About HotSync

HotSync allows you to maintain the same data on your Pilot and your computer, which helps you to keep your information current in both locations. Each time you perform a HotSync, it synchronizes the data on your Pilot and your computer.

You can perform one of two types of HotSync procedures:

Local HotSync   To perform this type of HotSync you use the Pilot cradle, which connects to a serial port of your computer. You should perform a Local HotSync the first time you synchronize your Pilot.

See Performing a Local HotSync

Modem HotSync   To perform this type of HotSync you use two modems: one connected to the Pilot, the other to your computer. A Modem HotSync allows you to perform a remote HotSync so you can synchronize data when you are traveling.

See Performing a Modem HotSync

Keep these points in mind:

Always start HotSync from the Pilot.

HotSync Manager must be running on your computer.

See About HotSync Manager

You set communications parameters for Local HotSync and Modem HotSync using the Setup dialog box.

See Performing a Local HotSync: Computer Setup and Performing a Modem HotSync: Computer Setup

Note   You only need to set communications parameters once unless your communications configuration changes.

To perform a Modem HotSync, you also need to set modem and communications parameters, such as dialing instructions, on the Pilot.

See Performing a Modem HotSync: Pilot Setup

The first time you perform a HotSync with your Pilot, you must select a user account name to assign to the Pilot.

See About User Accounts

Important   Be sure to use a different user account name for each Pilot.

About HotSync Manager

HotSync Manager is an application that performs the HotSync procedure with your Pilot. HotSync Manager must run on your computer to perform a HotSync. It can run automatically or you can run it manually. You can also hide HotSync Manager so that it does not appear on your desktop or in the Task Bar.

Important   When HotSync Manager is running, it controls one of your computer's serial ports. You may need to exit HotSync Manager to allow another application to use the serial port.

You can use HotSync Manager to perform these tasks:

Choose whether to perform a Local HotSync or Modem HotSync.

Set up your computer to perform the HotSync.

For more information about using HotSync Manager for these tasks, see <u>Performing a Local HotSync</u> and <u>Performing a Modem HotSync</u>.

See also   <u>Options for Running HotSync Manager</u>

<u>Hiding and Showing HotSync Manager</u>

About HotSync Manager command

Purpose   To display the <u>About HotSync Manager dialog box</u>.

Location   Help menu

About HotSync Manager dialog box

Purpose   To display information about HotSync Manager.

To see   Choose <u>About HotSync Manager</u> from the Help menu.

To use

OK   Click to close the dialog box.

About User Accounts

A user account associates a Pilot with the corresponding data on your computer. A user account is identified by its name. The first time you perform a HotSync with a new Pilot, HotSync Manager assigns a user account name to the Pilot. When HotSync Manager performs subsequent HotSync procedures with that Pilot, it synchronizes the data for the user account assigned to the Pilot.

You specify the name for the initial user account when you install HotSync Manager. When you perform the first HotSync with a Pilot, HotSync Manager displays the Users dialog box for you to select the user account name to assign to the Pilot (see Continuing HotSync). At that time you can select the existing user account name or create a new one (see Creating a New User Account).

Important   Be sure to use a different user account name for each Pilot.

You might create additional user accounts so that you can use HotSync Manager on one computer to maintain data for several Pilots (see Using Several Pilots). If you use several user accounts, HotSync Manager automatically determines the correct data to synchronize with a Pilot when you perform a HotSync.

HotSync Manager Help

Contents

Contents command

Purpose   To display the HotSync Manager Help. The contents page appears when the HotSync Manager Help opens.

Location   Help menu.

Continuing HotSync

After you start HotSync on your Pilot, it continues automatically whether you are performing a Local HotSync or a Modem HotSync. This topic describes the procedure after you start HotSync.

Continuing HotSync:

1. On the Pilot, the HotSync screen illustrates that the HotSync is continuing.

2. On your computer, the HotSync Progress dialog box appears.

    This dialog box graphically illustrates the progress of the HotSync. It remains on the screen until the HotSync finishes.

    In addition, the dialog box displays this information:

Status	Shows the Pilot database being synchronized or other status information.
User	Shows the name of the user account assigned to the Pilot.
Cancel	Click to stop the HotSync.
	If you click Cancel, the Status field changes to indicate that the HotSync is stopping then the HotSync Progress dialog box closes. A similar message appears on your Pilot.

3. If you are performing the first HotSync with your Pilot, the Users dialog box appears for you to select a user account name to assign to the Pilot.

    You can select an existing user account name or create a new user account name, then click OK. (See Creating a New User Account)

    Important   Be sure to use a different user account name for each Pilot.

4. HotSync performs the specified actions.

    If a problem occurs during the procedure, the HotSync Problem dialog box may appear. You can click the View Log button to see the HotSync Log dialog box for information about the problem. Click OK to close the dialog box.

5. When the HotSync finishes:

    On your computer, the Status field shows that the HotSync is completed and the HotSync Progress dialog box closes.

    Tip   The dialog box closes automatically so that you can leave your computer unattended when you are performing a remote Modem HotSync.

    On the Pilot, the message "HotSync completed" appears in the screen and the HotSync application remains open until you close it.

Creating a New User Account

A user account stores your personal information (see <u>About User Accounts</u>). You create the initial user account when you install HotSync Manager on your computer. Later, you can create other user accounts for other Pilots. (See <u>Using Several Pilots</u>)

HotSync Manager displays the Users dialog box so that you can select the user account name to assign to the Pilot. You can create a new account to assign to the Pilot at that time.

When you create a new user account, you specify the name for the account and HotSync Manager creates the folders to store the data associated with the user account.

Note　User account names cannot be longer than 15 characters.

To create a new user account:

1. Perform the first HotSync with a Pilot. (See <u>The First HotSync</u>)

   The <u>Users dialog box</u> appears.

2. Click New.

   The <u>New User dialog box</u> appears.

3. Type a name for the new user account.

4. Click OK.

5. If necessary, select the name of the user account you want to assign to the Pilot and click OK.

Exit HotSync Manager dialog box

Purpose   To allow you to confirm exiting HotSync Manager.

Notes   HotSync Manager must be running for you to perform a HotSync. If you exit HotSync Manager, you may need to restart it manually the next time you perform a HotSync.

You may need to exit HotSync Manager to allow other applications to use the serial port.

See also   Options for Running HotSync Manager

To see   Choose Exit from the Options menu.

To use

"Don't ask this question again"

Select this check box if you do not want the dialog box to appear when you exit HotSync Manager in the future.

Yes   Click to confirm exiting HotSync Manager.

No   Click to keep HotSync Manager running.

Exit command

Purpose   To exit HotSync Manager.

Notes   The <u>Exit HotSync Manager dialog box</u> appears for you to confirm exiting HotSync Manager.

HotSync Manager must be running for you to perform a HotSync. If you exit HotSync Manager, you may need to run it manually to perform a HotSync.

You may need to exit HotSync Manager to allow other applications to use the serial port.

Location   Options menu

Hide HotSync Manager command

Purpose   To hide HotSync Manager.

Notes   The result of choosing Hide HotSync Manager depends on the version of Windows you are using:

Windows 3.x — The HotSync Manager minimized icon does not appear at the bottom of your screen.

Windows 95 — HotSync Manager does not appear in the Task Bar.

You can show HotSync Manager again if you choose.

See also   Hiding and Showing HotSync Manager

Location   Options menu

Hiding and Showing HotSync Manager

Because you will usually allow HotSync Manager to run automatically, you may find having the HotSync Manager icon appear on the screen or in the Task Bar to be unnecessary. Therefore, HotSync Manager allows you to hide the icon. If you need to see the HotSync Manager window again, you can show it as described below.

To hide HotSync Manager:

Choose Hide HotSync Manager from the Options menu. The results depend on the version of Windows you are using:

Windows 3.x — HotSync Manager's minimized icon does not appear on your screen.

Windows 95 — HotSync Manager does not appear in the Task Bar.

To show HotSync Manager again:

Locate HotSync Manager in the Pilot program group or folder, and open it.

HotSync Manager will continue to appear on the desktop or in the Task Bar until you choose Hide HotSync Manager again.

HotSync Log dialog box

Purpose   To display information about recent HotSync procedures. This information may help you solve problems.

See also   <u>Viewing the HotSync Log</u>

To see   Click the View Log button in the <u>HotSync Problem dialog box</u> that appears if an error occurs during a HotSync.

To use

List   Displays information about the last 10 HotSync procedures you have performed.

You can select the text and copy it (Ctrl + C), then paste it into another application.

HotSync Problem dialog box

Purpose   Appears when an error occurs. It explains the problem and allows you to view the HotSync Log dialog box.

See also   Continuing HotSync

To see   You see this dialog box only if an error occurs during a HotSync.

To use

View Log   Click to see the HotSync Log dialog box.

HotSync Progress dialog box

Purpose   Appears during a HotSync to show the progress of the procedure. You can also cancel the HotSync.

See also   Continuing HotSync

Performing a Local HotSync: Starting

Performing a Modem HotSync: Starting

To see   Start a HotSync on your Pilot.

To use

Status   The status of the HotSync.

User   The user account assigned to the Pilot.

        Note   If you are synchronizing your Pilot for the first time, the Users dialog box appears for you to select a user account to assign to the Pilot.

Cancel   Click to stop the HotSync.

If you click Cancel, the Status field changes to indicate that the HotSync is stopping then the HotSync Progress dialog box closes. A similar message appears on your Pilot.

Local command

Purpose   To prepare you computer to perform a Local HotSync using the Pilot cradle.

Note   When you choose the command, HotSync Manager tries to control the serial port selected for Local HotSync in the Setup dialog box.

See also   Performing a Local HotSync

Location   Options menu

Modem command

Purpose   To prepare your computer to perform a Modem HotSync.

Notes   When you choose the command, HotSync Manager tries to control the serial port selected for Modem HotSync in the Setup dialog box.

It also sends the Setup String specified in the Setup dialog box to the modem and places the modem in auto-answer mode.

Note   In auto-answer mode, your modem answers any calls received by the phone line it is using.

See also   Performing a Modem HotSync

Location   Options menu

New User dialog box

Purpose   To create and name a new user account.

Notes   When you install HotSync Manager, you provide a name which the Setup program uses to create the initial user account. You can create new user accounts when you perform the first HotSync with a Pilot.

You should use a unique name when creating a new user account. If you type a name used by an existing user account, a message box appears to explain the problem.

User account names cannot be longer than 15 characters.

See also   About User Accounts

Creating a New User Account

Using Several Pilots

To see   HotSync Manager displays the Users dialog box when you perform the first HotSync with a Pilot. Click the New button to display the dialog box.

To use

Name field   Type the name for the user account.

Options for Running HotSync Manager

HotSync Manager must be running to perform a HotSync. By default, HotSync Manager runs automatically when your computer starts. You can specify whether or not HotSync Manager runs automatically in Pilot Desktop.

Note   If HotSync Manager does not run automatically, you must run it manually to perform a HotSync.

To specify how HotSync Manager runs:

1. In Pilot Desktop, choose Options from the Tools menu.

   The Options dialog box appears showing the General options.

2. Select how you want HotSync Manager to run from the HotSync Manager options:

   "Always available (put in Startup folder)"

   HotSync Manager runs automatically when your computer starts.

   "Available only when Pilot Desktop is running"

   HotSync Manager runs automatically when Pilot Desktop runs. It exits when you exit Pilot Desktop.

   "Manual (you start HotSync Manager yourself)"

   HotSync Manager does not run automatically. You must run it manually to perform a HotSync.

3. Click OK.

Performing a Local HotSync

To perform a Local HotSync you use the Pilot cradle connected to your computer. Performing a Local HotSync is the simplest way to <u>synchronize</u> the data on your Pilot and computer. You should perform a Local HotSync the first time you synchronize your data. (See <u>The First HotSync</u>)

To perform a Local HotSync:

1. Connect the Pilot cradle to a serial port of your computer, then start your computer.

2. Make sure HotSync Manager is running.

   See <u>Options for Running HotSync Manager</u>

3. Specify communications settings on your computer.

   See <u>Performing a Local HotSync: Computer Setup</u>

   Note   Unless you change your system, you only need to perform this step once.

4. Start the HotSync.

   See <u>Performing a Local HotSync: Starting</u>

Performing a Local HotSync: Computer Setup

Before you perform a Local HotSync, you may need to specify communications settings on your computer.

Note Unless your configuration changes, you do not need to select these settings each time you perform a HotSync.

Note You do not need to specify any communications settings on the Pilot to perform a Local HotSync.

To set up your computer for a Local HotSync:

1. Choose Setup from the Options menu.

   The Setup dialog box appears.

2. Select Local, if it is not selected, to see the options for a Local HotSync.

3. Select the appropriate options to perform the Local HotSync:

Serial Port	Select the serial port where you connected the cradle's cable.
Speed	Select the speed for the Local HotSync: "As Fast As Possible" or a specific speed.

Performing a Local HotSync: Starting

After you have set the communications parameters on your computer, you are ready to start the Local HotSync.

To start a Local HotSync:

1. If it is not selected, choose <u>Local</u> from the Options menu.

   Note   When you do, HotSync Manager tries to control the serial port selected for Local HotSync in the <u>Setup dialog box</u>.

2. Insert your Pilot into the cradle.

3. Press the HotSync button on the Pilot cradle.

   You can also start a HotSync by tapping the Local Sync button in the HotSync screen on your Pilot.

After you start a Local HotSync, it continues automatically. (See <u>Continuing HotSync</u>)

Performing a Modem HotSync

To perform a Modem HotSync you use two modems − one connected to your Pilot, the other connected to your computer − to communicate over a telephone line. A Modem HotSync allows you to <u>synchronize</u> your data when you cannot connect your Pilot directly to your computer, such as when you are traveling.

Tip   You should perform your first Modem HotSync when you can access both modems and your computer. This allows you to change communications settings both on your Pilot and your computer, if necessary.

Note   You should perform a Local HotSync the first time you synchronize your Pilot. (See <u>Performing a Local HotSync</u>)

To perform a Modem HotSync you must:

<u>Have the required hardware</u>

<u>Setup your computer</u>

<u>Set up your Pilot</u>

<u>Start the HotSync</u>

Performing a Modem HotSync: Computer Setup

Before you can perform a Modem HotSync you need to set up communications parameters on your computer and prepare it to perform the procedure.

To set up your computer for a Modem HotSync:

1. Make sure the modem is connected to your computer and that the modem is turned on.

2. Choose Setup from the Options menu.

   The Setup dialog box appears.

3. Select the options necessary to perform the Modem HotSync:

Serial Port	Select the serial port where you connected the modem cable.
Speed	Select the speed for the Modem HotSync: "As Fast As Possible" or a specific speed.
Modem	Select the modem type that best describes your modem. The modem type determines the modem command string that appears in the Setup String field.
	If none of the modem types are appropriate for your modem, you can type a command string in the Setup String field. Custom appears in the drop-down menu.
Setup String	The command string that configures your modem. HotSync Manager sends these commands to your modem when you choose Modem from the HotSync menu.
	To specify this setting, select one of the modem types from the Modem drop-down menu or type a command string in the field.
	Note Consult the manual that came with your modem or contact the manufacturer to learn how to configure your modem.

4. If necessary, run HotSync Manager.

   See Options for Running HotSync Manager

5. Choose Modem from the Options menu.

   Note   When you do, HotSync Manager tries to control the serial port selected for Modem HotSync in the Setup dialog box.

   HotSync Manager sends the Setup String specified in the Setup dialog box to the modem and places the modem in auto-answer mode.

   Important   In auto-answer mode, your modem answers any calls received by the phone line it is using.

After you have prepared your computer, you are ready to set up your Pilot. Go to Performing a Modem HotSync: Pilot Setup.

Performing a Modem HotSync: Pilot Setup

To perform a Modem HotSync, you must specify modem and other communications parameters on your Pilot. To do this, you need the following information:

The access number for your computer.

Whether or not you need to dial an outside line prefix.

Whether or not the line you are using has call waiting. If it does, you need the code to disable call waiting.

If you want to use a calling card, your calling card number.

To set up your Pilot for a Modem HotSync:

1. Turn on the Pilot and tap the Applications button.

2. Tap HotSync.

    The HotSync screen appears.

3. Tap Modem Setup near the bottom of the screen.

4. In the Modem Setup dialog box, tap Phone.

5. In the Phone Setup dialog box, perform these steps to specify the dialing instruction to send to the modem connected to your Pilot:

Phone #	Enter the phone number to access your computer.
Dial Prefix	To dial an outside line prefix, select the check box. If necessary, enter a different outside line prefix. (The default is "9," − the comma introduces a pause.)
Disable call waiting	If the phone line has call waiting, select the check box. If necessary, enter a different code to disable call waiting. (The default is "1170,".)
Use calling card	To use a calling card, select the check box and enter the calling card number.

6. Tap OK to return to the Modem Setup dialog box and set these options:

Line type	Select TouchTone or Rotary.
Modem	Select the modem type that best describes the modem connected to your Pilot. The modem type determines the modem command string that appears in the String field.
	If none of the modem types are appropriate for your modem, you can type a command string in the String field. The Custom item appears in the Modem options.
Speed	Select the speed for the Modem HotSync.
String	The command string to configure your modem. The Pilot sends these commands to your modem when you start a Modem HotSync.
	To specify this setting, choose a modem type from the Modem options or type a command string in the field.

    Note Consult the manual that came with your modem or contact the manufacturer to learn how to configure your modem.

7. When you finish, tap OK.

When you have set up your Pilot, you are ready to start the HotSync. Go to <u>Performing a Modem HotSync: Starting</u>.

Performing a Modem HotSync: Required Hardware

To perform a Modem HotSync you must have certain hardware.

Required hardware:

A modem to connect to your computer. You also need a serial cable to connect the modem to your computer.

A modem to connect to your Pilot.

Important   The modem you use must have an on-off switch. Your Pilot cannot "wake up" a modem with an auto-off feature.

A special modem cable to connect your Pilot to the modem.

Note   Connect the modem cable to the back of your Pilot where you connect the cradle.

Important   To order the Pilot modem cable see <u>Technical Support</u>.

If you have the correct hardware, you are ready to set up your computer to perform the Modem HotSync. Go to <u>Performing a Modem HotSync: Computer Setup</u>.

Performing a Modem HotSync: Starting

After you have set up the hardware, your computer, and your Pilot, you are ready to start the Modem HotSync.

Note Before starting your first Modem HotSync, see <u>Performing a Modem HotSync: Required Hardware</u>, <u>Performing a Modem HotSync: Computer Setup</u> and <u>Performing a Modem HotSync: Pilot Setup</u>.

To start a Modem HotSync on your Pilot:

1. Connect your Pilot to the modem, then start your Pilot.

2. Tap Applications.

3. Tap HotSync in the Applications screen.

4. Tap Modem Sync in the HotSync screen.

The HotSync application performs these steps:

Opens communications with the local modem and configures it.

Instructs the modem to dial the access number.

Waits for the modems to connect.

When the connection is established, performs the HotSync. (See <u>Continuing HotSync</u>)

When the HotSync is completed, closes the connection and reports the results to you.

Setup command

Purpose   To display the Setup dialog box to select HotSync communications parameters.

See also   Performing a Local HotSync: Computer Setup
Performing a Modem HotSync: Computer Setup

Location   Options menu

Setup dialog box

Purpose To select HotSync communications parameters.

See also Performing a Local HotSync: Computer Setup
Performing a Modem HotSync: Computer Setup

To see Choose Setup from the Options menu.

To use — Common features

Local Click to set Local HotSync communications parameters.

Modem Click to set Modem HotSync communications parameters.

To use — Local options

Serial Port Select the serial port where you connected the Pilot cradle.

Speed Select the speed for the Local HotSync. Select "As Fast As Possible" (the default) for HotSync Manager to use the fastest possible speed, or select a specific speed.

Note Select a lower speed if you experience problems with the speed set at "As Fast As Possible."

To use — Modem options

Serial Port Select the serial port where you connected the modem cable.

Speed Select the speed for the Modem HotSync. Select "As Fast As Possible" (the default) for HotSync Manager to use the fastest possible speed, or select a specific speed.

Note Select a lower speed if you experience problems with the speed set at "As Fast As Possible."

Modem Select the modem type that best describes your modem. The modem type determines the modem command string that appears in the Setup String field.

If none of the modem types are appropriate for your modem, you can type a command string in the Setup String field. Custom appears in the drop-down menu.

Setup String The command string that configures your modem. HotSync Manager sends these commands to your modem when you choose Modem from the Options menu.

To specify this setting, select one of the modem types from the Modem drop-down menu or type a command string in the field.

Note Consult the manual that came with your modem or contact the manufacturer to learn how to configure your modem

Synchronize

HotSync compares the data on your Pilot and your computer, and brings each up to date with the latest version of the information.

Technical Support

If you have a problem using your Pilot or HotSync Manager, first look in <u>Troubleshooting</u> for help solving the problem. You can also find troubleshooting help in the manuals that came with your Pilot and HotSync Manager. The "Read me" file that the Setup program installed with your copy of HotSync Manager provides additional information that may help you solve the problem.

If you are unable to resolve the problem, you can contact Technical Support for assistance. Before you do, be sure to have available the following information:

The version of HotSync Manager you are using. Choose <u>About HotSync Manager</u> from the Help menu.

The version of DOS/Windows or the Mac OS you are using on your computer.

A description of the problem you are having, including the text of any error messages you might receive.

If possible, experiment to see if you can determine the conditions that produce the problem.

Phone Lines

Phone support	(847) 676-1441
	Times: Monday through Friday 8 AM — 6 PM Central Standard Time
Facsimile (Fax)	(847) 676-7323

To Order Pilot Parts and Accessories

U.S. & Canada	(800) 881-7256
Other countries	(408) 848-5604

Online Technical Support

Fax on Demand	(800) 762-6134
U.S. Robotics BBS	(847) 982-5092
America Online	Keyword: Palm
CompuServe	GO palmb>Palm Computing/U.S. Robotics
Internet	support@palm.usr.com
Web Access	http://www.usr.com/palm

The First HotSync

HotSync <u>synchronizes</u> data between your Pilot and your computer so that you have the same information in both locations. You should perform your first HotSync as soon as possible using the Pilot cradle. This type of HotSync is called a Local HotSync.

To perform the first Local HotSync:

1. Connect the cradle to a serial port on your computer.

2. Start your computer and run HotSync Manager.

   Note   HotSync Manager may run automatically or you may need to start it. (See <u>Options for Running HotSync Manager</u>)

3. You may need to set communications parameters using the <u>Setup dialog box</u>.

4. Make sure <u>Local</u> is chosen in the Options menu.

5. Place your Pilot into the cradle.

6. Push the HotSync button on the Pilot cradle.

   The <u>HotSync Progress dialog box</u> appears.

7. The <u>Users dialog box</u> appears for you to select the user account to assign to the Pilot. Click OK.

   Important   Be sure to use a different user account name for each Pilot.

8. The HotSync procedure continues.

   Note   If a problem occurs, HotSync Manager displays the <u>HotSync Problem dialog box</u> to explain the problem.

   When the HotSync finishes, the HotSync Progress dialog box closes.

See also   <u>About HotSync</u>
                  <u>About HotSync Manager</u>

Troubleshooting

If you have a problem using HotSync Manager or performing a HotSync, locate the type of problem you are having in the following list. See the topic for suggestions that may help you solve the problem.

Local HotSync does not complete successfully.

See Troubleshooting: Local HotSync Problems

Modem HotSync does not complete successfully.

See Troubleshooting: Modem HotSync Problems

See also   Technical Support

Troubleshooting: Local HotSync Problems

Try these things, if Local HotSync does not complete successfully.

Make sure you have selected Local from the Options menu.

Make sure the cable from the Pilot cradle is connected properly to a serial port on your computer.

Make sure you have selected in the Setup dialog box the serial port where you connected the Pilot cradle.

Make sure you are not running another program — such as America Online, CompuServe, or WindFax — that is using the serial port you selected in the Setup dialog box.

See also   Performing a Local HotSync

Troubleshooting: Modem HotSync Problems

Try these things, if the Modem HotSync does not complete successfully.

On your computer:

Make sure your computer is turned on, and that it does not shut down automatically as part of an energy-saving feature.

Make sure the modem connected to your computer is turned on.

Make sure the modem is connected properly to a serial port on your computer.

Make sure the Setup String you have selected in the Setup dialog box configures your modem correctly. You may need to select a different Modem Type or enter a custom Setup String. (See Performing a Modem HotSync: Computer Setup)

Make sure the Speed you have selected in the Setup dialog box is appropriate for you modem.

If you are have problems using the As Fast As Possible option or a specific speed, try using a slower speed.

Make sure you have selected Modem from the Options menu.

Make sure you are not running another program — such as America Online, CompuServe, or WindFax — that is using the serial port you selected in the Setup dialog box.

Make sure your modem is reset before you try again. (Turn off your modem, wait a minute, then turn it back on.)

On your Pilot:

Make sure you are using the Pilot modem cable to connect to your modem. (See Performing a Modem HotSync: Required Hardware)

Important   Do not attempt to use other cables to connect a Pilot to a modem.

Make sure the modem cable is connected properly to your Pilot and your modem.

Make sure your modem is turned on.

Make sure the modem you are using with your Pilot has an on-off switch. Your Pilot cannot "wake up" a modem that has an auto-off feature.

Make sure the dialing instruction dials the correct phone number. (See Performing a Modem HotSync: Pilot Setup)

If you need to dial an outside line prefix, make sure you have selected the Dial Prefix option on your Pilot and entered the correct code.

If the telephone line you are using has call waiting, make sure you have selected the Dial Prefix option on your Pilot and entered the correct code.

Make sure the telephone line you are using not noisy, which can interrupt communications.

Make sure your modem is reset before you try again. (Turn off your modem, wait a minute, then turn it back on.)

Users dialog box

Purpose	To select a user account to assign to your Pilot. You can also create a new user account.
See also	<u>About User Accounts</u>
To see	HotSync Manager displays this dialog box only when you perform the first HotSync with a Pilot.
To use	
User list	Click to select a user account name to assign to the Pilot.
New	Click to display the <u>New User dialog box</u> to create a new user account.

Using HotSync With a Second Computer

You can use HotSync to synchronize the information on your Pilot with a second computer. This allows you to maintain, for example, the same information on your Pilot, your computer at work, and your computer at home.

Note   HotSync may be slower sometimes when you are updating information between two computers.

To use HotSync with a second computer:

1. Perform a HotSync with your Pilot and one of the computers.

    If you are performing the first HotSync with your Pilot, HotSync Manager displays the Users dialog box for you to select the user account name to assign to the Pilot.

    Important   Be sure to use a different user account name for each Pilot.

2. Perform a HotSync with your Pilot and the second computer.

    HotSync Manager automatically creates the user account name assigned to the Pilot on your computer.

Using Several Pilots

You can use HotSync Manager on one computer to back up and <u>synchronize</u> several Pilots. For example, a sales manager might want to provide a Pilot to several sales representatives. The manager can then use HotSync to collect information from each Pilot and store it in a central location.

You should use a different user account for each Pilot that you use with HotSync Manager. (See <u>About User Accounts</u>) By doing so, HotSync Manager keeps the information for each Pilot separate. In addition, when you perform a HotSync, HotSync Manager automatically synchronizes your Pilot with the data for the user account assigned to the Pilot.

To set up using several Pilots:

1. Perform an initial HotSync with each Pilot. (See <u>The First HotSync</u>)

2. When the <u>Users dialog box</u> appears, select a user account name to assign to your Pilot and click OK. (See <u>Continuing HotSync</u>)

    You can also create a new user account name to assign to your Pilot. (See <u>Creating a New User Account</u>)

    Important   Be sure to use a different user account name for each Pilot.

If you work with several Pilots, you may need to transfer information from one Pilot to another. Rather than synchronizing the Pilots using the same user name, you should copy the records in one user account on your computer and paste them in the other user account.

Warning   Synchronizing two or more Pilots with the same user name can cause unpredictable results and possibly loss of your information.

Viewing the HotSync Log

If a problem occurs while HotSync Manager is performing a HotSync, it displays the <u>HotSync Problem dialog box</u> to explain the problem. You can then click the View Log button to display the HotSync Log dialog box.

The <u>HotSync Log dialog box</u> provides information about the previous 10 HotSync procedures you have performed. It tells you which application databases were updated. If a problem occurs, the dialog box provides information about the error.