: "Even though I'm sure I've exited HotSync Manager, I can't access my modem. Why"?

A: This problem occurs when HotSync is set for Modem. If you exit HotSync Manager by double-clicking on the system tray icon and choosing Exit, HotSync Manager is actually still loaded even though the HotSync icon disappears from the system tray. This prevents you from accessing the modem port from any other application. If you are experiencing this problem, try using Ctrl-Alt-Del to bring up the Close Program and shut down the communications port. This must be done twice in order to work.

Using Long Distance Service When Dialing With a PalmPilot Modem

How can I dial out from my PalmPilot's Modem using a specific long distance carrier?

You can select a long distance carrier when dialing out on a PalmPilot Modem (or any other modem attached to your PalmPilot) by entering an access code before the number you wish to dial.

PalmPilot Personal or Professional Edition:

1. In the application screen on your PalmPilot, tap on the HotSync icon.
2. In the HotSync screen, tap inside the dotted box under the Modem Sync Icon.
3. If you do not have Network HotSync installed, go to the next step. If you do have Network HotSync installed on your PalmPilot: After tapping the dotted box under Modem Sync, you will come to the Remote Setup screen. From the pull-down menu next to the word "Service," pick the service you will use for Network HotSync dial-in support. You can check which service templates are available or add a service by tapping the Edit button. Tap the Edit button to continue. Tap on the field next to the word "Phone."
4. Tap on the field next to the word "Phone."
5. In the Phone Setup screen, enter the phone number you would like to dial on the line next to "Phone #:"
6. Tap the check-box next to the "Dial prefix" line and enter your long distance carrier code (check the list at the end of this document for codes of several different carriers). If you need to dial any other prefix before dialing a phone number (such as "9" to get an outside line), enter that number followed by a comma before the long distance code. For example, if you wanted to use AT&T as your carrier for your call and you need to dial a "9" before making a call out from your office, you would enter "9, 10288" in the "Dial prefix" field.
7. Tap on "OK" at the bottom of the screen when you are finished.
8. To begin dialing: If you have Network HotSync installed, tap on the "Connect" button at the bottom of the Network Preferences screen. If you do not have Network HotSync installed, tap the Modem Sync icon.

Pilot 1000 or 5000:

1. In the application screen on your PalmPilot, tap on the HotSync icon.
2. In the HotSync screen, tap the button named Modem Setup.

3. In the Modem Setup screen, tap on the line next to the word "Phone."

4. Tap the check-box next to the "Dial prefix" line and enter your long distance carrier code (check the list at the end of this document for codes of several different carriers). If you need to dial any other prefix before dialing a phone number (such as "9" to get an outside line), enter that number followed by a comma before the long distance code. For example, if you wanted to use AT&T as your carrier for your call and you need to dial a "9" before making a call out from your office, you would enter "9, 10288" in the "Dial prefix" field.

Long Distance Carrier Access Codes

Below is a list of codes for different long distance service carriers. This is not a definitive list and is provided only as a convenience for PalmPilot Modem users. Information provided is subject to change and 3Com/Palm Computing cannot guarantee the accuracy of the information below. 3Com/Palm Computing is not affiliated with any of the following companies and their inclusion in this list does not imply any endorsement.

Note that some of these codes may require having the selected long distance carrier as your primary long distance service. Others may automatically assess a monthly fee for use in addition to toll charges. For further information, contact the respective company.

Allnet/Frontier10444
American Long Lines10241
AT&T10288
BTI Telecommunications10833
Cable & Wireless10223
Coast to Coast Telecom10902
Express Telephone10700
Economy Telephone, Inc.10060
LCI10432
Long Distance Net, Inc.10931
MCI10222
Sprint10333
Teleport Communications10292
Touch One Communications10797
US Long Distance10070
WorldComm10488

Setting Your PalmPilot Modem to Ignore Dialtone

My PalmPilot Modem doesn't seem to be able to recognize a dialtone on the line that I'm trying to dial out from. I think that the line works fine, but the modem won't dial out without a dialtone. Is there anything I can do?

If you are in a situation where your PalmPilot Modem is not recognizing or otherwise cannot obtain a dialtone, you can set the modem to ignore any dialtone before making a call. Try the following steps:

1. In the application screen on your PalmPilot, tap on the Prefs icon.
2. In the Preferences screen, select Modem from the categories menu (on the top right-hand corner of the screen).
3. In the String field, find "AT&FX4". Add "X3" to the end of the line so that it reads "AT&FX4X3".
4. Check to see that the other modem preferences are correct, then try to dial out.

This string may also work with other attached modems besides the PalmPilot Modem to allow you to dial out without a dialtone. If not, consult the user manual or contact the manufacturer of the modem you are using for more information.

PalmPilot Hardware

Battery Warnings with PalmPilot 2.0

Frequent Low-Battery Warnings

Q: My PalmPilot Professional is displaying frequent warnings that my battery level is low.

A: Battery warnings appear earlier on the PalmPilot Personal and Professional than on the original PalmPilot models. The warnings will start to appear when your battery level reaches 2.1 volts.

PalmPilot Shuts Down without Prior Low-Battery Warning

Q: My PalmPilot shut down without displaying any warning messages about the batteries being low beforehand.

A: Some brands of batteries experience drastic voltage drops when the PalmPilot devices first powers up or produces a high spike of current. This voltage drop can trigger a "low-voltage interrupt" that turns off the PalmPilot device. Changing the brand of batteries you are using with your PalmPilot may eliminate this problem.

PalmPilot Battery Usage Tips

The following comments discuss monitoring PalmPilot battery usage and should alleviate user anxiety about losing data when batteries become drained.

- Use Alkaline Batteries
- Typical Battery Life
- Changing the Auto-off Setting
- Checking the Battery Gauge
- Low Battery Indicator
- Low Battery Power Causing Unusual PalmPilot Behavior
- Changing Batteries
- What to Do If Your PalmPilot Won't Turn On Because The Batteries Are Dead
- What To Do If You Lose Data In Your PalmPilot

Use Alkaline Batteries

Please note that we recommend using only quality alkaline batteries with your PalmPilot. Nickel-cadmium batteries are not recommended, as they do not supply sufficient voltage and will not trigger low battery warnings properly. Users have reported fair success using rechargeable alkaline batteries.

Typical Battery Life

The typical user should get a couple of months usage from quality AAA alkaline batteries. Employees at Palm computing give their units very heavy usage, and we all get well over a month from a set of batteries.

Changing the Auto-off Setting

Battery life is significantly influenced by the "Auto-off" setting that you select. To change the default 2 minute setting, go to Applications, then Preferences, and select 1, 2, or 3 minutes from the Auto-off after: pull down menu. Shorter settings, of course, preserve battery life, but give you less time to view your PalmPilot screen before it turns off.

Checking the Battery Gauge

Make it a daily habit to inspect the battery indicator gauge in the Applications window of your PalmPilot, next to the clock. The black bar in the gauge indicates battery life remaining, and will recede to the left across the screen as the batteries are depleted. If little black remains, it is time to replace your batteries.

In particular, inspect the battery gauge prior to any long period when you will be unable to HotSync, eg. traveling. If battery power is low, then be sure to HotSync and put in new batteries before your trip begins.

Low Battery Indicator

PalmPilot automatically gives you a low battery warning when it batteries need to be replaced. This warning will remain on the screen until you clear it, so it should be impossible to miss. As soon as possible, after receiving such warning, you should HotSync and put new batteries into the PalmPilot.

Note that the low battery warning comes with considerable PalmPilot usage time left. At Palm Support, we have intentionally ignored repeated low battery warnings during the course of our normal (heavy) PalmPilot usage for up to three or four days. At the end of this period the PalmPilot just shuts itself off. When new batteries were placed in the unit, it turned itself back on right where it had been turned off, without data loss.

We do not recommend that you wait before reacting to your PalmPilot's low battery warnings. But you should not feel alarmed if you receive such a message; you should have more than enough usage time left to HotSync and acquire and install new batteries before your PalmPilot has insufficient power to function. Left "off" the PalmPilot will store your data securely for weeks.

Low Battery Power Causing Unusual PalmPilot Behavior

If your PalmPilot suddenly starts to exhibit unusual or irregular behavior, suspect weak batteries as possible cause. You may have missed the Low Battery Warning, or in exceptional circumstances, the behavior even may precede the occurrence of the warning. Symptoms that have been associated with weak batteries include: slower graffiti input, general application sluggishness, and the need to press the power or application buttons twice before the PalmPilot will turn itself on.

If you observe these or similar phenomenon and your batteries are low, HotSync and then install fresh batteries, and the symptoms should disappear.

Changing Batteries

Whenever changing batteries, do not forget to:

1. HotSync to your PC(s) immediately prior to changing batteries.
2. Have your new batteries on hand. Open the package and place the batteries near your PalmPilot. You have one minute to replace batteries without losing data on your PalmPilot.
3. Remove the PalmPilot battery door, located immediately above the serial connection on the back of the unit, by placing slight downward pressure on the fingernail - like depression and sliding the door out towards the side.
4. Take one battery out of the PalmPilot, noting its orientation, and place it to the side away from the new batteries. Place a new battery where the old one was, with the same orientation (the battery compartment also shows proper orientation).
5. Repeat this for the other side (note that the orientation is different).
6. Slide the battery door back in place: your PalmPilot is ready to go!

What to Do If Your PalmPilot Won't Turn On Because The Batteries Are Dead

If you have left your PalmPilot for a long period of time unused, and it will not turn on or you otherwise suspect dead batteries, simply repeat Changing Batteries sequence described above, with the exception of step 1. You will not be able to complete a HotSync, but otherwise proceed as described.

If your pilot will not turn on after receiving new batteries, refer to page 119 of the PalmPilot Handbook, and perform a Soft Reset of your unit.

What To Do If You Lose Data In Your PalmPilot

If you lose all of the data in the PalmPilot because you left batteries out of the unit for over a minute, or for any other reason, you merely have to HotSync with your PC to regain all of your data. Before attempting to HotSync, however, be sure that you have placed a fresh set of batteries in the PalmPilot.

Checking Cradle Performance via Terminal Emulation

One means of checking whether a cradle is performing properly is to run a windows terminal emulation program to see if input is received from the PalmPilot cradle when the HotSync button is pressed.

Close the HotSync Manager before launching the terminal program, and place your PalmPilot in the cradle.

With Windows95:

- 1.Run Hypertrm.exe
- 2.Name your session, select OK
- 3.At the Phone Number screen, under Connect Using select "Direct to (COM 2; or the COM Port used for your PalmPilot Cradle)", select OK
- 4.At the Port Settings screen select Bits per second: 9600; Data Bits: 8; Parity: None; Stop Bits: 1; Flow Control: None; select OK
- 5.Press the HotSync button on your cradle and you should see gibberish flow across the screen, verifying that your PalmPilot and cradle are functioning properly

PalmPilot times out before the desktop computer begins sync.

Problem:

After initiating a HotSync, the PalmPilot will time-out before the HotSync monitor responds.

Also, when attempting a HotSync, the customer does not hear the connection chime (making sure the “System Sound” is enabled on the PalmPilot).

Possible cause:

In some cases the connector on PalmPilot cradle may have a couple of contacts that are recessed. This can cause intermittent HotSyncing.

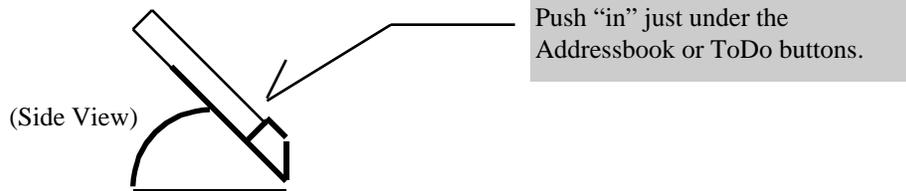
Solution:

To check for defective contacts:

- 1) Have the customer inspect the cradle contacts to see if any look uneven.

Regardless of whether there are any visible defects, have the customer:

- 1) with the PalmPilot in the cradle, press the bottom of the PalmPilot TOWARDS the connector.



- 2) While holding the PalmPilot “in”, initiate a HotSync.

If the customer hears the chime and the HotSync progress window comes up on the computer, where before it did not (or came up after the PalmPilot times out), then the cradle is probably defective and should be replaced. Please verify the cradle problem with the Flow Chart titled “Cradle Problem.”

Interchangeability of HotSync and PalmPilot Modem Cables

What is the difference between the HotSync cable and the PalmPilot Modem cable? Why can't I use them interchangeably?

The two cables actually have different pin configurations. We recommend that you use each cable for its intended purpose.

PalmPilot Display Screen Help

PalmPilot Display Screen Clarity and Contrast

Why is the screen on my new PalmPilot different from the screen on the older Pilot 1000 and Pilot 5000 models? The new screen has different contrast than the screen on the older model.

Due to the backlighting feature of the new PalmPilots, there are some differences between the screens on the new units and those on older Pilot 1000 and Pilot 5000 models. You may notice a negligible difference in the range of contrast control. This is normal. The contrast range should be more than adequate to ensure good legibility, especially with the help of the backlight in low lighting situations.

Tacky Surface (or Oily Film) on PalmPilot Display Screen

My PalmPilot's screen has a tacky surface (or bubble of oily film) that affects the sensitivity of the screen. What should I do?

Try cleaning your screen with a mild screen cleaner or a soft cloth moistened with a diluted window-cleaning solution. If cleaning your PalmPilot screen does not help, please call a customer support specialist and request a replacement unit.

PalmPilot Makes Humming Noise

My PalmPilot makes a humming noise when I use it. Is this normal?

You may sometimes hear a quiet hum from your PalmPilot when you are using it. The humming is caused by the power supply coupling with the speaker circuit. The humming is normal and does not indicate any kind of malfunction.

FATAL ERROR FONT C, LINE 120, INVALID FONT

Problem: I am getting a “FATAL ERROR FONT C, LINE 120, INVALID FONT” on my PalmPilot when I access a particular function.

Solution: Have customer do a HotSync to make sure his data is backed up.
Do a hard reset and delete all information.
Now access the function that gave you that error.

If the problem has gone away it is probably a third party application that is causing this problem. Perhaps it is a corrupted database. You will need to pinpoint which database it is. (If problem happens when you edit an address, the problem would be in the address.dat and so on) After you figure out which database it is, then try restoring it from the *.bak file. It is possible that the customer might lose that database.
If the problem does not go away after a hard reset. Do a SRO (replace the unit).

Other Software

HotSync Problem With ExpressIT! 2000

I use Infinite Technologies ExpressIT! 2000 as my e-mail client for PalmPilot Mail. When I try to HotSync, however, I get the error message, "Failed while trying to free some memory used for the Desktop Mail System." What can I do?

Users of the currently shipping version of ExpressIT! 2000 should not have this problem when using it with PalmPilot Mail. If you are experiencing this problem, you may want to download the newer version 1.01 from the Infinite Technologies website. You may install this version "over" your currently installed software, and you should no longer see this error message.

HotSyncing With Microsoft Outlook 97 with WinFax 8.0 in Background

Problem:

I get a fatal error when I try to HotSync with Microsoft Outlook 97 (while it is offline).
What's going on?

Solution:

This can happen if you are running WinFax 8.0 in the background while trying to HotSync with Outlook 97 in the offline mode. Fortunately, you can now download a patch to alleviate this problem from the Microsoft web site at <http://www.microsoft.com/office/office97/servicerelease/default.ASP>

This patch also provides other enhancements to your Microsoft Outlook 97 software.

Installation and Configuration of Lotus Organizer 97 GS

When I try to install the Lotus Organizer 97 GS PIM, I get an error message that says "Previous versions of Pilot Desktop and/or HotSync exist. Please remove these copies before installing this software," and the installation fails. What can I do?

After loading the Lotus Organizer 97 GS PIM, the accompanying Lotus Organizer errata sheet instructs the user to load the SETUP.EXE in the EXTRA\PALM\DISK1 directory. When trying to load this SETUP.EXE, the installation fails and reports the following message, "Previous versions of Pilot Desktop and/or HotSync exist. Please remove these copies before installing this software." Please note that the following instructions are required if you have PalmPilot Desktop 2.0 already installed on your PC. The error does not occur if Desktop 2.0 is not present.

The following steps must be completed in the listed order:

1. Install the Lotus Organizer 97 GS software as directed by the Lotus Organizer user manual.
2. Before running the SETUP.EXE in the EXTRA\PALM\DISK1 directory of the Lotus CD-ROM, the following changes must be made in the Windows registry:
Click the Windows Start button and choose

- Run
- Type "regedit" and click OK
- Within the Registry Editor, locate and double-click on HKEY_CURRENT_USER
- Double-click Software
- Double-click U.S. Robotics
- Double-click Pilot Desktop
- Delete the following items from the Pilot Desktop Registry:
 - Address Book
 - Component0
 - Component1
 - Component2
 - Component3
 - Core
 - DateBook
 - HotSync Manager
 - Memo Pad
 - Preferences
 - ToDo
 - Setup (if present)
 - Do NOT delete the Application Expense and Application Mail Registry items.

3. Make sure the Lotus Organizer 97 GS CD-ROM is loaded, then click the Windows Start button and choose Run.
4. Type in (or use the Browse function to get to) D:\EXTRA\PALM\DISK1\SETUP.EXE
5. Installation should then be complete.

HotSync is Slow with Lotus Organizer 97 GS

Symptom: While HotSyncing I opened up Lotus Organizer 97 GS. Now my subsequent HotSync's are slow.

Cause: While opening Lotus Organizer 97 GS and synchronizing at the same time, that action may cause some internal entry flags to be damaged and now each sync is slow.

Solution: Before resorting to a hard reset on the PalmPilot, it is recommend that you force a slow sync to reset the flags within the database.

To perform a slow sync, delete the:

- LastAddress Sync,
- LastDateBook Sync
- LastNotepad Sync
- LastToDo Sync

found at the Registry at
Hkey_Current_User\Software\Lotus\Organizer\Extension\USRobotics Palm
Pilot\Users\UserName\

To edit the Registry, Start Menu/Run/Regedit

In part: Kelvin_Ling/ATL/Lotus@lotus.com 9/30/97 3:30 PM

Other Software Will Not Work With PalmPilot Desktop 2.0

"My other PC software worked fine with Pilot Desktop 1.0, but does not work with PalmPilot Desktop 2.0. Why?"

While many other software manufacturers have upgraded their software to be compatible with PalmPilot Desktop 2.0, some other software may not have been upgraded yet. Please visit the [Other Software Compatibility Grid](#) to check on the compatibility of a specific software application. (Please see PalmPilot web site for this grid).

For general information about other software, please see "Add-on Software."

Possible HotSync failures with email

Overview

A basic knowledge of Outlook's email program (or Exchange client) will benefit you when troubleshooting a problem related to email HotSync. The most common problem encountered when trying to sync mail may be traced to the Profile. A brief overview of Microsoft Exchange will help you better understand how it works and how a profile is used.

The Microsoft Exchange Client gives you the ability to communicate with a number of electronic mail systems, including Microsoft Mail. You can use the client to gain access to your mailbox if it is in a post office created by:

- Microsoft Mail version 3.0 or later (some later versions are not supported)
- Microsoft Windows for Workgroups version 3.1 or later (this is currently not supported)
- Microsoft Windows NT version 3.1 or later (untested configuration, unsupported)

When you start the client for the first time, a Wizard helps you create your profile. What is a Profile? (Don't confuse this with Profile used in PalmPilot Desktop software) A profile contains default settings for how messages are delivered to and from your mailbox.

In more words, it is a set of information services used to configure the Microsoft Exchange Client and other messaging applications. These services provide a variety of functions, such as access to your mailbox, address lists, sets of folders, and other features. Typically, you need only one profile. If you occasionally work with a different configuration, you may need to create an additional profile.

How you work with mail will determine whether you need more than one profile. If you use one computer, typically you have one profile that specifies your mailbox located on a Microsoft Exchange Server computer.

If you work on more than one computer and you use different information services on each, you may want to create separate profiles listing the information services.

If you share a computer with another person, each person must have a profile.

Troubleshooting Steps

(Please note that the conditions listed below are only needed when troubleshooting a problem. They do not need to be the way described under normal working conditions).

Outlook/Exchange

- Make sure there are no corrupted drafts (items in outbox)
- Make sure when syncing that the messages do not have attachments
- Try running the In-Box Repair Tool Start menu-> Programs -> Accessories -> System Tools
- Limit the number of services that is available in your profile Tools

Menu-> Services (Services Tab) Typical Services-> Microsoft Mail,
-Personal Address Book, Personal Folders (Internet Mail for non-LAN
login)

If a dialer is engaging during a HotSync, try setting the Microsoft Mail
Property to work "Offline." Tools Menu -> Services -> Select MS Mail
Properties

-In Exchange, locate the "mailbox.pst" (found in the Exchange directory)
and remove. Exchange will create another

-If in Outlook, locate the "outlook.pst" and do the same as described
above.

-Also try deleting the mail.dat file.

-Personal Folders (or *.PST files) can be password protected. This password is not the
same as the Mailbox password.

To unprotect:

-go to Control Panel

-open the Mail and Fax icon (or Mail)

-double click on Personal Folders, if listed as one of the services -click on the
Change Password button.

To disable the password, blank the New and Verify password field.

- Messages that contains a large distribution list in the header can cause HotSync (Mail)
to fail. Usually a General Protection Fault (GPF) error is generated . Eliminate this
message before HotSync.

[Getting access through AT&T worldnet \(for email apps like HandStamp Pro\)](#)

- You need to get MSCHAP.prc loaded in the PalmPilot Professional/ Pro upgrade unit to
get access through AT&T Worldnet.

In Eudora

Make sure the customer is running the latest desktop update (2.1)

Make sure the customer is running the latest version of the Eudora client
(3.0.3 or greater).

Make sure MAPI is set to always In Eudora -> Tools -> Options ->
MAPI

It is possible that a message in the in/out box may be corrupt. Try filing
away any mail that is present in those boxes and try the Sync again.

Outlook Express not MAPI, instead it is IMAP

Thus, Outlook Express is not supported for HotSync'ing.

What is IMAP? (<http://www.imap.org/whatisIMAP.html>)

IMAP stands for Internet Message Access Protocol. It is a method of accessing electronic mail or bulletin board messages that are kept on a (possibly shared) mail server. In other words, it permits a "client" email program to access remote message stores as if they were local. For example, email stored on an IMAP server can be manipulated from a desktop computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files back and forth between these computers.

To see a list of IMAP clients, goto: <http://www.imap.org/products/clients.html>

Outlook Versions (9/97)

It might be helpful to know the version of Outlook when troubleshooting. The list below was obtained from this URL: <http://www.microsoft.com/kb/articles/q172/6/23.htm>

Outlook Versions

The following table lists available versions of Outlook:

<u>Version</u>	<u>Help About shows</u>	<u>Distributed with</u>
8.0	Microsoft Outlook 97 (Release 3511, not Microsoft Outlook 97 Standalone shown in Help About) Microsoft Office 97 Small Business Edition	Microsoft Office 97
8.01	Microsoft Outlook 97 (8.01.3817) version 5.0	Microsoft Exchange Server,
8.02	Microsoft Outlook 97 (8.02.4212) version 5.0, Service Pack 1 (SP-1)	Microsoft Exchange Server,
8.02	Microsoft Outlook 97 (8.02.4212) Release 1 Enterprise Update (SR-1 Ent Upd)	Microsoft Office 97, Service
8.02	Microsoft Outlook 97 (8.02.4212) Release 1 Patch (SR-1 Patch)	Microsoft Office 97, Service
Microsoft	TBD (public beta)	Microsoft Internet Explorer, Outlook version 4.x Express
Microsoft	Runs over the Microsoft Exchange Server, Outlook Internet using	version 5.0, Service Pack 1 (SP-1)

Creating a Profile (Using MS Exchange Server Mail System)

These instructions for creating a Profile is taken from Microsoft Exchange 5.xx. There may be few differences between versions of Microsoft Mail/Exchange Server and other MAPI compliant Mail system.

When creating a Profile to use with a Microsoft Exchange server, you need to know in advance the following key information:

- Microsoft Exchange Server name
- Mailbox name (usually the username)
- Mailbox Password
- Type of connection (i.e. Network, dialup networking and others...)

Steps for creating a Profile:

In this example, we've used Microsoft Outlook as a client.

1. In the Control Panel, double-click on the Mail and Fax icon (or Mail icon).
2. From the General tab, click on the Add button.
3. Click on radio button: "Manually configure information services", then hit Next.
4. Enter a Profile name, hit Next.
5. In the Properties' Services tab, click on the Add button.
6. Highlight the appropriate service and hit Ok, (e.g. select Microsoft Exchange Server).
7. On the next screen, under the General tab, fill-in the Microsoft Exchange server, Mailbox and Connection type. Then hit Ok.
8. At this point, you should be returned back in the Properties box. You now need to add two more services. Click on the Add button, select Personal Address Book from the Add Service to Profile screen. Hit Ok to continue.
9. You can change the Path of the .PAB file if you know the location. Or, if you do not have one, just take the default and hit Ok.
10. Secondly, add a Personal Folder to the Profile. I click on Add and select Personal Folders. Hit Ok to continue.
11. It will then ask for the location of the .PST file. If you do not have a PST file, create a new one by typing in any name (recommend naming it "mailbox," then select the folder you want to save into.) Click on Ok to advance to the next screen. In the Personal Folder screen, hit Ok to continue.
12. At this point, you now have the services needed.
13. Within the Properties window, click on the Delivery tab. Change the "Deliver new mail to the following location:" pull down menu to read: "Personal Folders".
14. Click on Finish.
1. Setup the HotSync Mail Conduit as described in the PalmPilot Professional Edition Handbook.

Office 97 Small Business Edition & Dell Computers

Problem:

I am using Windows 95 with Office 97 Small Business Edition on my Dell Computer and when I try and use the Expense application I get this error message “MS Excel cannot be found”.

Solution:

Reinstall Office 97 Small Business Addition. If it still does not work, reinstall the PalmPilot Desk Top 2.0 and then the 2.1 upgrade patch

Change Display Type to Standard VGA

Problem:

I need to change my display type to Standard VGA, but I don't know how?

Solution:

If you are using Windows 3.X, exit Windows.

- Type: CD\Windows [ENTER]
- Type: Edit System.ini [ENTER]
- From the edit window, go to "Search" then "Find" and Type: display.driv= [ENTER]
- Put a semi colon before that line like this: ;display.driv=xxxx.driv (x represents the video driver name)
- Insert a new blank line underneath the ";display.driv=" line
- Type: display.driv=vga.driv
- Go to File from the menu, select Save, then Exit.
- Type: Win to get back into Windows.

If you are using Windows 95 Click on the Start Button

- Click on the Run button and Type: sysedit [ENTER]
- Pull the System.ini forward
- From the edit window, go to "Search" then "Find" and Type: display.driv= [ENTER]
- Put a semi colon before that line like this: ;display.driv=xxxx.driv (x represents the video driver name)
- Insert a new blank line underneath the ";display.driv=" line
- Type: display.driv=vga.driv on the new, empty line.
- Go to File from the menu, select Save, then Exit.
- Shutdown Windows and restart Windows in order for the changes to take effect.

Palm III

Palm III and Palm Desktop README

February 18, 1998

Copyright 1998 3Com Corporation

This README file contains important information about your Palm III organizer and the companion Palm Desktop software.

We strongly recommend reviewing this entire document for information not available in the user manual.

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=====

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KNOWN PROBLEM AREAS

- General
- Expense
- Mail
- Palm Desktop
- MacPac

TECHNICAL SUPPORT INFORMATION

Installation

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Installing Palm Desktop using CD-ROM*

*In US and Canada, call 800-881-7256 for disk fulfillment.

- Exit open Windows programs and disable virus-scanning software.
- Remove the Palm III organizer from the cradle.
- Insert the Palm Desktop CD-ROM into the CD-ROM drive.
- The setup program on the CD-ROM should automatically start.

If the CD-ROM does not automatically start

-
- Choose the Run option from the Start menu in Windows 95.
 - Enter d:autorun.exe (or the drive your CD-ROM drive is mounted to.)

Upgrading from an earlier version of PalmPilot Desktop

It is not necessary to uninstall the current version of PalmPilot Desktop prior to installing Palm Desktop. The setup procedure will automatically detect an earlier version of PalmPilot Desktop and update the system files appropriately. If you decide to install Palm Desktop into a different directory, the setup procedure will automatically copy your data files into the proper location.

Upgrading to Palm III if you have 15 categories

Palm III allows you to define up to 15 categories (All and Unfiled are not user defined categories). If you have created 15 categories on your Palm III (assuming Business and Personal were deleted or renamed), you MUST delete the default categories, Business and Personal, from the new Palm III before synching so that all 15 categories on your desktop will be copied to your device. If you do not delete these default categories, two of the categories you defined will be removed and the records will be moved to Unfiled.

Cannot install Word or Excel macros for Palm Desktop

If Microsoft Word is running or if it is not installed on your computer, you will receive an error message when installing Palm Desktop indicating that the macro files will be installed in your Palm Desktop directory.

To rectify this situation, after setup is complete, open your Palm Desktop directory and copy the file PALMAPP.DOT to

C:\MSOFFICE\WINWORD\STARTUP (Word) or copy the file PALMAPP.XLT to C:\MSOFFICE\EXCEL\XLSTART (Excel). These files are required to make the drag-and-drop feature in Palm Desktop work correctly.

If the CD-ROM or Quick Tour doesn't display correctly

To run the CD-ROM or Quick Tour, you need a video system that supports 256 colors. This means that your video card, your Windows video driver and your monitor all need to support 256 colors. If the Quick Tour doesn't run correctly or doesn't look right on your screen, the most likely culprit is the display driver for your video card. Try setting the display to 640x480 pixels with 256 colors, and running the Quick Tour again. If that doesn't work, contact the video card manufacturer to find out if there's an updated driver for your card.

No free serial ports for Palm III

If you do not have any free serial ports for Palm III, you may choose to share your serial port between Palm III and another serial device. To share the serial port, you will have to close HotSync Manager to use that other device. If you plan to use Palm III in this way, you may wish to set the HotSync Manager loading option to "Manual" under the HotSync Setup menu in Palm Desktop to prevent it from loading every time you restart your computer.

Third-Party Compatibility

=====

We are currently aware of certain conflicts between the 3.0 version of the Palm OS (running on Palm III devices) and a limited number of third-party applications. Please note that these applications were developed for earlier versions of the Palm OS. Many of the conflicts with the new operating system result from subtle enhancements designed to stabilize the Palm OS. We are actively working with developers to resolve these conflicts and apologize for any inconvenience caused to our customers. Please visit our technical support website (www.palm.com) or the developer web sites for the latest information on updated product releases.

Workaround for AlarmHack users

Before syncing with your Palm III organizer, be sure to first uninstall AlarmHack (using the Options menu) and then delete the application from your current device. Reinstalling directly onto

your Palm III organizer should make AlarmHack behave properly.

Getting EasySync conduits to appear in Custom dialog

If you install the new Palm Desktop software over an existing installation with EasySync configured, be sure to restart the HotSync manager to get the Organizer conduits to appear in the HotSync Custom dialog.

Recommended Tips

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Using Palm III with multiple PCs

If the PC running Palm Desktop synchronizes with multiple 3Com organizers, it's extremely important that each device has a unique name. The first time you HotSync is when you assign the username to the Palm III organizer. Synchronizing multiple 3Com organizers with the same username will cause unpredictable results and, potentially, loss of your personal information.

Getting the best results with IR beaming

The Palm III devices should be between five centimeters and one meter apart, and the path between the two devices should be clear of obstacles. If the devices are too close or far apart, you will receive a "Beam interrupted" message. Ensure the devices are properly aligned and within range to correct the problem.

Note: IR beaming is designed to only share information with other 3Com organizers. Sharing information with other IR devices such as a printer or laptop is not supported.

Checking memory information

The Memory application available with Palm OS 2.0 has been removed. To check the size, records and versions of applications installed on your Palm III organizer, go to the Applications Launcher by tapping the "Applications" icon. Tap the "Menu" icon to display the menu options. Tap the "Info" menu option to display the info dialog.

Hints for using Mail

* Be sure that the Mail component is selected during the Palm Desktop

installation if you want to use the Palm Mail functionality. If the Mail component is not installed, no warning will appear on the device when you try sending a message during a HotSync procedure.

* To prevent mail from being synchronized, click on the HotSync icon from the Windows system tray. Click the Custom command. Select the Mail conduit and click the Change button. In the Change HotSync Action dialog, select "Do Nothing" and check the "Set as Default" box. If you do not select the "Set as Default" box, the "Do Nothing" setting will only take effect for one HotSync.

* If you are using Eudora, select the "Always" or "When Eudora is running" option as the MAPI setting under the Tools/Options menu. Also, make sure that Eudora is running before performing a HotSync procedure.

* If you are using Outlook Express, select the following options under the Tools/Options menu:

- "Make Outlook Express my default e-mail program"
- "Make Outlook Express my default Simple MAPI client"

For Windows NT users, you may need system administrative privileges to change the MAPI settings.

Known Problem Areas

=====

The following is list of known problem areas in the Palm Desktop software and Palm III applications. For details on each of these topics, please see the technical support website at www.palm.com.

General

-
- * You must exit the General Preferences panel for any option changes to take effect.
 - * Avoiding time shifts in Date Book and To Do List.

Expense

-
- * Problems with opening expense reports on Dell xpi 90.
 - * Unexpected replacement of custom currencies.
 - * Overflowing expense reports.
 - * Attendees and Notes fields truncated in Excel reports.
 - * Exchange rate dialog box does not appear.

- * Converting foreign currencies in sample templates.

Mail

- * Mail synchronization fails when it requires PC to dial a modem.
- * Using Windows 95 Dial Up Networking to access an ISP e-mail account.
- * Connecting to an ISP may cause HotSync to appear frozen.
- * You will not be able to change mail systems or create a new profile for a different mail system if Eudora or Outlook Express MAPI is set to "Always" (under Tools/Options menu) or if the application is running.
- * Attempting to send e-mail from Palm III with incorrect address information causes a desktop error message.
- * With Eudora, a message larger than 15KB will cause a HotSync error.
- * For e-mail systems that use a profile, Palm Mail Setup does not verify if the profile information is correct. Be sure to check them independently before performing a HotSync.

Palm Desktop

- * HotSync fails after standby mode on some notebooks.
- * HotSync on COM4 with an S3 video adapter.
- * Completion date not recorded on To Do items.
- * Using profile to download applications to Palm III organizers.
- * Cannot perform a HotSync operation (including File Link) if an archive is currently open.

MacPac

- * Be sure to restart the HotSync manager BEFORE synchronizing your Palm III when upgrading from an existing device.
- * After synchronizing your Palm III with the MacPac, we recommend that you do NOT continue to sync both an earlier device, such as a PalmPilot, and a Palm III on the same machine. This may cause your desktop software to become unstable.

Summary Of Files Installed By Palm Desktop Organizer Software version 3.0

The files listed below are installed by Palm Desktop organizer software version 3.0 on Windows 95 and Windows NT v4.0 systems.

C:\ root level:
C:\Palm directory

C:\Windows\System:
mfc40.dll 923 KB
mfc42.dll 920 KB
msvcirt.dll 75 KB
msvcrt.dll 268 KB
msvcrt40.dll 65 KB
oleaut32.dll 481 KB

Registry Information under:
HKEY_CURRENT_USER
Software
U.S.Robotics
Pilot Desktop
HKEY_LOCAL_MACHINE
SOFTWARE
U.S.Robotics
Palm Desktop
3.0

MS Word and Excel Macros:

Windows 95 and Windows NT v4.0 users can choose to install macros for Word and/or Excel.

Palmapp.dot is a template file installed in the startup directory of MS Word version 6.0 or version 7.0. Under Windows 95 or Windows NT v4.0 with MSOffice:

C:\MSOffice\Winword\Startup\Palmapp.dot

The Palmapp.dot file contains four macros: AutoExit, PalmAppAddress, PalmAppMemo, PalmAppTodo.

Palmapp.xlt is installed in the startup directory of MS Excel version 5.0 or later. Under Windows 95 or Windows NT v4.0 with MSOffice:

C:\MSOffice\Excel\XLStart\Palmapp.xlt.

This file contains two macros: PALMAPP.XLS!PalmAppAddress and PALMAPP.XLS!PalmAppTodo.

Version 1/30/98
Palm Computing, a 3Com company

Palm Desktop 3.0 can be locked with a password to prevent unauthorized access.

Summary:

A particular User on the Palm Desktop 3.0 can be locked with a password to prevent unauthorized access.

Description:

Go to the Tools menu and select Options. In the Options dialog box, select Security. Click in the checkbox next to "Require password to access desktop data" and select OK. Activating this security option prevents unauthorized users from selecting your user account from the User box on the toolbar and viewing information in your Palm Desktop files.

Steps to enable:

1. Enter a password in the Palm organizer. Select the Security application in the organizer and enter your password.
2. Perform a HotSync synchronization.
3. Anytime the particular User Name on Desktop 3.0 is accessed, a prompt will appear requesting the password.

Steps to disable:

1. If the password protection is no longer desired or if the password is forgotten, you may disable the feature by first selecting the Security application on the Palm device.
2. Select "Forgotten Password..." on the device. *Note that any hidden records will be erased.*
3. Perform a HotSync synchronization.

Multiple users on Desktop 3.0 want Network HotSync Functionality

“I have multiple users set up on my Palm Desktop 2.0/2.1 software. When I upgrade to Palm Desktop 3.0, only one user has the HotSync network connection enabled. The rest of the users do not have the same functionality. How do I activate HotSync network connection functionality for the remaining users?”

The Palm Desktop 3.0 software installer will look to see if Network HotSync software was previously installed for any user on a Desktop. It will only update and activate the HotSync network connection feature for users that were already using the Network HotSync product.

To enable the HotSync network connection feature for users who have not used the Network HotSync product in the past, look for the link Network HotSync (r) Connection Setup and Documentation on the page <http://palmpilot.3com.com/custsupp/downloads/indexdl.html>. There you will find a special "enabler" application available for download which must be run for each user to activate the HotSync network connection feature.

File Link (Explanation)

Issue

One frequent request from enterprise customers is an elegant way to perform a HotSync with data contained in a separate external file, e.g., a corporate phone list that resides on a network server. In this usage scenario, an MIS person periodically publishes changes to a corporate phone list. All employees can view this data and would like to receive updates whenever changes are made.

Description

File Link will initially be supported only with Address Book and Memo Pad. The user can select an external file in any of the following formats that will be imported into a designated category whenever the user performs a HotSync operation:

- Comma-separated (*.csv)
- Memo Pad archive (*.mpa)
- Address Book archive (*.aba)

Whenever the system administrator modifies the file, the designated category in PalmPilot Desktop and PalmPilot will be updated with modifications from the source file the next time the user performs a HotSync.

Terminology

Term	Definition
Source file	Master external file; changes to this file are downloaded to all Subscribe files
Publisher	System administrator who maintains the Source file
Subscribe file	The (category of the) .dat file on the user's desktop that is linked to the Source file
Subscriber	A user who subscribes to the Source file
Subscribe conduit	The .dll that manages the one-way data transfer from Source to Subscribe file
Subscribe update, or update	The action of updating the Subscribe file, i.e., launching the Subscribe conduit
Modification List (formerly known as the Transaction Log)	The running list of modified records used to compare changes between the user's data and the latest Source file data; also includes other info about the Source file

Creating the source file

- In Palm Desktop 3.0, creating the source file consists simply of saving an archive or generating a file in the appropriate format.
- Changes made to this Source file are propagated to all Subscribe files during each Subscribe Update.
- The date for any modification to that file, or replacement of that file (e.g., via a subsequent export from another application) are recorded in the Modification List (see section below on update frequency).
- Future versions of File Link could allow the Publisher to HotSync with a Source file, and eventually allow two users to HotSync to each other's data.
- Creating a new source file after changes are made could be a repetitive process. If the system administrator is a PalmPilot Desktop user, saving the source file as a PalmPilot archive would be the easiest since it preserves the field order information. However, it may be annoying for non-PalmPilot Desktop users who export data using applications that do not save the field export order.
- If the field order changes between published versions of the Source file, the data will likely get messed up. It doesn't seem like we can do much to prevent this from happening.

Setting up a File Link

Overview

Users create a link between a designated category and an external file. When the external file is modified, or at regular intervals defined by the user, the data in the designated category is updated in PalmPilot Desktop and on the user's PalmPilot.

User interface

Clicking the File Link option under the HotSync menu in the Palm Desktop 3.0 will display the File Link dialog. A similar option should also be available from the HotSync Manager in the system tray.



Figure 1:
File Link menu option

The initial dialog presents the user with two options: (1) creating a new file link, or (2) modifying or removing an existing one. Clicking the Next button advances the user to the next screen depending on what they want to do. Clicking the Cancel button exits the operation.

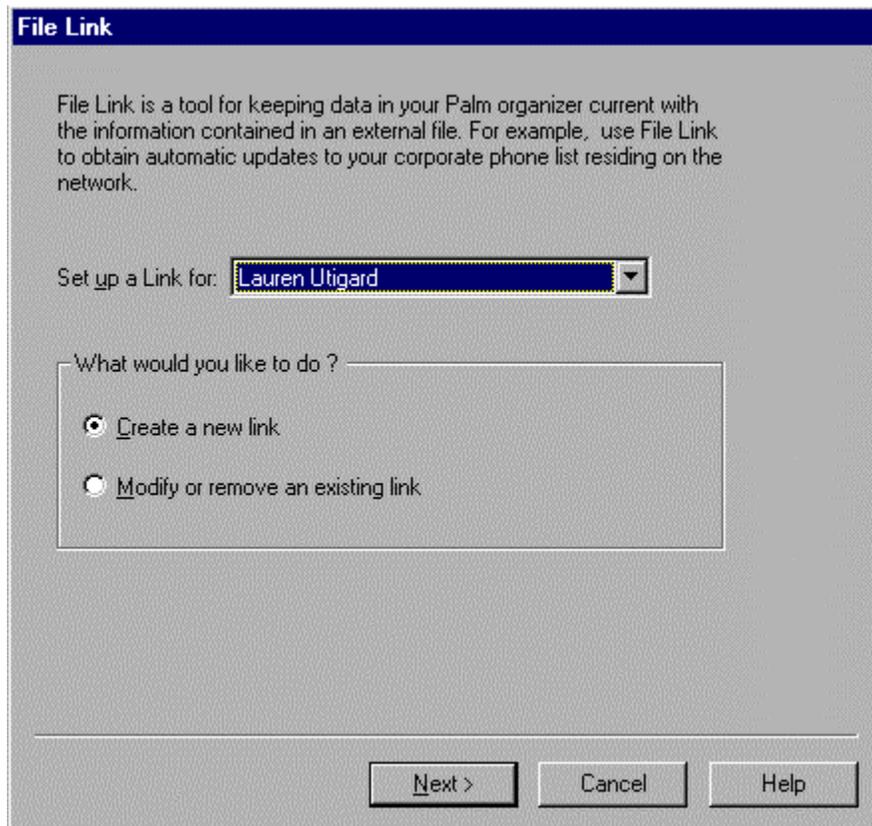


Figure 2:
File Link dialog

- **Create a New Link**

If the user wishes to create a new link, a dialog is displayed that prompts the user to input the name of the file where the data is coming from, the name of application where the data will be sent, and the name of the

new category that will be created to store the data. If any of this information is excluded, an error message should appear if the user clicks the Next button.

Prior to displaying this dialog, a check should be made to see if the number of categories has reached the available limit. If so, an error message should appear stating, “There are no more available categories left. You must first delete a category from the Edit Categories dialog in PalmPilot Desktop”. In all, a total of 15 categories are available for ‘normal’ and ‘linked’ categories.

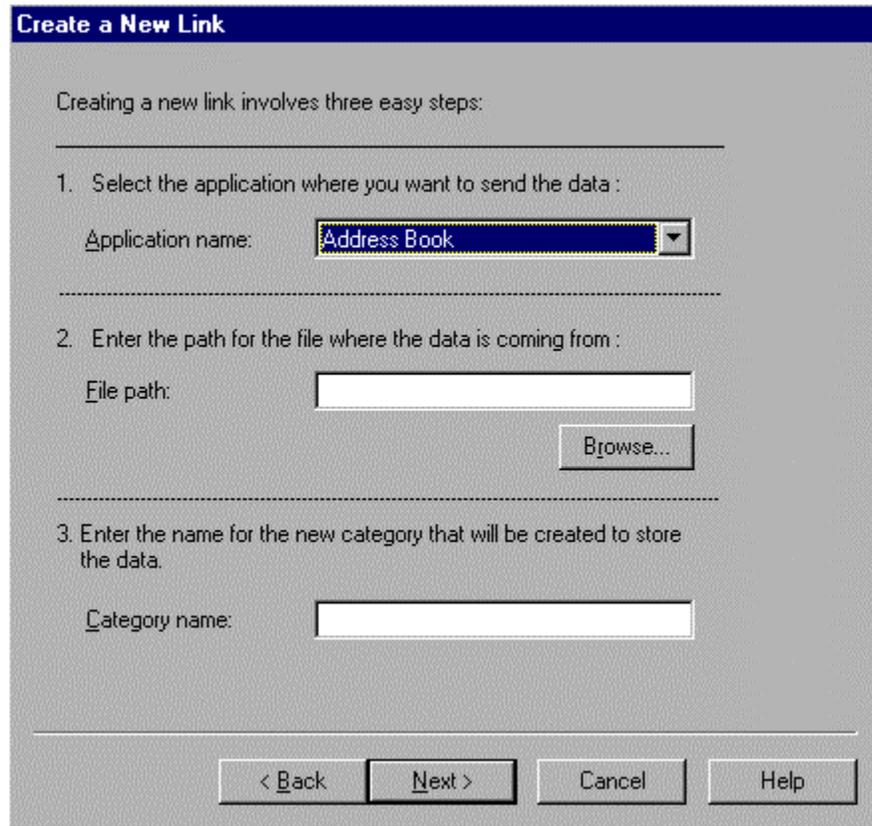


Figure 3
Create a New Link dialog

Clicking the Browse button should bring up a standard File Open dialog. The default file type should be a comma-separated file (.csv) with other options including Address Book archive (.aba) and Memo Pad archive (.mpa).

The standard 16-character limit on category names applies here. The user should not be allowed to enter category names that are greater than 16-characters.

If the user clicks on the Next button, the program needs to run several checks:

- If any of the required information is excluded, an error message should appear stating, “You have not entered all the required information to create a new file link. You must enter this information before proceeding to the next screen.”.
- If the user selects a comma-separated file, the user should be prompted to map the field order. After mapping the fields, the user should advance to the confirmation dialog.
- If the user selects an archive file, the user should advance directly to the confirmation dialog.

- If the user attempts to link an archive with an inappropriate application, an error message should appear stating, “The external file you have selected is not compatible with the application you want to link to. Either change the external file or the destination application.”

Clicking the Back button returns the user to the introductory screen. Clicking the Cancel button exits the operation.

- **Confirm the Link Settings**

A dialog is presented to confirm the link settings that will be created. Clicking the Update Frequency button will enable the user to change how often the File Link tool checks for modifications.

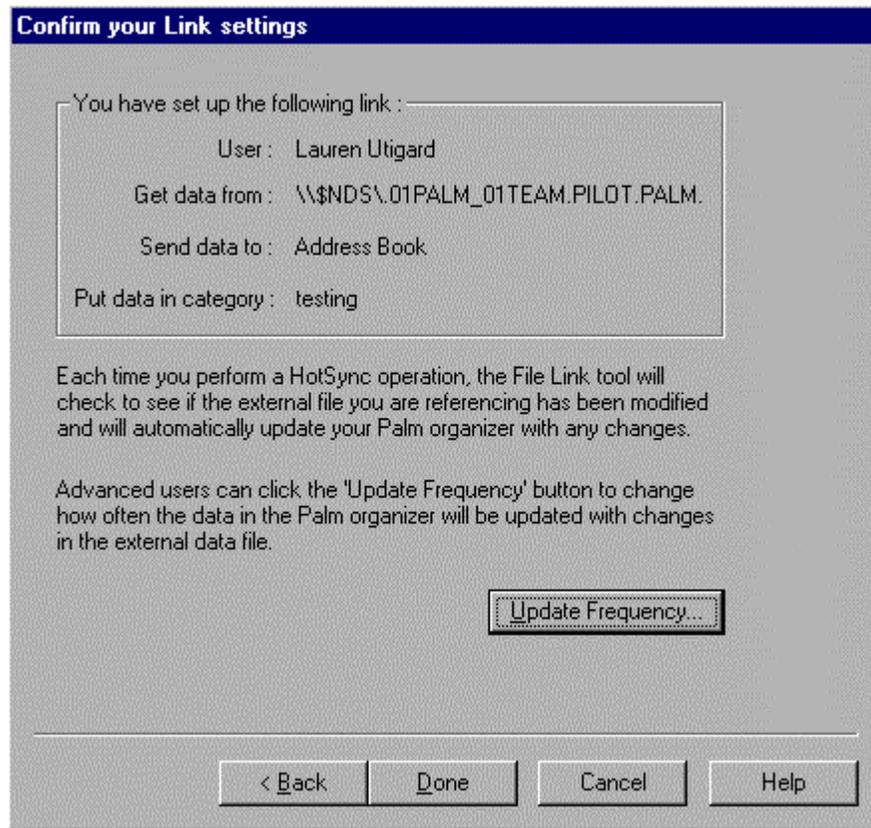


Figure 4
Confirm Link Settings dialog

Clicking the Back button returns the user to the Create a New Link dialog. Clicking the Cancel button exits the operation. Clicking the Done button saves the settings and creates the new link.

- **Update Frequency**

Multiple options are provided to give the user flexibility over how often data on the PalmPilot will be updated. If the source file is often updated and very large, it may be extremely time-consuming to download this information during nearly every HotSync operation.

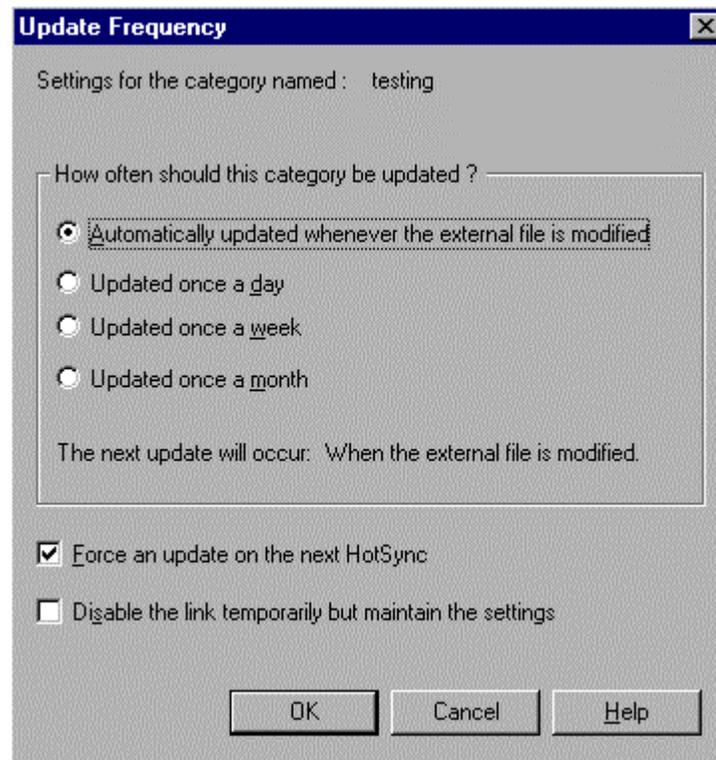


Figure 5
Update Frequency dialog

Options include:

- Automatic. Whenever a HotSync occurs, the date of the last HotSync is compared to the mod date of the source file. If the source file has been modified since the last HotSync, an update will be initiated.
- Once per day. An updated is initiated the first time a user HotSyncs after midnight.
- Once per week. An updated is initiated the first time a user HotSyncs after midnight of the first day of the work week selected in the preference settings.
- Once per month. An updated is initiated the first time a user HotSyncs after midnight of the first day of the month.

A text string informs the user of when the next subscription update will occur. For automatic, the text string should read, "When the external file is modified". For the date options, the text string should read, "<day>, <month> <date>, <year>". The text string should also accommodate international formats.

Two additional options are provided in the form of check boxes:

- Force an update. This enables the user to force an update of the link at the next HotSync independent of the current update frequency setting. This option may be useful if the user wants to ensure that they have the most recent information and does not want to wait for the next scheduled update.
- Disable temporarily. Updates will not occur during HotSync while this setting is selected; all of the link and log information is retained however.

NOTE: Consideration is being given to adding a third check box which would disable the link during a Network HotSync operation. This would provide users with the convenience of not having to disable their links each time they plan to HotSync from a remote location.

Clicking the OK button saves any user changes and returns the user to the previous dialog. Clicking the Cancel button returns the user to the previous dialog without saving any changes.

- **Modify an Existing Link**

If the user wishes to modify or remove an existing link from the initial dialog, the following dialog is displayed. This dialog allows the user to change any of the settings associated with an existing link or to permanently prevent any future updates to a linked category.

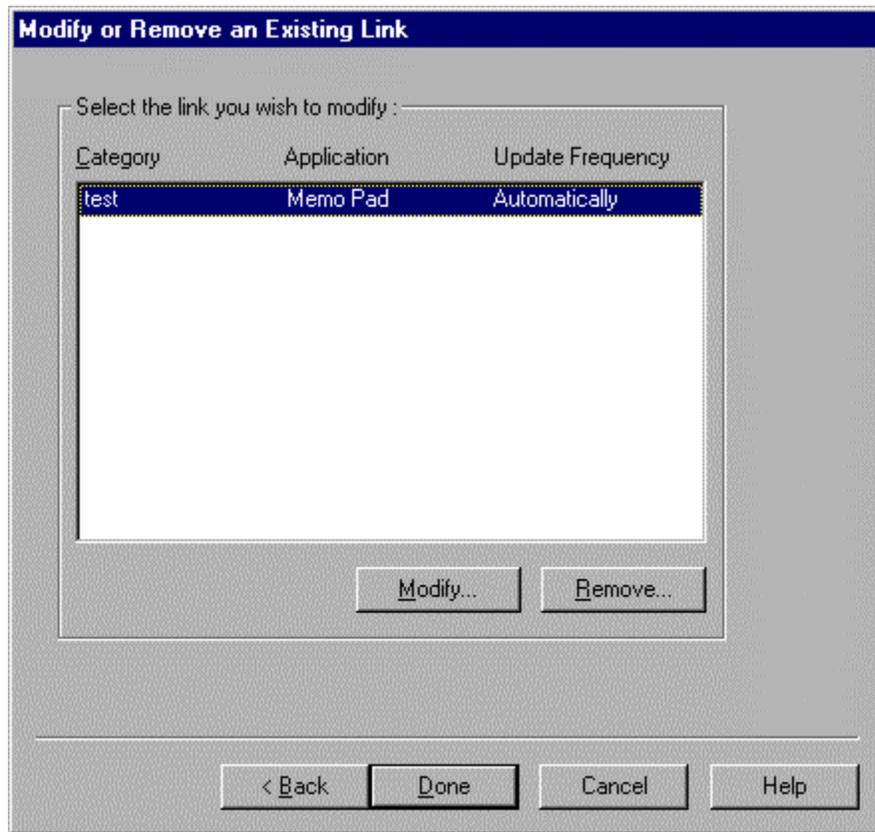


Figure 6
Modify or Remove an Existing Link dialog

If no file links currently exist, an empty list box is displayed. The Modify and Remove buttons should be grayed out.

If a file link has been created, information pertaining to that link should be displayed in the list box. This information includes the category name, the destination application, and the update frequency. The text for the different update frequencies should be: “Automatic”, “Once per day”, “Once per week”, “Once per month” and “Disabled”.

By default, the first item in the list box should be selected. Clicking the Back button returns the user to the introductory dialog. Clicking the Cancel button exits the operation. Clicking the Done button saves the settings and closes the dialog.

- **Modify Link Settings**

If the user clicks the Modify button, the settings pertaining to the selected link should be displayed in the following dialog. The user should be able to alter any of the link settings including the name of the file where the data is coming from, the name of application where the data will be sent, and the name of the new category that will be created to store the data.

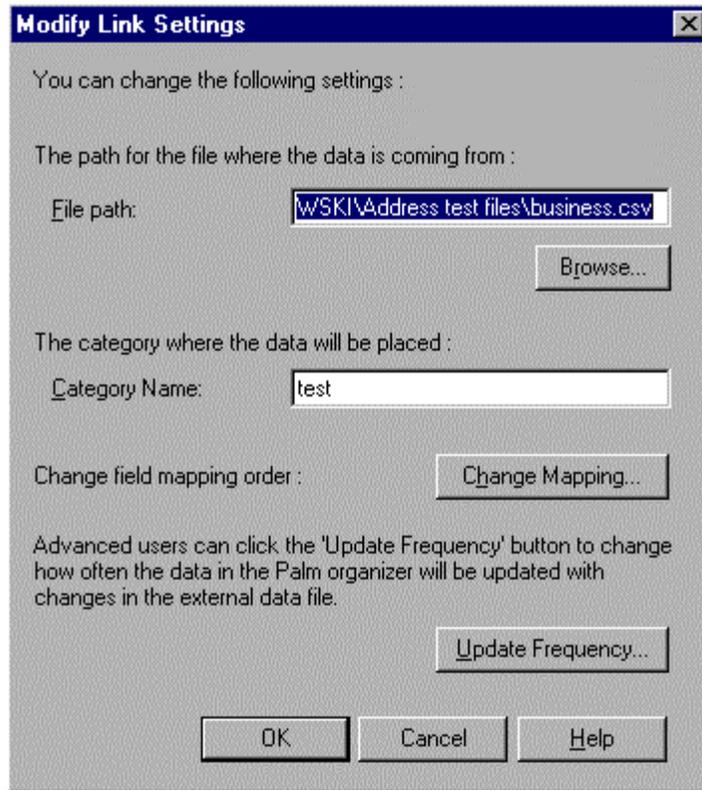


Figure 7
Modify Link Settings dialog

As with creating a new link, several checks need to be made when the user clicks the OK button. Clicking the OK button saves any user changes and returns the user to the previous dialog. Clicking the Cancel button returns the user to the previous dialog without saving any changes.

- **Remove Link**

When the user clicks the Remove button, a dialog appears presenting the user with several options for removing the link permanently. The user needs to understand that severing the link is a separate decision from deciding what to do with the data currently contained in the linked category. The options with what to do with the current records include:

- Keep the categories and all records. This severs the link but does not delete any data on the PalmPilot or in PalmPilot Desktop.
- Keep the category and only the records that you have modified. This deletes any records that have been downloaded but not modified, and keeps all records that the user has modified. The scenario here is that, for example, a user may leave a company and not wish to keep the company phone list, but has added home numbers for friends in the company that he or she wishes to keep.
- Delete the category and all records. This deletes all data associated with the category on the PalmPilot.

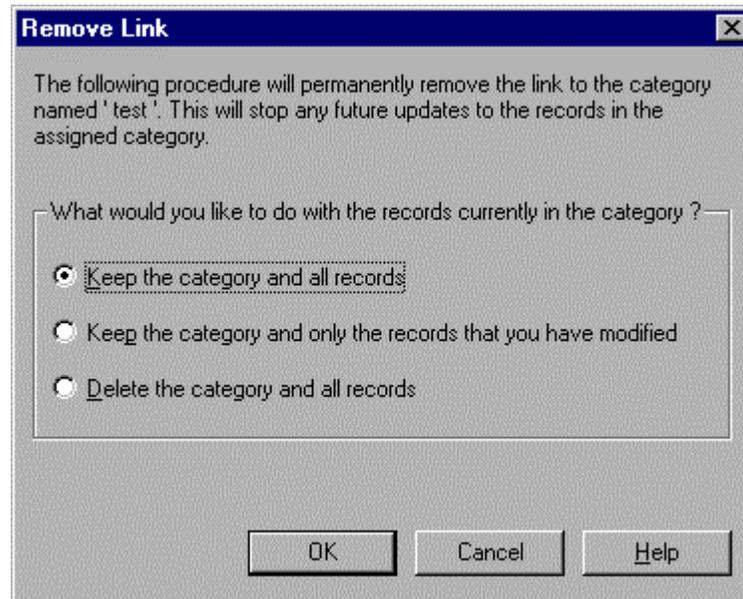


Figure 8
Remove Link dialog

Renaming or Merging Linked Categories

There are several scenarios related to renaming and merging categories that need to be described to ensure that the desired functionality is implemented. The following are the most important scenarios:

1. The user changes the name of a linked category to a unique, non-existent name from within Palm Desktop 3.0 or on Viewer: All link settings should be transferred to/kept with the new category name. Data should remain intact. When attempting to rename a linked category, bring up a warning dialog: "Use caution when renaming a linked category. Changing the name of a linked category to an existing category, or renaming a category more than once between HotSync operations may generate unexpected duplicate records."
2. Within Palm Desktop 3.0 or Viewer, the user attempts to change the name of a linked category to an existing category name (linked or not): In this case, a warning should be presented that the existing link will be cancelled which will prevent any future updates to the category. If the user confirms this action, the link should be terminated and records in the linked category should be moved to the new category (marked as modified).
3. The user changes the name of a non-linked category to the name of an already existing linked category: Basically, the user wishes to add data to the linked category from another category. This new data will not be updated at next HotSync, only the data originally in the linked category will be updated.
4. Hard reset behavior: If the user only HotSyncs to one PC, the link information is restored when the data is restored. If the user restores his or her data via HotSync with a second PC that is not connected to the network, such as a home PC, the link information is lost. The data remains on Palm III and there is no way for the user to know that the link has been lost.

The following charts summarize the expected behavior when changes are made to categories from PalmPilot Desktop or from the PalmPilot viewer.

	Subscribe to an existing category	Subscribe to a new category
PalmPilot Desktop	<ul style="list-style-type: none"> • Operation not allowed • Display error message 	<ul style="list-style-type: none"> • Category is created • Category is left empty until the next sync
Next HotSync	<ul style="list-style-type: none"> • Nothing should change 	<ul style="list-style-type: none"> • New category is created on viewer • First sync populates category regardless of update frequency
Viewer	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable
Next HotSync	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable

	Unsubscribe Option #1: Delete category and all data	Unsubscribe Option #2: Delete all data except modified records	Unsubscribe Option #3: Keep category and all data
PalmPilot Desktop	<ul style="list-style-type: none"> • Cancel subscription • Delete category • Delete all records 	<ul style="list-style-type: none"> • Cancel subscription • Preserve category • Delete only the published records 	<ul style="list-style-type: none"> • Cancel subscription • Do nothing to category or data
Next HotSync	<ul style="list-style-type: none"> • Delete category • Delete all records 	<ul style="list-style-type: none"> • Preserve category • Delete only the published records 	<ul style="list-style-type: none"> • Do nothing to category or data
Viewer	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable
Next HotSync	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable

	Suspend subscription	Unsuspend subscription
PalmPilot Desktop	<ul style="list-style-type: none"> • Do nothing to the category data • Update subscription config 	<ul style="list-style-type: none"> • Do nothing to the category data • Update subscription config
Next HotSync	<ul style="list-style-type: none"> • Sync records between desktop and viewer • Write to log • No change to viewer category 	<ul style="list-style-type: none"> • Perform normal subscription update based on frequency setting • No change to viewer category
Viewer	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable
Next HotSync	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not applicable

	Deleting a non-subscribed category	Deleting a subscribed category
PalmPilot Desktop	<ul style="list-style-type: none"> • Delete category • User is presented with choice of what to do with existing records 	<ul style="list-style-type: none"> • Warn user that subscription is being cancelled • Cancel subscription &

		<ul style="list-style-type: none"> write to delete log Delete category User is presented with choice of what to do with existing records
Next HotSync	<ul style="list-style-type: none"> Delete category Records deleted/moved on the desktop are deleted/moved on the viewer 	<ul style="list-style-type: none"> Delete category Records deleted/moved on the desktop are deleted/moved on the viewer
Viewer	<ul style="list-style-type: none"> Delete category Move all records to Unfiled 	<ul style="list-style-type: none"> Delete category Move all records to Unfiled
Next HotSync	<ul style="list-style-type: none"> Delete category Move all desktop records to Unfiled 	<ul style="list-style-type: none"> Delete category Move all desktop records to Unfiled Cancel subscription & write to delete log

	Rename Option #1: Non-subscribed category to non-subscribed category	Rename Option #2: Non-subscribed category to subscribed category	Rename Option #3: Non-subscribed category to new category
PalmPilot Desktop	<ul style="list-style-type: none"> First category is deleted Records are merged into second category 	<ul style="list-style-type: none"> First category is deleted Records are moved into subscribed category as modified records 	<ul style="list-style-type: none"> Change category name All records follow
Next HotSync	<ul style="list-style-type: none"> First category is deleted from viewer Records are merged into second category 	<ul style="list-style-type: none"> Records from non-subscribed category are added to transaction log First category is deleted from viewer Records are moved into second category 	<ul style="list-style-type: none"> Change category name on viewer All records follow
Viewer	<ul style="list-style-type: none"> First category is deleted Records are merged into second category 	<ul style="list-style-type: none"> First category is deleted Records are merged into second category 	<ul style="list-style-type: none"> Change category name All records follow
Next HotSync	<ul style="list-style-type: none"> First category is deleted from desktop Records are merged into second category 	<ul style="list-style-type: none"> First category is deleted from desktop Records are merged into second category Records from non-subscribed category are added to transaction log 	<ul style="list-style-type: none"> Change category name on desktop All records follow

	Rename Option #4: Subscribed category to non-subscribed category	Rename Option #5: Subscribed category to subscribed category	Rename Option #6: Subscribed category to new category
PalmPilot Desktop	<ul style="list-style-type: none"> Warn user that subscription is being 	<ul style="list-style-type: none"> Warn user that subscription is being 	<ul style="list-style-type: none"> Change category name

	<ul style="list-style-type: none"> cancelled Cancel subscription Records moved to destination category 	<ul style="list-style-type: none"> cancelled First subscription is cancelled Records moved to destination category & marked as modified 	<ul style="list-style-type: none"> All records follow Redirect subscription to new category
Next HotSync	<ul style="list-style-type: none"> First category is deleted from viewer Records are moved into second category 	<ul style="list-style-type: none"> First category is deleted from viewer Records are moved into second category Records from first category are added to transaction log 	<ul style="list-style-type: none"> Change category name on viewer All records follow
Viewer	<ul style="list-style-type: none"> First category is deleted Records are moved into second category 	<ul style="list-style-type: none"> First category is deleted Records are moved into second category 	<ul style="list-style-type: none"> Change category name All records follow
Next HotSync	<ul style="list-style-type: none"> Cancel subscription Original subscription records moved to destination category 	<ul style="list-style-type: none"> Cancel first subscription Original subscription records moved to destination category 	<ul style="list-style-type: none"> Change category name All records follow Redirect subscription to new category Put message in log

HotSync Status Messages and Log Entries

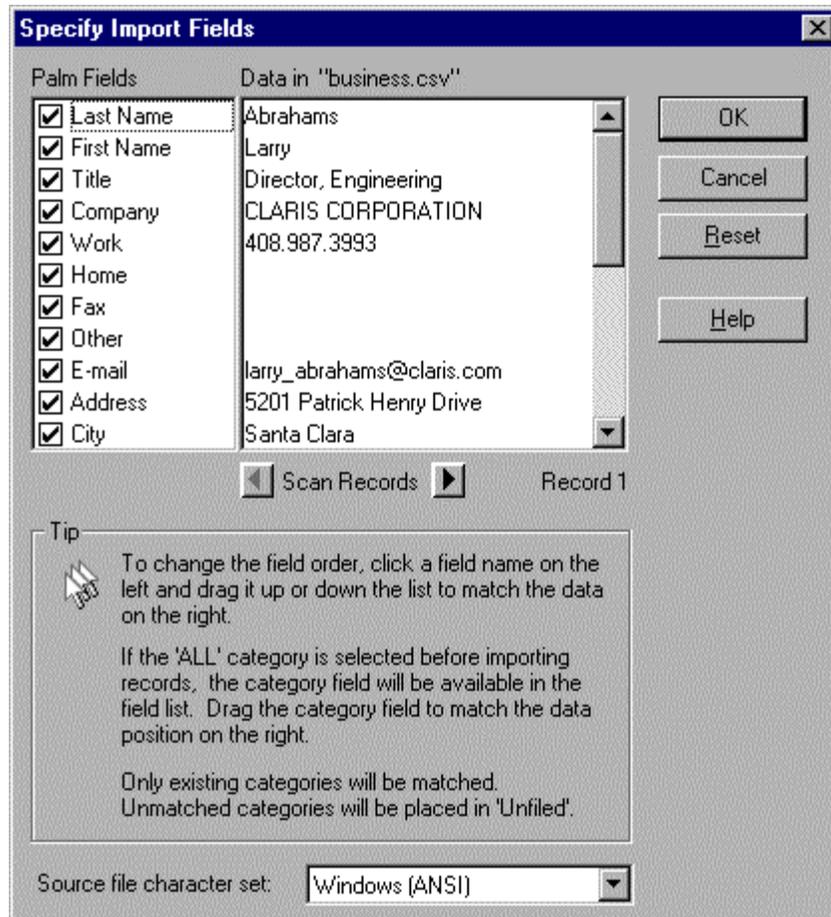
During a HotSync operation (while links are being updated), a status message stating "Updating file links" appears on both viewer and desktop devices.

Various HotSync log entries will need to be added:

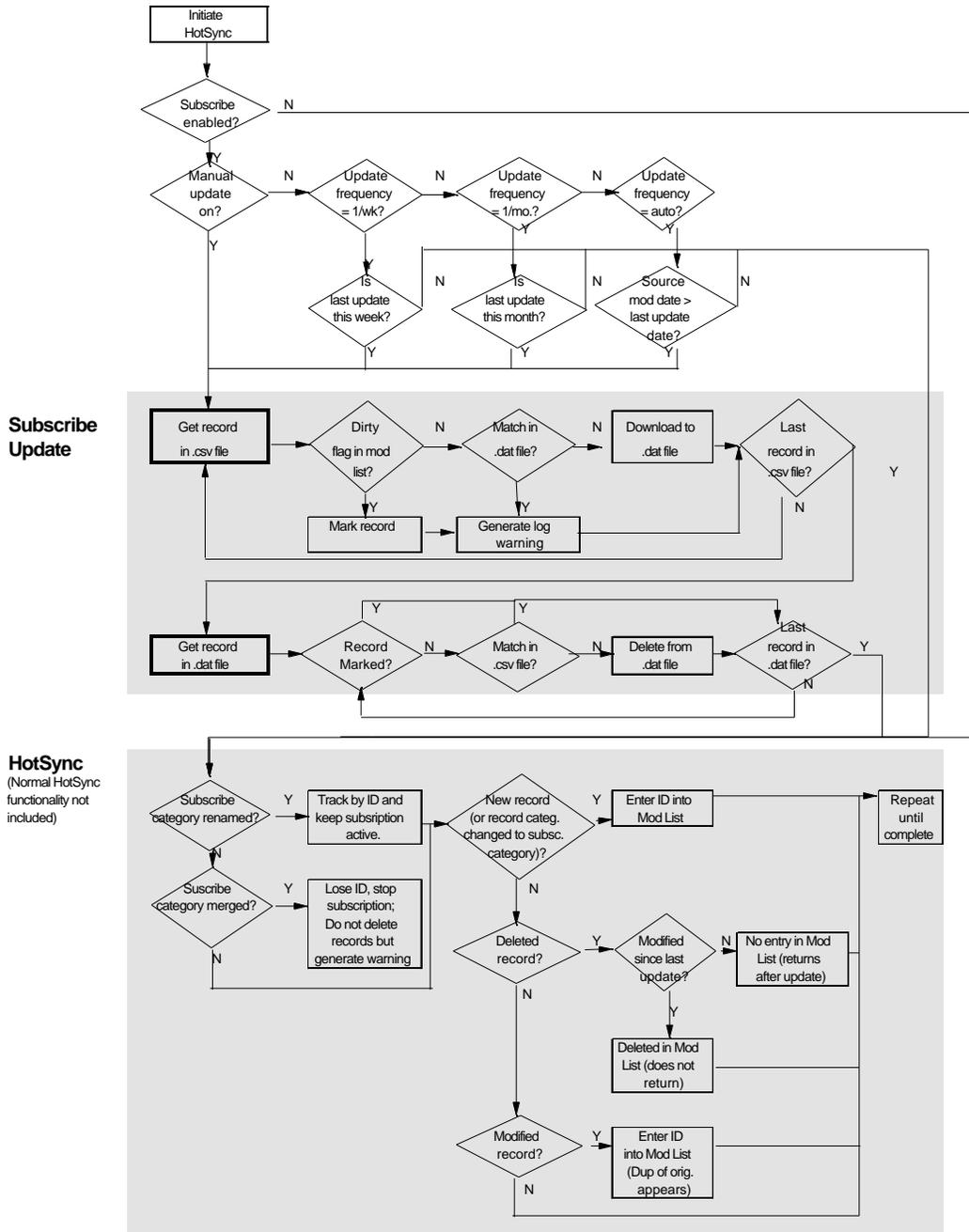
1. A successful HotSync should generate the following message in the HotSync log: "Successfully updated the file link with category <link category name> from <source file and location>."
2. In cases where the network is down or where the Source file name or location has been changed, HotSync is not interrupted, but an error message appears in the HotSync log: "Updating the file link with <link category name> was unsuccessful. Update the File Link settings from the HotSync menu."
3. Entries describing activity such as creating and deleting subscribe categories should be included in the log. This will at least provide the user with some feedback to address the cases listed above where the user may have inadvertently changed or deleted subscribe settings by renaming or merging categories.
4. In cases where the user modified one or more of the records in a linked category, an entry will be included in the HotSync log:
 "The following linked record(s) was (were) modified:
 <Last name, first name>
 Your changes will be preserved in a new record. If you delete the original record, it will reappear when you update your category as long as it remains in the Source file you link with."

Specifying the Import Field Order

If the user links to a file type other than an Address Book or Memo Pad archive, they will need to specify the import field order using the same mechanism as the standard import procedure.



Updating Mechanism



Specific Update Cases

Case 1a: First subscription, no Viewer or Palm Desktop 3.0 data

	.csv file	.dat file	.pdb file
Original status	A B C	[empty]	[empty]
After Subscribe update	A B C	A B C	[empty]
After HotSync	A B C	A B C	A B C

Case 1b: First subscription, empty Viewer, existing Palm Desktop 3.0 data (N/B not in Sync)

	.csv file	.dat file	.pdb file
Original status	A B C	D	[empty]
After Subscribe update	A B C	A B C D	[empty]
After HotSync	A B C	A B C D	A B C D

Case 1c: First subscription, empty Palm Desktop 3.0, existing Viewer data (N/B not in Sync)

	.csv file	.dat file	.pdb file
Original status	A B C	[empty]	D
After Subscribe update	A B C	A B C	D
After HotSync	A B C	A B C D	A B C D

Case 2a: Subscription update after new record entered on Palm Desktop 3.0, not in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	A B C D	A B C
After Subscribe update	A B C	A B C D	A B C
After HotSync	A B C	A B C D	A B C D

Case 2b: Subscription update after new record entered on Palm Desktop 3.0 or Viewer, in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	A B C D	A B C D
After Subscribe update	A B C	A B C D	A B C D
After HotSync	A B C	A B C D	A B C D

Case 2c: Subscription update after new record entered on Viewer, not in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	A B C	A B C D
After Subscribe update	A B C	A B C	A B C D
After HotSync	A B C	A B C D	A B C D

Case 3a: Subscription update after existing record modified on Palm Desktop 3.0, not in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	A' B C	A B C
After Subscribe update	A B C	A' A B C	A B C
After HotSync	A B C	A' A B C	A' A B C

Case 3b: Subscription update after existing record modified on Palm Desktop 3.0 or Viewer, in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	A' B C	A' B C
After Subscribe update	A B C	A' A B C	A' B C
After HotSync	A B C	A' A B C	A' A B C

Case 3c: Subscription update after existing record modified on Viewer, not in Sync (?)

	.csv file	.dat file	.pdb file
Original status	A B C	A B C	A' B C
After Subscribe update	A B C	A B C	A' B C
After HotSync	A B C	A' B C	A' B C

Case 4a: Subscription update after record deleted on Palm Desktop 3.0, not in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	B C	A B C
After Subscribe update	A B C	A B C	A B C
After HotSync	A B C	A B C	A B C

Case 4b: Subscription update after record deleted on Palm Desktop 3.0 or Viewer, in Sync

	.csv file	.dat file	.pdb file
Original status	A B C	B C	B C
After Subscribe update	A B C	A B C	B C
After HotSync	A B C	A B C	A B C

Case 4c: Subscription update after record deleted on Viewer, not in Sync (?)

	.csv file	.dat file	.pdb file
Original status	A B C	A B C	B C
After Subscribe update	A B C	A B C	B C
After HotSync	A B C	B C	B C

Case 5a: Subscription update after existing record modified on Palm Desktop 3.0, not in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	A' B C	A B C
After Subscribe update	A" B C	A" A' B C	A B C
After HotSync	A" B C	A" A' B C	A" A' B C

Case 5b: Subscription update after existing record modified on Palm Desktop 3.0 or Viewer, in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	A' B C	A' B C
After Subscribe update	A" B C	A" A' B C	A' B C
After HotSync	A" B C	A" A' B C	A" A' B C

Case 5c: Subscription update after existing record modified on Viewer, not in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	A B C	A' B C
After Subscribe update	A" B C	A" B C	A' B C
After HotSync	A" B C	A" A' B C	A" A' B C

Case 6a: Subscription update after existing record deleted on Palm Desktop 3.0, not in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	B C	A B C
After Subscribe update	A" B C	A" B C	A B C
After HotSync	A" B C	A" A B C	A" A B C

(Note: record A is deleted on next subscribe update, i.e., case 6b.)

Case 6b: Subscription update after existing record deleted on Palm Desktop 3.0 or Viewer, in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	B C	B C
After Subscribe update	A" B C	A" B C	B C
After HotSync	A" B C	A" B C	A" B C

Case 6c: Subscription update after existing record deleted on Viewer, not in Sync, that record changed on Source file

	.csv file	.dat file	.pdb file
Original status	A" B C	A B C	B C
After Subscribe update	A" B C	A" B C	B C
After HotSync	A" B C	A" B C	A" B C

Case 7a: Subscription update after existing record modified on Palm Desktop 3.0, not in Sync, that record deleted on Source file

	.csv file	.dat file	.pdb file
Original status	B C	A' B C	A B C
After Subscribe update	B C	A' B C	A B C
After HotSync	B C	A' B C	A' B C

Case 7b: Subscription update after existing record modified on Palm Desktop 3.0 or Viewer, in Sync, that record deleted on Source file

	.csv file	.dat file	.pdb file
Original status	B C	A' B C	A' B C
After Subscribe update	B C	A' B C	A' B C
After HotSync	B C	A' B C	A' B C

Case 7c: Subscription update after existing record modified on Viewer, not in Sync, that record deleted on Source file

	.csv file	.dat file	.pdb file
Original status	B C	A B C	A' B C
After Subscribe update	B C	B C	A' B C
After HotSync	B C	A' B C	A' B C

Case 8a: Subscription update after existing record deleted on Viewer, not in Sync, that record deleted on Source file

	.csv file	.dat file	.pdb file
Original status	B C	A B C	B C
After Subscribe update	B C	B C	B C
After HotSync	B C	B C	B C

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