SUPPORT GUIDE FOR
NOKIA PC SYNC

NOKIA

Contents

1. INTRODUCTION

This guide briefly describes how to use Nokia PC Sync. This guide is very generic and shows an example how to make synchronization with Microsoft Outlook. For more detailed information on the use of Nokia PC Sync please refer to PC Sync Help.

2. SYSTEM REQUIREMENTS

How to configure Nokia PC Sync with Microsoft Outlook 97/98/2000/2002
Below requirements and supported Personal Information Manager applications.

- A compatible PC Personal Information Manager (PIM) application:
    - Lotus Organizer 97/97GS/4.1/5.0/6.0
    - Lotus Notes 4.5/4.6/5.0
    - Microsoft Schedule Plus 7.0/7.5
    - Microsoft Outlook 97/98/2000/2002
    - MS Windows Address book (Outlook Express)

- The DLR-3P connection cable (available as an accessory), a PC with infrared capabilities or Bluetooth connection (DTL-1 or DTL-4 depending on the Nokia phone model)

- Note: The infrared connection is available for Windows 95/98 and Windows 2000 only.

- An Intel-compatible 100 MHz computer with 64 MB RAM, running Windows 95/98/ME, Windows 2000 or Windows NT 4.0 with Service Pack 5 or newer and at least 10 MB of free disk space (Maximum about 40 Mb).
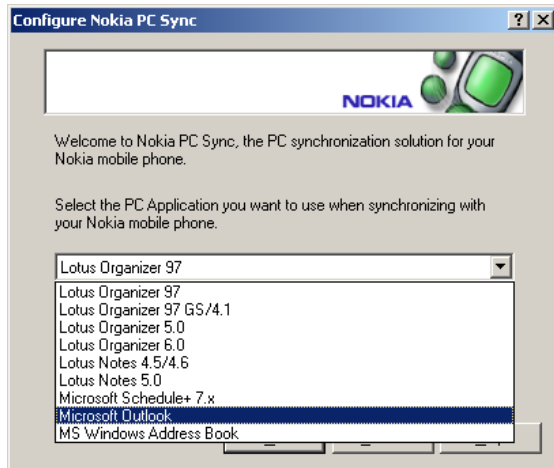
3. CONFIGURATION

Select Start - Programs – Nokia PC Suite… - New Synchronization or by "right-clicking" the mouse on the PC Synch icon on the taskbar in the bottom right-hand corner of your screen and selecting "Synchronize" from the menu (Picture 1).
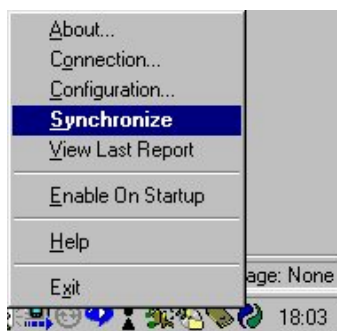
Picture 1.

When you create a new synchronization task, you should select the PC application that you want to synchronize with your phone.
The currently supported PC PIM (**P**ersonal **I**nformation **M**anager) applications are shown on the list.
Once you have chosen the PC PIM application, click **OK**.

The **Summary** tab displays the current settings for your synchronization.
If the **Synchronize Now** and **View last Report** are unavailable, select the Microsoft Outlook tab to continue configuration.
Click **More** to view or hide the more advanced configuration display for your current synchronization.
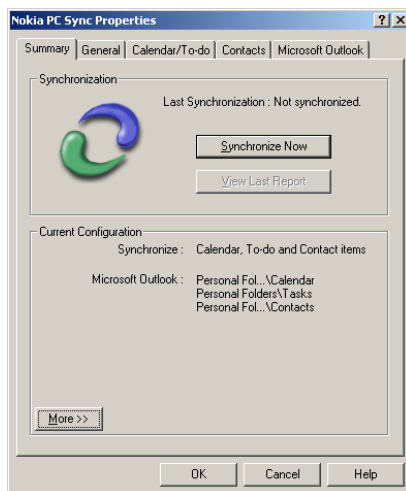
In the **General** tab you can select the type of information you want to synchronize with your phone.
In the **Automatic synchronization** you can define the frequency for synchronization
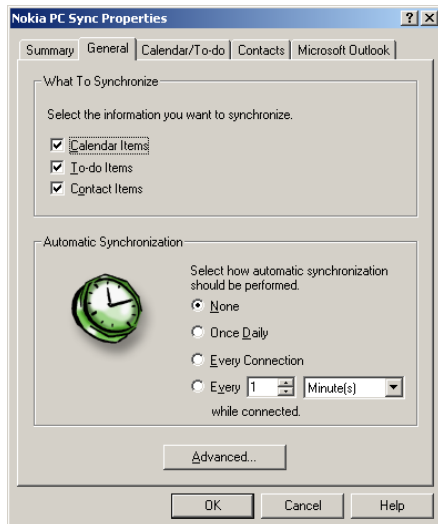
In the **Advanced Options** window you can set

- The Synchronization report style

- Display mode of synchronization

- Conflict resolution

When the same field is changed both in your phone and in your PIM, you can define here which database do you want the synchronizer to take the information from
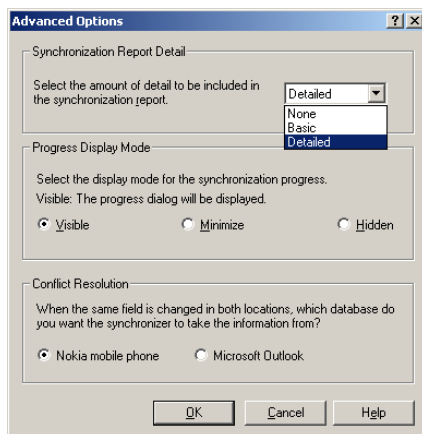
In the **Calendar/To-do** tab you can specify the time range for the Calendar /To do items you want to include in the synchronisation.
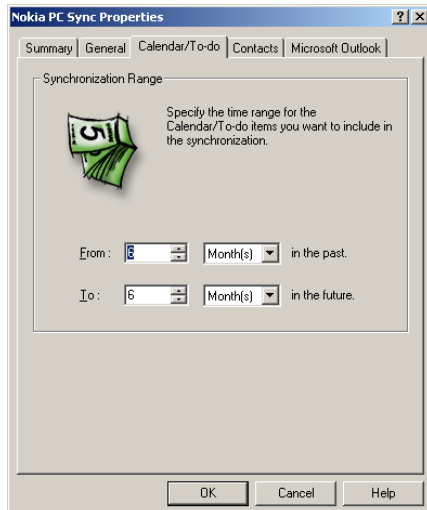
In the Contacts tab you can select how you want your contacts to be synchronized.

Contacts Deletions, Select this option to ignore contact deletions on the Nokia mobile phone when synchronizing.

In the **Microsoft Outlook** tab you can enter or browse for the names of the Outlook folders you want to synchronize with your phone.
In the **Microsoft Outlook Advanced Options** window you can enter or browse for the Outlook profile name that you want to synchronize with your phone. If this profile is password-protected you can also enter the password here.
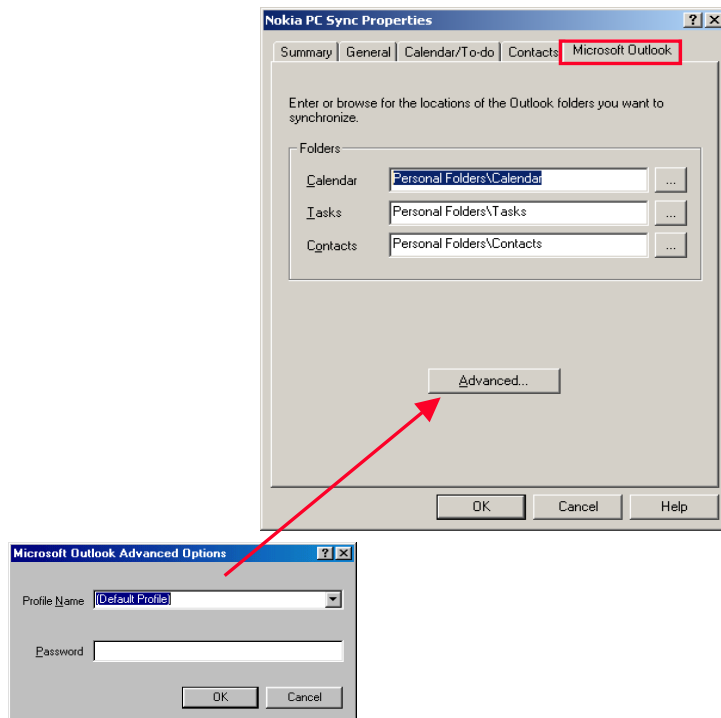
Click the **Browse** button to browse for the folder.
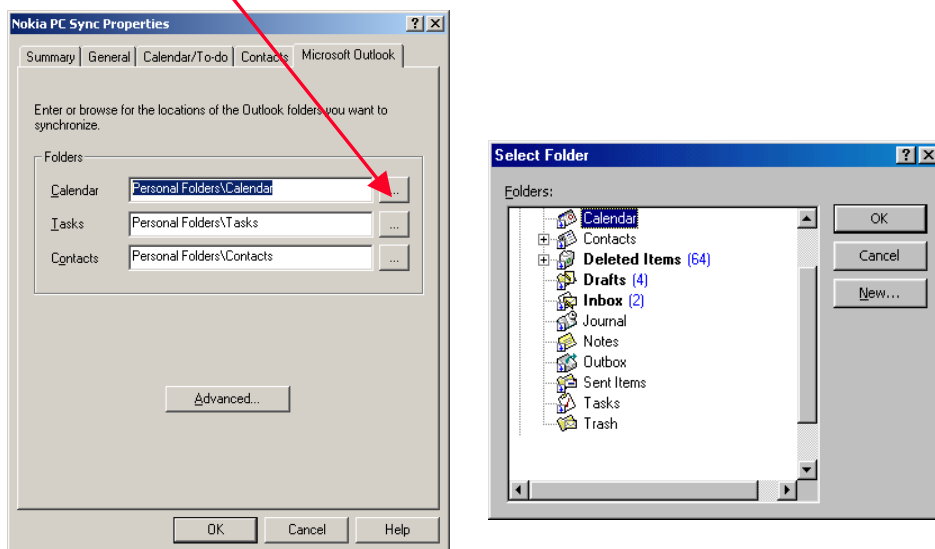
After you have finished the configuration, Click **OK**.

4. SYNCHRONIZATION

Synchronization will start according to the settings in the Advanced Options. You can start synchronization by clicking **Synchronize Now** in summary page in Nokia PC Sync Properties

After synchronization, click **View Log** to look at Log File.

5. FREQUENTLY ASKED QUESTIONS

If you have problems activating synchronization, please check the **connection** in the taskbar. Point the PC Sync icon and right click the mouse button.

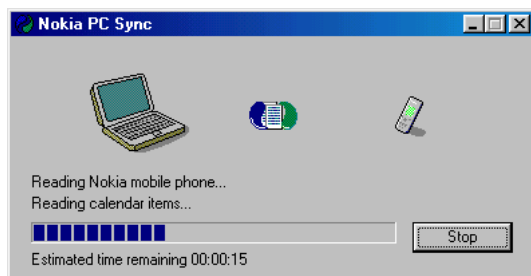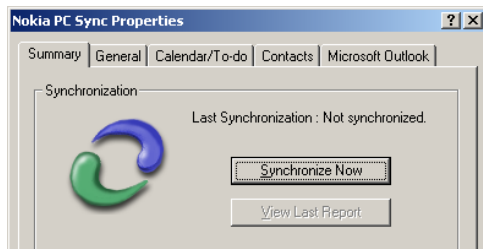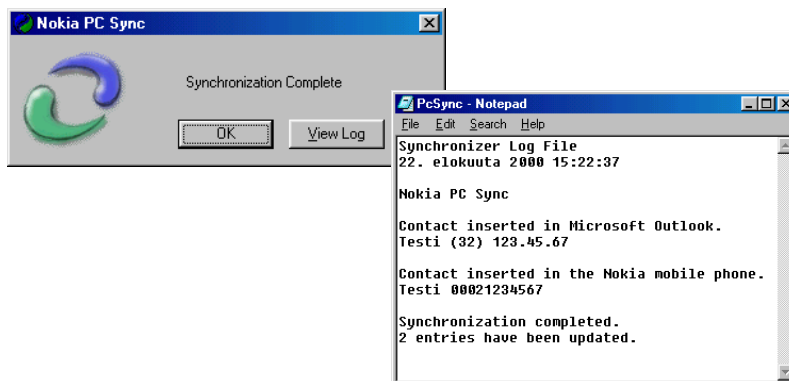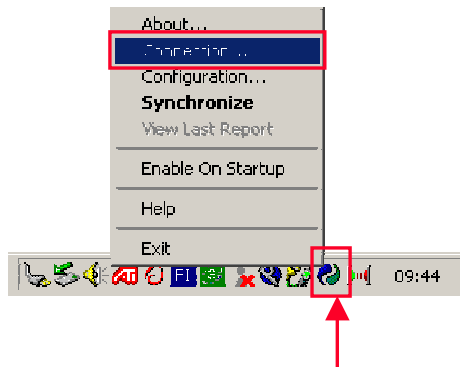**"NOKIA PC Sync DOES NOT RESPOND DURING A DATA CALL"**

It is not possible to use Nokia PC Sync during a data or fax call. End the data or fax call and restart Nokia PC Sync.

"IMPORTED AND EXPORTED CONTACTS ARE EMPTY"

This problem occurs when you install a different language version of Nokia PC Suite 4.5 than the version of MS Outlook, Lotus Notes, Lotus Organizer or MS Schedule that is installed on your PC. For example, if you have installed the English version of MS Outlook on your PC, you should install the English version of Nokia PC Suite 4.5.

To change the language version of Nokia PC Suite 4.5, follow these steps:

- Click the Start button, point to Settings and click Control Panel.
- Click Add/Remove Programs.
- In the Install/Uninstall tab, select Nokia PC Suite 4.5. And click the Add/Remove button. The Setup Maintenance program starts.
- In the Welcome window, select Modify.
- In the Language Selection window, select the language version you want to install.

"NOKIA PC SYNC DOES NOT OPEN MY LOTUS ORGANIZER 97/GS/4.1 FILE"

Nokia PC Sync displays the error message "Organizer unable to open..." in the "Selected Organizer File for Synchronization" dialog, if the Lotus Organizer file was saved without using the "Multi-user access" option.

To check whether this option is selected, select the "Save As…" command from Lotus Organizer and then check that the "Multi-User access" option is selected when saving your Lotus Organizer File.

"NOKIA PC SYNC DOES NOT WORK CORRECTLY WITH LOTUS NOTES"

Nokia PC Sync has different configurations for Lotus Notes 4.5/4.6 and 5.0 versions. If Nokia PC Sync uses the wrong configuration, the Lotus Notes Calendar database will not be synchronized correctly.

"PC SYNC DOES NOT OPEN ANOTHER USER'S APPOINTMENT BOOK FILE"

To be able to synchronize with another user's Appointment Book, you must have the Owner permission to the user's MS Schedule+.

"CAN I SYNCHRONIZE MY PHONE WITH MS SCHEDULE+ WHEN I'VE SELECTED THE "SYNCHRONISE MY APPOINTMENT BOOK" OPTION?"

If the MS Schedule+ file is password protected, you must select the "Synchronise Project Schedule" option in the Microsoft Schedule+ Options in the Nokia PC Sync Properties window. Then you can enter the password for your file.

"I HAVE EDITED MY BIRTHDAY/ANNIVERSARY ENTRIES EITHER IN MY PHONE OR IN LOTUS NOTES (4.5/4.6) AND RESYNCHRONIZED, BUT THE CORRESPONDING BIRTHDAY/ANNIVERSARY ENTRIES IN THE PHONE OR IN LOTUS NOTES (4.5/4.6) WERE NOT MODIFIED ACCORDINGLY."

Lotus Notes 4.5/4.6 provides support for repeating Anniversary entries. However, the way Lotus Notes handles repeating items differs from the way the phone handles them. The 'parent' entry is created, and the yearly repeating occurrences are individual copies of it. If any of these occurrences is modified or deleted, the changes won't affect other occurrences. This concerns both Lotus Notes and the phone, whether the entries are to be synchronized or not.

"I HAVE BIRTHDAYS WITH ALARMS SAVED ON MY PHONE. AFTER SYNCHRONIZING WITH ORGANIZER, THERE ARE NO ALARMS WITH THOSE BIRTHDAY ITEMS"

The alarm times set on the phone for birthdays items will disappear from Lotus Organizer after synchronization. Those birthday items saved on the phone that have no alarm set will, after synchronisation, have the alarm set 7 days before the birthday.

The alarms on your phone will not be affected by synchronization. This is Lotus Organizer functionality, and there are no preventive actions available.

"OLD TO-DO ITEMS APPEAR IN MY PHONE AFTER I HAVE SYNCHRONIZED THE PHONE WITH OUTLOOK."

If your Outlook Calendar has To-do items, which have no due date, the items might be synchronized into the phone even if they are outside of the synchronization range.

"THE 'SYNCHRONIZATION COMPLETED' MESSAGE APPEARS, BUT ALL ITEMS ARE NOT SYNCHRONIZED."

If you have several Calendar items with alarm in your PIM, the synchronization procedure might be interrupted. To prevent this, remove the alarms and try again. The same problem may occur when transferring Calendar items using Nokia Content Copier

"MY NOKIA PC SYNC MAKES DUPLICATES WHEN I AM SYNCHRONIZING CONTACTS AFTER HAVING RESTORED THEM WITH NOKIA CONTENT COPIER"

Nokia Content Copier always creates new identifications for the contacts when they are restored. These contacts are therefore identified as new ones. You can remove the duplicate contacts by using Nokia Phone Editor, which you can install with PC Suite.