



SyncExpress 4

User's guide

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1. Introduction

SyncExpress is a synchronization plug-in for Windows Mobile devices. It is designed to synchronize e-mail messages, contacts and calendar appointments and tasks with a Windows Mobile Standard or Professional device. SyncExpress is fully integrated within ActiveSync or Windows Mobile Device Center. Synchronization is supported for the following desktop applications:

Microsoft Windows 2000/XP:

- Outlook Express (local Inbox)
- Address Book

Microsoft Windows Vista:

- Windows Mail (local Inbox)
- Windows Contacts
- Windows Calendar

1.1 System requirements

- Windows Mobile 5 Pocket PC edition, Windows Mobile 6 Classic and Professional edition, Windows Mobile 6.1 Classic and Professional edition.
- or -
Windows Mobile 5 Smartphone edition, Windows Mobile 6 Standard edition, Windows Mobile 6.1 Standard edition
- Microsoft ActiveSync, version 4.0 or later.
- or -
Windows Mobile Devices Center 6.1 (WMDC - required for synchronization on Windows Vista).
- PC: any PC and Microsoft Windows version supporting the above mentioned application

1.2 Technical support

For installation problems and SyncExpress troubleshooting, contact technical support at: product.support@syncdata.it

2. Installing SyncExpress

1. Uninstall any previous SyncExpress version from the desktop/notebook PC and from the mobile device.
2. Make sure the mobile device is connected to your desktop/notebook PC.
3. Run the setup executable (syex4setup.exe).
4. Follow the on-screen installation instructions until the installation process is finished.
5. Restart ActiveSync (Windows 2000, XP) or Windows Mobile Device Center (Windows Vista).

2.1 Registering SyncExpress

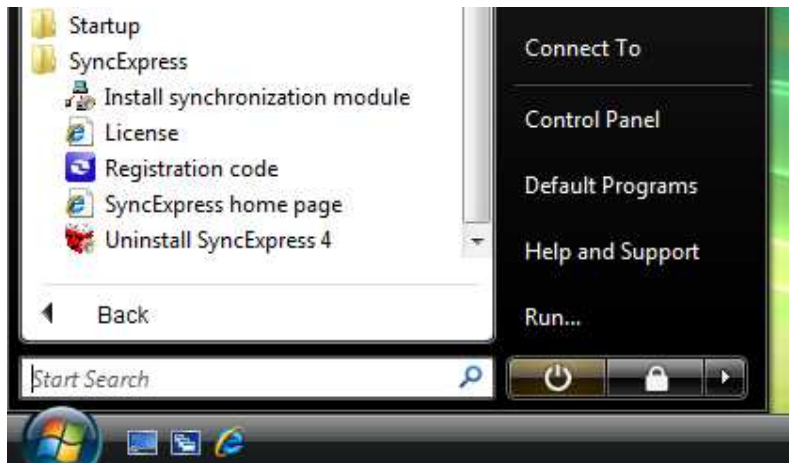
To register SyncExpress:

- 1) Open the registration window from the Windows Start menu: press **Start**, select **All Programs | SyncExpress | Registration Code**.

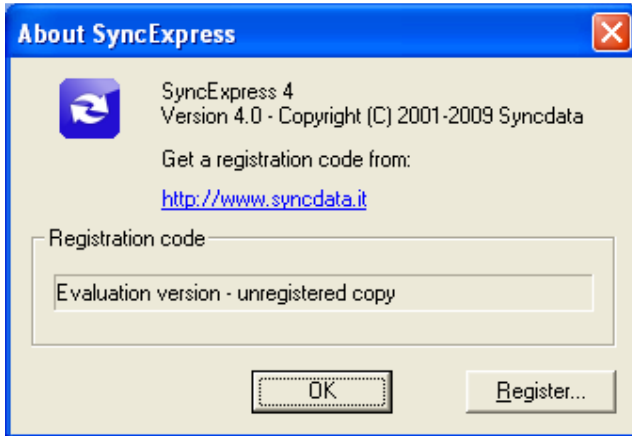
Windows 2000/XP:



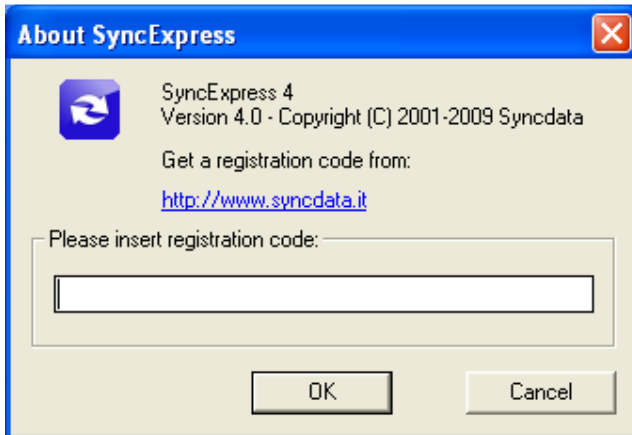
Windows Vista:



2) In the About SyncExpress window, click the "Register..." button.



3) Type your registration code in the blank field. Click OK when finished.

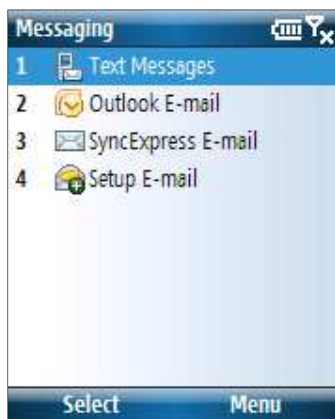
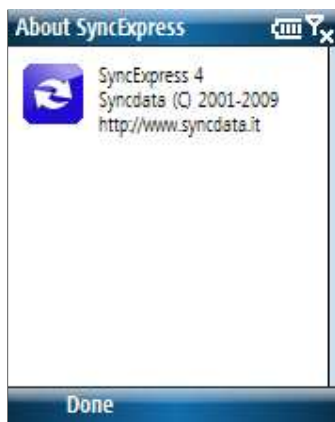


3. Using SyncExpress

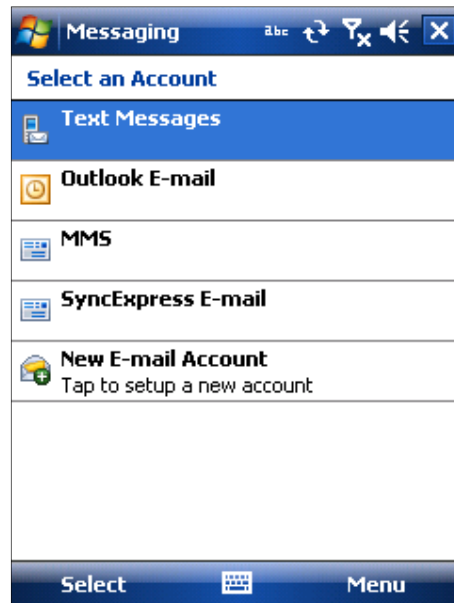
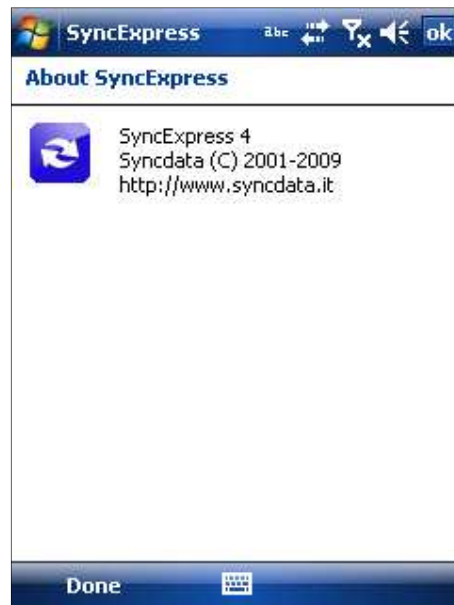
3.1 First time use

First, check if SyncExpress was installed correctly.

- On your mobile device: look for the SyncExpress icon in the program list and click to activate it. An error message appears if setup was not successful.
- Open the Messaging application and make sure the SyncExpress account is present.

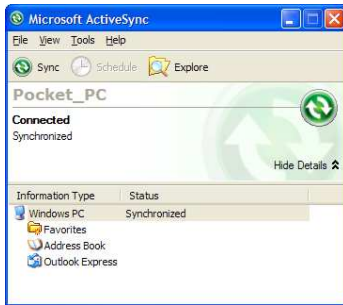


SyncExpress (Windows Mobile Standard, Smartphone)



SyncExpress (Windows Mobile Classic and Professional, Pocket PC)

- On your desktop/notebook PC: open ActiveSync (Windows 2000/XP) or Windows Mobile Device Center (Windows Vista):

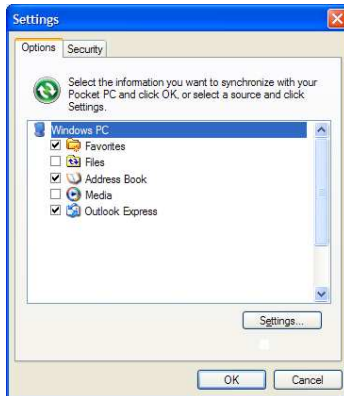


ActiveSync



Windows Mobile Device Center

- In ActiveSync: click “Tools” and select “Options...”; in Windows Mobile Device Center: click “Mobile Device Settings”, then click “Change content sync settings”
- Make sure Outlook Express and Address Book, or Windows Mail, Windows Contacts and Windows Calendar are visible and (optionally) are checked. Check the items you want to synchronize, in case they are not checked.



ActiveSync options and settings



Windows Mobile Device Center content sync settings

① A mobile device cannot be synchronized with both Outlook and SyncExpress on the same PC. For example, if you synchronize Address Book or Windows Contacts, you cannot synchronize Outlook Contacts on the same computer. You can, of course, synchronize Outlook contacts on a different computer or with an Exchange server. This is the list of mutually exclusive items:

- Address Book or Windows Contacts with Outlook Contacts

- Windows Calendar with Outlook Calendar and Outlook Tasks.

SyncExpress has its own e-mail account, so you can safely synchronize with Outlook or Exchange e-mail on the same PC, if you need to.

3.2 What happens during synchronization

Address Book or Windows Contacts synchronization ensures that you can bring with you on your mobile device the most up-to-date version of your desktop/notebook PC contacts. During synchronization, ActiveSync or Windows Mobile Device Center and SyncExpress are working together to:

- Delete from your mobile device any contact deleted from the desktop Address Book / Windows Contacts folder
- Delete from your desktop Address Book / Windows Contacts folder any contact deleted from Contacts on the mobile device
- Changes to an existing contact: changes on the mobile device are copied to the desktop Address Book / Windows Contacts folder; changes to the desktop contact cards are copied to the Contacts database on your mobile device.
- If a new Contact was created on the mobile device, a corresponding new card is created in the Address Book / Windows Contacts folder.
- If a new card was created in the Address Book or Windows Contacts folder, a corresponding new Contact is created in Contacts on the mobile device.

Messages synchronization enables you to have an up-to-date copy of your Outlook Express Inbox on the Pocket PC, and lets you manage messages while you are away from your desktop. During synchronization, ActiveSync and SyncExpress are working together to:

- Copy all or part of the messages from the local Inbox in Outlook Express or Windows Mail to the SyncExpress Inbox on your mobile device.
- Update the read or unread status of Inbox messages on your mobile device
- Move to the Outlook Express / Windows Mail “Deleted items” folder messages that have been deleted on the mobile device
- Move to the Outlook Express / Windows Mail “Outbox” folder new messages created in the Outbox folder of the SyncExpress account on your mobile device.

Windows Calendar synchronization ensures that you can bring with you on your mobile device the most up-to-date version of your desktop/notebook PC appointment and tasks. During synchronization, ActiveSync or Windows Mobile Device Center and SyncExpress are working together to:

- Delete from your mobile device any appointment and task deleted from Windows Calendar
- Delete from Windows Calendar any appointment and task deleted from Calendar and Tasks on the mobile device
- Changes to an existing appointment or task: changes on the mobile device are copied to

Windows Calendar; changes to Windows Calendar are copied to Calendar and Tasks on your mobile device.

- If a new appointment or task was created on the mobile device, a corresponding new appointment and task is created in Windows Calendar.
- If a new appointment or task was created in Windows Calendar, a corresponding new appointment and task is created in Calendar or Tasks on the mobile device.

4. Synchronization notes

4.1 Address Book / Windows Contacts synchronization considerations

- Fields available in Pocket Outlook Contacts and Address Book / Windows Contacts do not match perfectly. Here is the mapping between the fields:

Windows Contacts Address Book field	Pocket Outlook field	
<i>Name</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
First	First name	First
Middle	not synchronized	Middle
Last	Last name	Last
Personal Title Title	Title	Title
not synchronized	Suffix	Suffix
Display	File As	File As
Nickname	Nickname	Nickname
E-Mail E-Mail addresses (3 addr. only)	E-mail, E-mail2, E-mail3	E-mail, E-mail2, E-mail3
Send E-Mail using plain text only (<i>Address Book only</i>)	not synchronized	not synchronized
Picture (<i>Windows Contacts only</i>)	Picture	Picture
not synchronized	Custom ring tone	Ring tone
not synchronized	IM, IM2, IM3	IM, IM2, IM3
not synchronized	Government ID	Govt. ID
<i>Home</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Street Street address	Street (Home addr)	Street (Home addr)
City	City	City
State/Province	State/Province	State
Postal Code ZIP code	ZIP	ZIP
Country/Region	Country/Region	Country/Region
Default	not synchronized	not synchronized
not synchronized	Other addr	Other addr

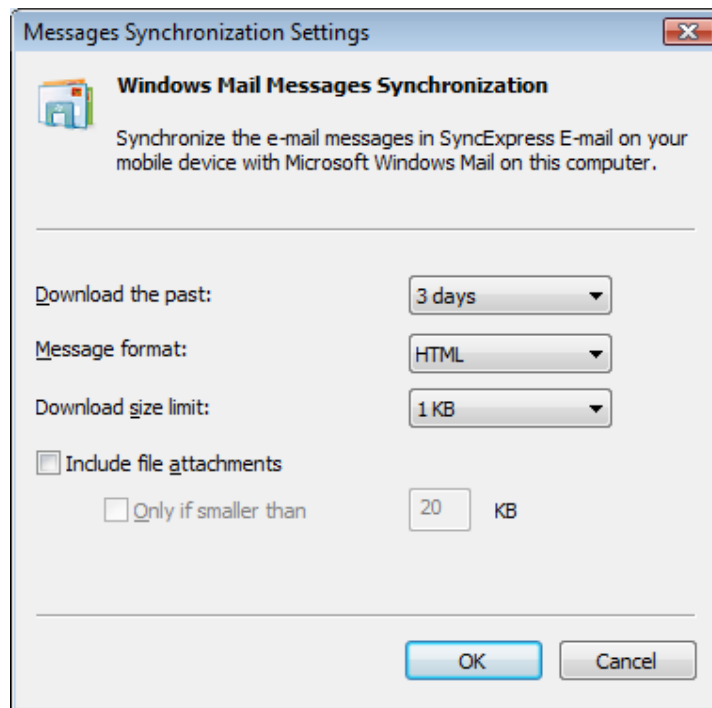
Phone	Home phone	Home tel
not synchronized	Home2 phone	Home2 tel
Fax	Home fax	Home fax
Cell Mobile	Mobile phone	Mobile tel
Website Web page	Web page	Web page
<i>Work Business</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Company	Company	Company
Street Street address	Street (work addr)	Street (work addr)
City	City	City
State/Province	State/Province	State
Postal Code ZIP code	ZIP	ZIP
Country/Region	Country/Region	Country/Region
Default	not synchronized	not synchronized
Job title	Job title	Job title
Department	Department	Department
Office	Office loc.	Office loc.
not synchronized	Company phone	Company tel
Phone	Work phone	Work tel
Fax	Work fax	Work fax
Pager	Pager	Pager
IP phone (<i>Address Book only</i>)	Work2 phone	Work2 tel
Web page	not synchronized	not synchronized
not synchronized	Assistant	Assistant
not synchronized	Manager	Manager
not synchronized	Assistant phone	Assistant tel
not synchronized	Car phone	Car tel
not synchronized	Radio phone	Radio tel
not synchronized	Account name	Account
not synchronized	Customer ID	Customer ID
<i>Family Personal</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Spouse/Partner Spouse	Spouse	Spouse
Children	Children	Children
Gender	not synchronized	not synchronized
Birthday	Birthday	Birthday
Anniversary	Anniversary	Anniversary

<i>Notes Other</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Notes	Notes	Notes
Group membership	<i>not synchronized</i>	<i>not synchronized</i>
<i>not synchronized</i>	Categories	Categories
NetMeeting	<i>not synchronized</i>	<i>not synchronized</i>
Digital IDs	<i>not synchronized</i>	<i>not synchronized</i>

- On Windows 2000/XP, Address Book supports multiple identities; only the “current” identity is synchronized by SyncExpress.
- All contacts in all folders (including the shared contacts folder) are synchronized; unlike earlier SyncExpress versions, it is not possible to filter out selected contacts or folders.

4.2 Outlook Express / Windows Mail synchronization considerations

- Synchronization of folders and subfolders other than Inbox and Outbox is not supported.
- With Microsoft Outlook Express / Windows Mail it is possible to read and compose HTML messages. With SyncExpress, HTML messages are supported on Windows Mobile 6 or later devices only; on Windows Mobile 5, HTML messages will be transferred as plain text messages. Images and formatting are lost in the conversion.
- Messages in mobile device Outbox folder are moved to Microsoft Outlook Express / Windows Mail Outbox folder. If there are multiple email accounts, the default account is used to send the message.
- HTML (such as Hotmail, Yahoo or MSN) and IMAP accounts cannot be synchronized; however, you can manually copy to the local Inbox message(s) you want to synchronize.
- On Windows 2000/XP, Outlook Express supports multiple identities. SyncExpress synchronizes the Inbox folder belonging to the Identity that has been selected as "default when a program cannot ask you to choose an Identity". This option is available in Outlook Express under File | Identities > | Manage Identities... and is the last drop-down list in the window. If you change this option, all synchronized messages in the device will be deleted and replaced with messages in the Inbox folder of the new Identity.



- To save space on the device SyncExpress can filter the messages to synchronize. The following options are currently active by default for Outlook Express / Windows Mail synchronization:
 - Only messages received in the past 3 days are copied to the device
 - Message format is HTML (Plain text for Windows Mobile 5 devices)
 - Messages longer than 1 KB are truncated
 - File attachments are not included.

To change the synchronization options:

- In ActiveSync: click “Tools” and select “Options...”; in the options window select Outlook Express and click “Settings...”.
- In Windows Mobile Device Center: click “Mobile Device Settings”, then click “Change content sync settings”; in the Change content sync settings pane, click the “Sync settings” link under the Windows Mail label.

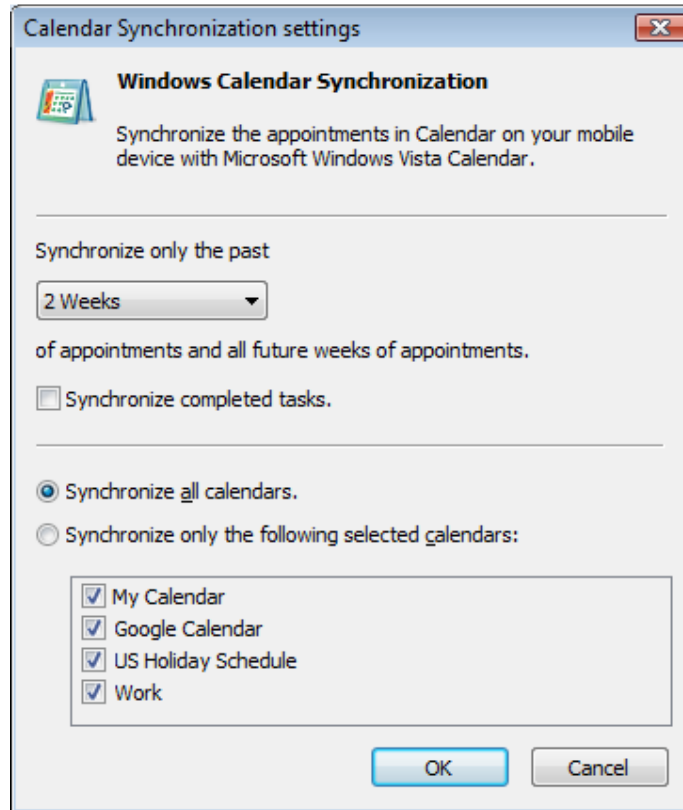
4.3 Windows Calendar synchronization considerations

- Fields available in Pocket Outlook Calendar and Taska do not match perfectly with those in Windows Calendar. This is the mapping between the fields:

Windows Calendar field	Pocket Outlook field	
<i>Appointment</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Summary	Subject	Subject
Location	Location	Location
Calendar	Categories	Categories
URL	not synchronized	not synchronized
All day appointment	All day event	All day
Start	Start date, Start time	Starts
End	End date, End time	Ends
Recurrence	Occurs	Occurs
Reminder	Reminder	Reminder
Attendees	Attendees	Attendees
Notes	Notes	Notes
not synchronized	Status	Status
not synchronized	Sensitivity	Sensitivity
<i>Task</i>	<i>Windows Mobile Standard</i>	<i>Windows Mobile Professional</i>
Summary	Subject	Subject
Calendar	Categories	Categories
URL	not synchronized	not synchronized
Completed	Status	Status
Priority	Priority	Priority
Start	Start date	Starts
Due date	Due date	Due
Reminder	Reminder	Reminder
not synchronized	Occurs	Occurs
Notes	Notes	Notes
not synchronized	Sensitivity	Sensitivity

- Subscribed calendar (such as Google Calendar) can be synchronized from Windows Calendar to the mobile device; however, since these calendars are “read-only” in Windows Calendar, changes and deletions made on the mobile device are not synchronized back to the desktop / notebook PC.
- When SyncExpress synchronizes changes from the mobile device to the desktop PC, new, changed or deleted appointments and tasks may now become immediately visible in Windows

Calendar. Click the calendar view or the task list to force a refresh of the Windows Calendar content.



- To save space on the device SyncExpress can filter the appointments and tasks to synchronize. The following options are currently active by default for Windows Calendar synchronization:
 - Only appointments in the past 2 weeks are synchronized with the device
 - Completed tasks are not synchronized
 - All calendars (including subscribed, read only calendars) are synchronized.

To change the synchronization options, open Windows Mobile Device Center:

- Click "Mobile Device Settings", then click "Change content sync settings"; in the Change content sync settings pane, click the "Sync settings" link under the Windows Calendar label.

4.4 Synchronization troubleshooting

Windows Mail and Outlook Express: if an item was deleted by mistake, you can normally recover it from the Deleted items folder of the local Inbox.

Windows Contacts: any contact card deleted by mistake can be normally recovered from the Recycle Bin.

Windows Calendar and Address Book do not have a built in "Deleted items" folder or Recycle Bin; therefore, SyncExpress includes an automatic backup feature: a copy of the existing data file is

saved automatically whenever synchronization starts; the copy is stored under

Windows 2000/XP:

C:\Documents and Settings\<<user name>>\Local Settings\Application Data\Syncdata\SyncExpress

Windows Vista:

C:\Users\<<user name>>\AppData\Local\Syncdata\SyncExpress

Up to 8 copies of the data file are retained. To restore the old data file, simply delete the current data file and copy the backup file to the original location.

Normally the original location of the files is:

Address Book:

C:\Documents and Settings\<<user name>>\Application Data\Microsoft\Address Book

Windows Calendar:

C:\Users\<<user name>>\AppData\Local\Microsoft\Windows Calendar\Calendars

5. Uninstalling SyncExpress

5.1 Uninstall SyncExpress from the PC

To uninstall SyncExpress from your desktop or notebook computer:

1. Click the **Start** menu and select **Control Panel**
2. Run the **Add or Remove Programs** application.
3. Browse the list of the currently installed programs and select **SyncExpress 4 (remove only)**.
4. The uninstall program will start and remove SyncExpress from your desktop or notebook computer.

5.2 Uninstall SyncExpress from the mobile device

To uninstall SyncExpress from your Windows Mobile Standard device:

1. Disconnect the device from your desktop or notebook computer.
2. Press the left soft-key **Start** and browse the list until you find the **Settings** icon.
3. Press the action key to run the Settings program, and browse the list of available settings up to the **Remove Programs** application.
4. Press the action key to display the list of programs that can be uninstalled and select **Syncdata SyncExpress**.
5. Press the action key again: SyncExpress will be uninstalled from the device.

To uninstall SyncExpress from your Windows Mobile Professional device:

1. Disconnect the device from your desktop or notebook computer.
2. Tap the Windows Mobile **Start** icon on the top left corner of the Today screen and select **Settings**.
3. In the Settings list, click the **System** tab and browse the list of available settings up to the **Remove Programs** application.
4. Click the **Remove Programs** applet to display the list of programs that can be uninstalled and select **Syncdata SyncExpress**.

Note that, when uninstalling SyncExpress from the mobile device, the SyncExpress mailbox is removed as well: all messages in the SyncExpress account are deleted and cannot be recovered.

