



QUICK GUIDE FOR NOKIA PC SUITE 5.8

NOKIA





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Important safety notes

All the safety instructions in the user's guides of your phone and computer also apply when this product is used with the phone.

Remember to make backup copies of all important data to protect against possible loss or alteration.

Only install software from sources that offer adequate protection against harmful software.



1. INTRODUCTION

Further detailed information is given in the separate user guide of your Nokia phone. Do not use this Quick Guide for Nokia PC Suite in place of the complete user guide, which provides important safety and maintenance information.

This guide briefly describes how to install and start using Nokia PC Suite. For more detailed instructions on the use of Nokia PC Suite, please refer to the helps in the Nokia PC Suite applications.

Nokia PC Suites can be used with various compatible Nokia mobile phones. However, not all Nokia PC Suite features and applications can be used with all phone models. For more information on your phone's features, as well as the phones supported by each Nokia PC Suite, refer to Nokia web pages.

Nokia PC Suite consists of the following applications:

- **Nokia Content Copier** lets you copy information between two compatible Nokia phones, back up information on a compatible Nokia phone to a compatible PC, and erase information from a compatible phone
- **Nokia PC Sync** allows you to synchronise contacts and calendar items between a compatible phone and a compatible PC Personal Information Manager (PIM)
- **Nokia Phone Browser** allows you to manage some of a compatible phone's folders through Windows Explorer, as well as open other Nokia PC Suite applications
- **Nokia Application Installer** allows you to install Java™ applications from a compatible PC to a compatible phone
- **Nokia Audio Manager** allows you to create and organise digital music files on a compatible PC and transfer them to a compatible mobile phone.
- **Nokia Image Converter** allows you to modify images and transfer them to a compatible mobile phone as wallpapers, portrait images, and MMS pictures
- **Nokia Multimedia Player** for playing MMS messages, audio and video files. You can also create playlists of your favourite multimedia files.
- **Nokia Sound Converter** allows you to convert General MIDI ringing tones into Scalable Polyphony MIDI tones for a compatible phone
- **Nokia Settings Manager** helps you to manage your browser bookmarks and service settings, as well as view and change the radio channels saved to a compatible phone.
- **Nokia Phone Editor** enables you to send short messages and edit the contents of a compatible phone from your PC
- **Nokia Connection Manager** allows you to choose the connection type between a compatible phone and a compatible PC when using Nokia PC Suite applications
- **Nokia Modem Options** enables you to set options for the data calls you make

Installing Nokia PC Suite also installs **Nokia data modem adapters** for supported phones, which enable you to use a compatible phone as a modem in data calls.

Which Nokia PC Suite application do I need to...	For detailed instructions see the helps of the applications
...make a backup of the phone information (contacts, calendar) and restore it in the phone?	Nokia Content Copier
...transfer information from phone to phone	Nokia Content Copier. For a list of compatible phones for this, see chapter Using Nokia Content Copier.
...synchronise my phone and my PC calendar?	Nokia PC Sync
...transfer files between the phone and the PC?	Nokia Phone Browser
...see my phone contents on the PC?	You can view some of the phone folders in Nokia Phone Browser.
...rename phone files and folders?	Nokia Phone Browser
...view and edit my contacts on the PC?	Nokia Phone Editor
...install Java applications (games, dictionaries, etc) in my phone?	Nokia Application Installer
...transfer music from my PC to the phone?	Nokia Audio Manager
...edit existing pictures and resize them to fit my phone?	Nokia Image Converter
...convert General MIDI ringing tones into Scalable Polyphony MIDI tones?	Nokia Sound Converter
...play MMSs and videos?	Nokia Multimedia Player
...change the format of a multimedia file or save the parts of a multimedia message separately?	Nokia Multimedia Player
...write and send text messages from the PC?	Nokia Phone Editor
...use my phone as a modem?	See chapter Using Nokia Modem Options in this guide.
...edit my phone's browser settings?	Nokia Settings Manager
...add new channels in the phone Radio?	Nokia Settings Manager
...change the settings used when using phone as a modem?	Nokia Modem Options (can be found in Windows Control Panel).

2. SYSTEM REQUIREMENTS

To install and run Nokia PC Suite, you need:

- Windows 98SE/Me/2000/XP (Professional and Home Edition)
- At least 150 MB of free disk space.

To use the help functionality with Nokia PC Suite, you need:

- Internet Explorer 5.0 or newer.

For a connection between a compatible phone and a compatible PC, you need at least one of the following connection sets:

- An IrDA (infrared) port in your computer.
- The DKU-2 (USB) connection cable and a compatible port in a computer.
- The DKU-5 (serial) connection cable and a compatible port in a computer.
- To give you access from the PC to Bluetooth enabled devices: a Bluetooth enabled PC and a compatible Bluetooth connectivity solution or a compatible PC with an internal Bluetooth connectivity, for example one of the following:
 - PCs with internal Bluetooth connectivity:
 - Toshiba Tecra 9000
 - IBM ThinkPad A30p
 - Bluetooth adaptors or software (to be used with compatible, Bluetooth enabled PCs):
 - TDK USB Bluetooth module
 - 3COM Bluetooth PCCard (3CRWB6096)
 - Xircom CreditCard (CBT)
 - Brainbox USB Bluetooth adaptor
 - Digianswer Bluetooth Software Suite
 - Microsoft Windows XP Bluetooth



Tip:

In this guide, all references to a PC (Personal Computer) apply equally to a laptop computer.



Note: To ensure the proper functioning of your phone with all Nokia PC Suite applications, it is recommended that you use the same language in the phone, the operating system and Nokia PC Suite, if possible.



3. CONNECTING A COMPATIBLE PHONE AND A COMPATIBLE PC

You may need to connect a compatible Nokia phone and a compatible PC for two purposes:

- for transferring information between Nokia PC Suite and the phone or
- for using the phone as a modem to access a data network with the PC.

You can use an infrared (IrDA), Bluetooth technology, or a cable connection, depending on what connection types the phone or the PC supports and what options are selected during the installation of Nokia PC Suite.

3.1 CONNECTION BETWEEN A COMPATIBLE PHONE AND NOKIA PC SUITE

- Used when transferring information between a compatible phone and Nokia PC Suite (for example when you synchronise compatible calendar items and contacts between your phone and the PC, transfer images or ringing tones, or install applications with Nokia PC Suite). It is recommended that you use a USB cable connection (if available) when transferring music files between your phone and the PC. With a USB connection you can transfer large files more quickly than with other connection methods.
- Use **Nokia Connection Manager** to define or change the connection type. Nokia Connection Manager is installed automatically with any of the Nokia PC Suite applications, except Nokia Modem Options, which does not use it.
- The connection between Nokia PC Suite applications and a compatible phone is created automatically, if the phone is connected to the PC when opening the applications.
- For more information on using Nokia Connection Manager with different connection types, see Appendix A in this document.

3.2 USING YOUR PHONE AS A MODEM

- Used when sending and receiving data over a data network such as the Internet
- Install **Nokia Modem Options** during Nokia PC Suite installation.

For more information, see chapter Using Nokia Modem Options in this guide.



Note: You cannot use Nokia Connection Manager for using your phone as a modem with Nokia Modem Options! Make sure that all connection types are disabled in Nokia Connection Manager when making a data call.



4. INSTALLING NOKIA PC SUITE

4.1 BEFORE INSTALLATION

- Uninstall any previous versions of Nokia PC Suite 4.x or Nokia PC Suite 5.x from your PC.
- If you are planning to use Bluetooth connection, install any Bluetooth adaptors or software needed before installing Nokia PC Suite. For more information on the adaptors, see the System Requirements chapter in this guide.
- If you are planning to use a cable to connect a compatible PC and a compatible phone, you have to install the cable drivers before the actual Nokia PC Suite.
 - You can find the driver setup program on Nokia Phone Support web pages.

4.2 INSTALLING NOKIA PC SUITE

1. Exit all programs and make backup copies of all important data to protect against possible loss or alteration.
2. *If you install Nokia PC Suite from **CD-ROM**, do the following:*
 - Click **Install Software** from the CD-ROM main menu and then click **Nokia PC Suite 5.8**
 - Select the language and click OK. InstallShield Wizard starts the installation program.*If you install Nokia PC Suite from **Nokia Phone Support web pages**, do the following:*
 - Select the language in the drop-down list.
 - Click **Nokia_PC_Suite_58_xx.exe** (xx stands for the abbreviation of the language)
 - If you accept the terms of the download, click **Accept**.
 - Save the file in a preferred location on your computer.
 - Browse to the downloaded file and click **Nokia_PC_Suite_58_xx.exe**. InstallShield Wizard starts the installation program.
3. Follow the instructions on the screen, and note:
 - You must read and accept the **Licence agreement** before continuing.
 - In the **Choose Applications** window, select the applications you want to install. You can either install all applications or just the ones you want.
 - Select to install Nokia Modem Options if you want to use your phone as a modem. For more instructions, see chapter **Connection between a compatible phone and Nokia PC Suite** in this document.
 - If you want to use an infrared connection and you have one of the the first releases of Windows 2000, you may need to install Microsoft Security Update for your Windows 2000 to support infrared. The installation program will prompt you to install the software if necessary. You can install the Security Update either before or after the Nokia PC Suite installation. The Security Update software has been made available in <http://www.microsoft.com/windows2000/downloads/security/q252795/default.asp>

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- If you want to use a cable connection, connect the phone to the PC when prompted in the **Cable Connection** window, following the instructions.

4. Restart your PC.

4.3 AFTER THE INSTALLATION

If you want to use your phone as a modem, you need to do the following after installing Nokia Modem Options:

- update the Nokia xxxx (IrDA) driver (if you are using Windows XP)
- add the Nokia xxxx (Bluetooth) modem

The xxxx stands for the four-digit model number of the phone.

4.3.1 Updating the infrared driver (with Windows XP only)

1. Connect your phone to a compatible PC (via IrDA).
2. Open **Control Panel** and select **Phone and Modem Options**.
3. In **Phone and Modem Options** select the **Modems** tab. In the **Modems** tab, select **Standard Modem over IR link**, and click **Properties**.
4. In the **Standard Modem over IR link Properties** dialog box select the **Driver** tab, and select **Update Driver**.
5. **Hardware Update Wizard** opens. Select **Install from a list or specific location (Advanced)**. Click **Next**.
6. The next dialog asks you to choose your search and installation options. Select **Don't search. I will choose the driver to install**. Click **Next**.
7. The next dialog asks you to select the modem you want to install. Select **Nokia xxxx (IrDA)**. Click **Next**.
8. Read the note in the next dialog. Click **Continue Anyway** to proceed with the update, or **STOP Installation** to terminate it.
9. If you proceeded with the installation, click **Finish** when the installation is complete. The Nokia xxxx (IrDA) modem is now visible in the modems list. Click **OK** to close the **Phone and Modem Options** window.

The Nokia xxxx (IrDA) modem can now be seen in the Installed Nokia Modems list in the Nokia Modem Options Control Panel applet.

4.3.2 Adding the Bluetooth modem

1. Activate the **Dial-Up Networking** profile from your Windows Bluetooth Software. Activate Bluetooth in your phone and connect the phone to the PC.
2. Open **Control Panel** and select **Phone and Modem Options**.
3. In **Phone and Modem Options** select the **Modems** tab. In the **Modems** list, select the Bluetooth modem you want to update. Click **Add...**
4. In the **Install New Modem** dialog box select the **Don't detect my modem; I will select it from a list**. Click **Next**.
5. In the **Manufacturer** list, select **Nokia**. In the **Models** list, select the modem you want to update. Click **Next**.

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6. Select **Selected ports** option. On the list, select the COM port you want to install the modem on. Click **Next**.
 7. Read the note in the next dialog. Click **Continue anyway** to proceed with the update, or **STOP Installation** to terminate it.

If you proceeded with the installation, the Nokia xxxx (Bluetooth) modem can now be seen in the Installed Nokia Modems list in the Nokia Modem Options Control Panel applet.

5. USING NOKIA PC SUITE

5.1 STARTING NOKIA PC SUITE APPLICATIONS

There are two ways to open Nokia PC Suite applications:

- from the Start menu: click the **Start** button, point to **Programs** and **Nokia PC Suite 5**, and then click the application you want.
- from **Nokia Phone Browser**: select **Nokia Phone Browser** in Windows Explorer tree view and double-click the icon of the application you want to open in the Folder view.



Note: You cannot make data calls with your phone as a modem while any of the Nokia PC Suite applications are active. Also, you cannot use Nokia PC Suite applications while you have active data calls.

When making a data call, make sure that none of the connection types in the Nokia Connection Manager are selected. Reselect the connection type(s) when you start using Nokia PC Suite again.

5.2 USING NOKIA PC SYNC

Nokia PC Sync allows you to synchronise contacts, notes and calendar/to-do items between a compatible Nokia mobile phone and a compatible PC Personal Information Manager (PIM), enabling you to keep the information on both your phone and PC up-to-date.

To create a new synchronisation task, click the Nokia PC Sync icon  with the right mouse button and then click **Properties**. Click **Change PC Application...** For more information, see the Nokia PC Sync help.

When Nokia PC Sync is running, the Nokia PC Sync icon  appears on the taskbar. You can access the Nokia PC Sync menu commands by right-clicking this icon.



Tip: You can set Nokia PC Sync to start automatically on PC startup. To do this, right-click the Nokia PC Sync icon on the taskbar and select **Enable on Startup**.

5.3 USING NOKIA CONTENT COPIER

You can use Nokia Content Copier to

- copy information between two compatible Nokia phones,
- back up information on a compatible Nokia phone to a compatible PC, and
- erase information from a compatible phone.



Note: Erasing information always empties the call register of the phone.

To start Nokia Content Copier, click the **Start** button, point to **Programs** and **Nokia PC Suite 5**, and then click **Nokia Content Copier**. Follow the instructions on the screen.



Note: Copyright protections may prevent some images, ringtones and other content from being copied, modified, transferred or forwarded.



Note: Nokia Content Copier does not include Gallery folder items in the contents copying. If you want to copy Gallery items on your PC, do it in Nokia Phone Browser. Note also that items that are copyright protected may not be copied at all. They can only be used in the phone they were originally subscribed for.

Nokia Content Copier supports several Nokia phone models. For more information on the phones supported by each Nokia PC Suite, refer to Nokia web pages.

For information on connecting a compatible phone to a compatible PC, see the user's guide of the phone in question.

5.4 MANAGING PHONE CONTENTS ON THE PC

In Nokia Phone Browser, you can manage some of the folders of a compatible phone through Windows Explorer. Connecting a compatible Nokia phone to a compatible PC with Nokia PC Suite 5.8 in it creates a phone folder in the Windows Explorer tree view.

Start Nokia Phone Browser from Start > Programs > Nokia PC Suite 5 > Nokia Phone Browser.

Beneath the phone folder, you can see some phone subfolders, which are read from a compatible phone when the phone is connected to the PC. You can copy files from the phone subfolders to your PC folders and vice versa, as well as create new folders in phone subfolders.



Note: Copying files from the PC to the phone may take a while, depending on the size of the files. Please ensure there is sufficient time for the copying before disconnecting the phone.

It is recommended that you use a DKU-2 (USB) cable connection (if available) when transferring music files between your phone and the PC. With a DKU-2 connection you can transfer large files more quickly than with other connection methods.



Note: Files that are opened from the phone subfolders are saved in the Nokia Phone Browser/Fetched Files folder on your PC. If you edit the opened files and save them, the saved versions still remain in that PC folder. To update the files in the phone, transfer them from the Fetched Files folder to the appropriate Nokia Phone Browser phone subfolder by dragging and dropping, for example.

For more information, see Nokia Phone Browser help.

5.5 USING NOKIA MODEM OPTIONS

5.5.1 Using your phone as a modem

You can use your phone with a variety of commercially available data communications applications. When configuring a data application, you must select your phone as the modem. You can select either Nokia xxxx cable, Nokia xxxx (Bluetooth), or Nokia xxxx (IrDA) as the modem (xxxx stands for the four-digit model number of the phone), depending on the phone you are using and the modems you have selected during the installation.

To use your phone as a modem

- you need the appropriate data communications software installed on your PC
 - you must subscribe to the appropriate network services from your home service provider or Internet service provider
 - you must have the appropriate modem drivers installed on your PC. For example, if you want to connect your phone to a PC via infrared, you must have the infrared modem installed on your PC. Each Nokia modem is specific to one phone model only. This means that if you want to have the option to use more than one Nokia phone as a modem and these phones represent different phone models, you must install Nokia Modem Options for each phone model.
 - you must have Nokia Modem Options installed.
1. Connect your phone to the PC.
 2. If you have been using your phone with other Nokia PC Suite applications, disable all connection types from Nokia Connection Manager. Nokia Connection Manager can be found in Windows Control Panel.
 3. Create the data connection with the connection program of the PC (for example "Network and Dial-up Connection" in Windows 2000 and "Network Connection" in XP).
 4. Select the modem you want to use according to the connection program's instructions and make the data call.
 5. When you want to continue using other Nokia PC Suite applications, end the data call and select the connection types you want to use in the Nokia Connection Manager again.

5.5.2 Changing Nokia Modem Options settings

In Nokia Modem Options, you can change the data call settings to be used when using a compatible Nokia phone as a modem. You can change, for example, the data connection speed and the connection method.

You can change data call settings even when the phone is not connected to the computer. For more information on how to set these options in Nokia Modem Options, refer to Nokia Modem Options help.

You can start Nokia Modem Options from the Windows Control Panel:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. In the Control Panel, double-click **Nokia Modem Options**.



Note: GPRS (General Packet Radio Service) technology allows mobile phones to send and receive data over the mobile network with improved and faster data communications than the GSM technology. The use of GPRS services requires that your network supports GPRS technology and that you have subscribed to this service. The pricing of GPRS services may differ from that of normal GSM data services. Contact your service provider for more information.



Note: The use of high speed data services requires that your network supports HSCSD (High Speed Circuit Switched Data) technology and that you have subscribed to this service. High speed data services may cost more than normal data services. Contact your service provider for more information.

5.6 CHANGING NOKIA PC SUITE LANGUAGE

When you are installing Nokia PC Suite, you can select one language, which is used in all the installed Nokia PC Suite applications. To change the language:

- *If you have installed Nokia PC Suite from **CD-ROM**:*
 - uninstall Nokia PC Suite and install it again, selecting the new language at the beginning of the installation.
- *If you have installed Nokia PC Suite from **Nokia Phone Support** web pages:*
 - uninstall the existing Nokia PC Suite
 - go back to the support pages, select a new language, download the **Nokia_PC_Suite_58_xx.exe** (xx stands for the abbreviation of the language) in that language on your PC, and install the program on your PC

5.7 UNINSTALLING NOKIA PC SUITE

To uninstall Nokia PC Suite, do one of the following:

1. Select **Start -> Programs -> Nokia PC Suite 5 -> Uninstall**.
2. Follow the instructions on the screen until the program files are removed.



OR:

1. Select **Start -> Settings -> Control Panel**.
2. Double-click **Add/Remove Programs**.
3. In the list of Currently Installed Programs, click **Nokia PC Suite 5.8**.
4. Click **Change/Remove**.
5. Follow the instructions on the screen until the program files are removed.





6. TROUBLESHOOTING

6.1 CONNECTIONS

How can I check the IrDA connection in Windows 98SE

Before using Nokia PC Suite via IrDA in Windows 98SE, you can test the functionality of the IrDA port in the following way:

1. Open the Microsoft Infrared Monitor.
2. Check that Infrared communication is enabled in your system.
3. Check in the Status bar that the Infrared Monitor has found your Nokia phone.

Nokia PC Suite does not respond anymore.

If you are using an infrared connection, reactivate the infrared port of the phone and then restart Nokia PC Suite.

Nokia PC Suite does not respond during a data call.

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

I disconnected and then reconnected my phone, without waiting for Nokia PC Suite to recognise that the phone had been disconnected. Now Nokia PC Suite does not respond.

Before reconnecting the phone, you should wait until Nokia PC Suite recognizes that you have disconnected the phone. This process may take a few seconds. The phone icon displayed on the status bars of Nokia PC Suite applications indicates the status of the phone connection. In Nokia PC Sync, the Nokia PC Sync tray icon appears yellow and white when the phone is disconnected. If you have reconnected your phone too early and experience problems, switch off your phone. Then switch it on again and restart Nokia PC Suite.

How can I get a compatible Nokia phone work in Nokia Connection Manager using DKU-2 (USB) cable?

Preconditions: You have a compatible Nokia phone, DKU-2 (USB) cable, a compatible Windows Operating System, correct drivers to the DKU-2 (USB) cable and a compatible, non-installed Nokia PC Suite.

- 1) Install the cable drivers to your computer
- 2) Install Nokia PC Suite according to instructions.
- 3) Plug in the cable. Windows should recognize the cable and find the drivers for it. Select **Yes** to the Digital signature question if you accept it, and the drivers will be installed.

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- 4) Start **Nokia Connection Manager** (if not already open)
 - 5) Select USB connection in Nokia Connection Manager.
 - 6) Plug in the cable to the phone
- The phone should be shown in Nokia Connection Manager phone list.

How can I get a Nokia phone work in Nokia Connection Manager using DKU-5 (serial) cable?

Preconditions: You have a compatible Nokia phone, DKU-5 (serial) cable, a compatible Windows Operating System, correct drivers to the DKU-5 (serial) cable and a compatible, non-installed Nokia PC Suite.

- 1) Install the DKU-5 drivers to your computer.
 - 2) Install Nokia PC Suite according to instructions.
 - 3) Plug in the cable. Windows should recognize the cable and find the drivers for it. Select **Yes** to the Digital signature question if you accept it, and the drivers will be installed.
 - 4) Start **Nokia Connection Manager** (if not already open).
 - 5) Select Serial port connection.
 - 6) Select correct COM port from list shown by pressing **Advanced** button in Nokia Connection Manager.
 - 7) Plug in the cable to the phone.
- The phone should be shown in Nokia Connection Manager phone list.

I cannot find Nokia Connection Manager

If you installed only Modem Options, Nokia Connection Manager was not installed. When selecting any other application than Modem Options during the installation, Nokia Connection Manager is always installed. If available, Nokia Connection Manager can be found in Windows Control Panel.

Multiple Nokia modems installed

It is recommended that you should not select the "Enable software install for Plug and Play devices in range" option from Infrared Monitor (Windows 98SE only) as it interferes with the installation of the Nokia PC Suite.

I cannot make an infrared connection to my PC

Try to decrease the rate of the IrDA connection on your PC to 115200bps, for example.

Go to **Control Panel -> Wireless Link -> Hardware tab -> Properties -> Advanced** tab. In the **Property** list, select **Maximum connect rate**, and set the **Value** at 115200bps.

Infrared modem installation does not seem to work with Windows XP

If your PC is running Windows XP, you have to install the Nokia mobile phone (IrDA) modem manually, see chapter **After the installation** in this guide.

I cannot contact my Internet service provider using HSCSD technology



Using data transmission rates faster than 14.4 kbits/s requires that your Nokia mobile phone and your mobile network support HSCSD technology and that you have subscribed to this service. High speed data services may cost more than normal data services. Contact your service provider for more information.

Windows shows a connection speed of 115200 after GPRS connection establishment.

Windows always shows a GPRS connection speed of 115200, although the actual connection is established at a higher speed.

How can I establish a Bluetooth connection between the phone and the PC

- 1) Check that the Bluetooth connection is switched on in the phone.
- 2) Start the Bluetooth software on your PC.
- 3) Make the device discovery using the Bluetooth software on your PC.
- 4) Pair and authenticate the PC and the phone using Bluetooth software on your PC.

6.2 NOKIA PC SYNC

My Nokia PC Sync makes duplicates when I am synchronising 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.

Old To-do items appear in my phone after I have synchronised the phone with Microsoft Outlook.

If your Microsoft Outlook Calendar has To-do items without a due date, the items might be synchronised into the phone even if they are outside of the synchronisation range.

I have birthdays with alarms saved on my phone. After synchronising with Lotus Organizer, there are no alarms with those birthday items.

The alarm times set on the phone for birthday items will disappear from Lotus Organizer after synchronisation. The 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 synchronisation. This is a Lotus Organizer functionality, and there are no preventive actions available.

Repeating calendar notes are shown differently between the phone and the PC after synchronisation.

Phones do not support calendar notes with the repeat count set to a certain value. If such a calendar note is synchronised with the phone, the calendar note is repeated infinitely.



Nokia PC Sync does not work correctly with Lotus Notes

Nokia PC Sync has different configurations for Lotus Notes versions. If Nokia PC Sync uses the wrong configuration, the Lotus Notes Calendar database will not be synchronised correctly. Select the correct PC Sync configuration according to Lotus Notes version in use.

I have edited my Birthday/Anniversary entries either in my phone or in Lotus Notes and resynchronised, but the corresponding Birthday/Anniversary entries were not modified accordingly in the phone or Lotus Notes

Lotus Notes 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 will not affect other occurrences. This concerns both Lotus Notes and the phone, whether the entries are to be synchronised or not.

Nokia PC Sync does not always ask for a password when using it with Lotus Notes

The password query is controlled by Lotus Notes, not Nokia PC Sync. If you want the password to be asked more often, change the appropriate options in Lotus Notes.

My synchronisation does not succeed

Make sure that the phone is in idle mode (i.e. operator logo/name is shown on the phone user interface) and restart the synchronisation.

6.3 NOKIA CONTENT COPIER

I disconnected the source phone and then connected the target phone without waiting for Nokia Content Copier to recognize that the phone had been changed. Nokia Content Copier does not recognize the target phone now.

Before connecting the target phone, you should wait until your PC stops detecting the source phone and the text "No phone" appears in the "Target phone" box of Nokia Content Copier. This process will take a few seconds. If you have connected the target phone too early and the above-mentioned malfunction occurs, please disconnect the target phone and now wait until "No phone" text appears in the "Target phone" box and then try connecting the target phone again.

After using erasing option in Nokia Content Copier, call register of my phone is empty.

Regardless what data has been selected to be erased the whole Factory Setup is run. Factory Setup will always empty call register.

When transferring data from one phone to another, the profile ringing tones are not copied accordingly.

The ringing tone IDs differ in some phone models and the tones might not be same in both phones after using Nokia Content Copier.



Templates are not modified when using Nokia Content Copier

Changes in the source phone templates are not copied into the target phone. The first 20 items in the Templates folder are always left untouched.

After restoring a backup I have lost my portrait images from the phonebook

Nokia Content Copier does not make backup copies of the phone's Gallery folder. If you want to save your portrait images to the PC, use Nokia Phone Browser.

6.4 OTHERS

I made a MIDI ringing tone using Nokia Sound Converter, but the phone cannot play it.

The phone's ability to play SP-MIDI files depends also on the properties of the actual SP-MIDI file. Not all SP-MIDI files can be played by phone.

I cannot open files named with characters not belonging to US-ASCII character set in Windows 2000 and Windows XP

Filename contains characters that are not defined in the codepage that is assigned to be used by non-Unicode applications. In Windows 2000 and Windows XP the filename can contain any Unicode characters. For non-Unicode applications the Unicode characters are transformed using a codepage transformation table. If no corresponding characters exist in the transformation table, the resulting filename no longer matches the original filename. Therefore the file cannot be opened by Nokia PC Suite applications.

Rename the files using characters from US-ASCII character set and/or from the character set defined to be used by non-Unicode applications. The codepage settings can be found in Windows Control Panel, Regional Settings.

I cannot transfer images and ringtones from my phone to Nokia PC Suite

Copyright protections may prevent some images, ringtones and other content from being copied, modified, transferred or forwarded.

I tried to copy files from the PC to the phone. I copied files to a Gallery folder in Nokia Phone Browser, but the files are not copied to phone. What is wrong?

Copying files from the PC to the phone may take a while, depending on the size of the files. Please ensure there is sufficient time for the copying before disconnecting the phone.

What is purpose of the "My Gallery" folder in Nokia Phone Browser?

It is a place for you to store your ringing tones, wallpaper images etc. Of course it is possible to store files everywhere else, too, in Windows Explorer.

Why is "Nokia Mobile Phone" vanishing from Nokia Phone Browser?



Off-line editing is not possible for phone files. When the phone is disconnected from the PC, then also the phone folder disappears.

Audio is lost from converted video tracks

The video track in QuickTime format contains both video and audio, but the audio is lost when the video track is converted to another format. Reason for this is that your QuickTime installation is not fully installed. Reinstall QuickTime player and select "Recommended" in the installation to be able to convert audio tracks in your QuickTime videos.

When trying to open a PC Suite application, I get the error message: "Some of the application components could not be located. Please reinstall the application."

Make sure that you have installed Nokia PC Suite to a path that uses only characters that belong to US-ASCII character set.



7. APPENDIX A. USING DIFFERENT CONNECTION TYPES

7.1 USING AN INFRARED CONNECTION

You can use infrared to connect a compatible phone to a compatible PC. Note that in Windows 2000 and Windows XP the infrared connection is called Wireless Link.

When connecting via infrared, there must be no obstructions between the two devices. The IR ports of the two devices must point at each other. The preferable distance between the two devices is one metre at most.

To be able to use an infrared connection with Windows 2000 and Windows XP, you must first disable the Image Transfer application in the Wireless Link software.

To use an infrared connection

1. Activate the IR port of your phone.
2. Activate infrared communication on your PC.
3. Make sure that the phone's infrared port faces the infrared port of the PC.
4. Open Nokia Connection Manager from **Control Panel** or by double-clicking the **Nokia PC Suite** icon in the PC's Status area.
5. From the connection type buttons, select the connection type(s) you want to use. A selected button has a green background and a non-selected button a grey background. A non-selectable button is completely grey.
6. Select your phone from the list of phones. Click **Apply**.
7. Click **OK** to close Nokia Connection Manager.

7.2 USING A CABLE CONNECTION

If your phone supports cable connection, you can use a compatible connection cable to connect the phone to a compatible PC.

Do not switch off the phone while the cable is connected. Make sure that there is sufficient power in the phone's battery before connecting the phone to the PC.

To use a cable connection

1. Make sure that the phone is switched on.
2. Connect the cable to the PC.
3. Connect the other end of the cable to the phone.
4. Open Nokia Connection Manager from **Control Panel** or by double-clicking the **Nokia PC Suite** icon in the PC's Status area.
5. From the connection type buttons, select the connection type(s) you want to use. A selected button has a green background and a non-selected button a grey background. A non-selectable button is completely grey.

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6. If necessary, change the selected COM port by clicking the **Advanced** button, and selecting the correct port from the COM port selection dialog (not with USB cable). Click **OK**.
 7. Select your phone from the list of phones. Click **Apply**.
 8. Click **OK** to close Nokia Connection Manager.

7.3 USING A BLUETOOTH CONNECTION

You can use Bluetooth technology to connect a Bluetooth enabled Nokia phone to a compatible PC. For a working connection, you need a Bluetooth enabled PC with appropriate Bluetooth software.

When connecting via Bluetooth technology, the two devices must be within a 10 metre radius of each other.

To use a Bluetooth connection

1. Activate the Bluetooth connection of your phone.
2. Open Nokia Connection Manager from **Control Panel** or by double-clicking the **Nokia PC Suite** icon in the PC's Status area.
3. From the connection type buttons, select the connection type(s) you want to use. A selected button has a green background and a non-selected button a grey background. A non-selectable button is completely grey.
4. Select your phone from the list of phones. Click **Apply**.
5. If prompted, select the COM port in the Bluetooth Serial Port dialog.
6. Click **OK** to close Nokia Connection Manager.