



## **PocketMac® GoBetween™ 1.0 Installation & Setup For Macintosh**

PocketMac GoBetween Website:

<http://www.pocketmac.net/gobetween.html>

E-mail: [PocketMac@PocketMac.net](mailto:PocketMac@PocketMac.net)

Technical support: <http://www.PocketMac.net/support.htm>

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# 1 What is PocketMac GoBetween™?

PocketMac GoBetween is an iSync plug-in that allows you to sync Entourage data to iSync-supported mobile devices. It works by copying Entourage tasks, calendar events, and contacts to the OS X Address Book & iCal. iSync will then sync the data in the OS X Address Book & iCal to your mobile device directly.

## 2 Getting Started...

This manual is designed to offer a complete tour of PocketMac GoBetween™. So, let's get started...

### 1.1 Basic System Requirements

Please ensure that your system meets the following basic requirements before using PocketMac GoBetween.

- OS X 10.2.6 and above
- iTunes 4.x
- Entourage 10.1.4 or better

If it does, we're all set to go!

### 1.2 Install/Uninstall

**Please note:** You can install PocketMac GoBetween on up to 2 Macs.

To install PocketMac GoBetween on your Mac, unpack the SIT or HQX file you downloaded and double-click on the GoBetweenInstaller icon.



**Please Note:** Please save this installer as it will be used if you want to uninstall this program at a later date.

PocketMac GoBetween installation requires administrative privileges, so you are next prompted to enter your password or phrase.

This is the username/password you created when you set up your Mac for the very first time.



If you are attempting to install PocketMac GoBetween using an account on your Mac that does not have administrative privileges, installation will fail at this point. You must install PocketMac GoBetween using a user account on your Mac that has administrative privileges.

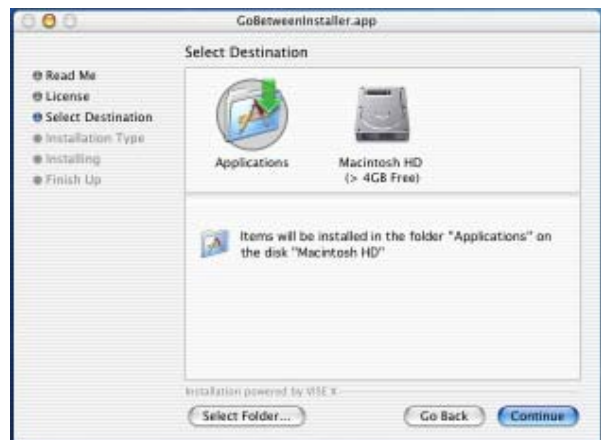
When the setup program starts, you'll be asked to look over the license. Once you've read over the agreement and if you agree to the license, just click the "Continue" button.



When you press the "Continue" button, you'll be asked to "Agree" or "Disagree" with the license. If you agree, press "Agree".



Once you have agreed to the license, the PocketMac GoBetween installation screen appears. This screen lets you select the location on your Mac in which the PocketMac GoBetween software is installed. The default location is the "Applications" folder on your main hard drive. We recommend that all users install PocketMac GoBetween to this location; only advanced users should select a different location.



At the bottom of the PocketMac GoBetween installation screen, the "Install" option is selected by default. To start the installation, click on the "Install" button on the lower right side of the installation screen.



Once you've installed the software, click the "Quit" button and you're all set!



If you should later decide to *uninstall* PocketMac GoBetween, double-click on the PocketMacGoBetween installer icon. You will be prompted for your Mac system password; enter it. When the PocketMac GoBetween installation screen appears, select "Uninstall" from the dropdown menu box in the upper left side of the PocketMac GoBetween installation screen. Next, click "Uninstall" from the lower right side of the PocketMac GoBetween installation screen. When install has concluded, select "Quit" from the lower right side of the screen.

## 3 Launching PocketMac GoBetween for the First Time

### 3.1 Launching & Registering PocketMac GoBetween

To start PocketMac GoBetween, go into your "Applications" folder and start iSync. GoBetween installs itself as an iSync plug-in.

To customize PocketMac GoBetween, click on the "GoBetween" icon. This will allow you to change all the options to meet your specific needs and to decide if you want all, or only some of the sync options.

In the center of the iSync window, the main options for PocketMac GoBetween appear. They are as follows...

- 1) Contacts—click the checkbox next to this option to enable the syncing of your Entourage Contacts to the OS X Address Book.
- 2) Calendar—click the checkbox next to this option to enable the syncing of your Calendar events to iCal.
- 3) Tasks—click the checkbox next to this option to enable the syncing of Tasks to iCal.
- 4) Sync reminders—this is a somewhat advanced option.

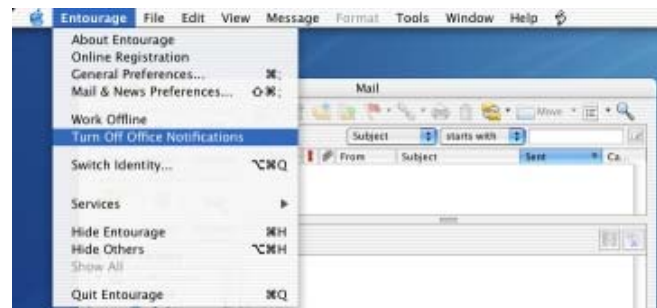
**Please Note:** this option will enable a reminder to be set in iCal for your Calendars & Tasks, but the potential exists for you to be warned twice for the same appointment—once in Entourage and once in iCal. See the hint following to specifically avoid duplicate event warnings.

Once you have enabled the options you want to sync, click either of the "Sync Now" buttons (at the top left hand corner or directly under the options you've just enabled).



### **Special Instructions To Avoid Duplicate Reminders:**

If you decide to enable the syncing of reminders and want only one reminder for each calendar or task event, open Entourage. Then under the "Entourage" menu, click the "Turn Off Office Notifications" menu item. This will mean that now, only iCal will be warning you about appointments. In essence you've avoided being warned twice about the same calendar or task item.



Before you start your first sync, you'll be asked to register the software.

**Please note:** You must have an active Internet connection to register this software.

You can register the software by entering your name, email address, and the serial number from the confirmation email you received as part of the purchase process. [Click here to have your confirmation email resent.](#) (Please note that serial numbers are case-sensitive. This means that "xyz" is not the same as "XYZ" nor "xYz", etc.) **We highly recommend copying (Ctrl + "C") from the confirmation email and pasting (Ctrl+"V") the serial number to ensure no errors in transcribing it.**



The Register Software window will connect to the Internet and "activate" the software for this Macintosh. Your serial number can be activated on a maximum of two Macintoshes.

When you're done entering your registration information, click the Register button to activate the software. You will get a "Thank you for your purchase" message to confirm your software is registered.



Once you register PocketMac GoBetween, it will automatically start syncing.

PocketMac GoBetween is a 2-way sync program, meaning changes you make in Entourage data will be reflected in iCal/OS X Address Book and changes you make in iCal/OS X Address Book data will be reflected in Entourage.



After PocketMac GoBetween runs, data that is in Entourage (in the case of these screenshots, Entourage contacts) will be synched to iCal & OS X Address Book.



The changes will populate through the OS X Address Book (see accompanying screenshot) and through out...



...iCal.



\*Please note that GoBetween does not support exceptions to recurring appointments.

## 4 Connect Your Mobile Device To Your Mac

The next step is just to connect your mobile device to your Mac, run iSync and all the Entourage data you've synched to the OS X Address Book & iCal will be synched with your iSync-supported device. You're all set!!

## 5 Troubleshooting – Common questions

1. *Sometimes it takes more than one sync for new Entourage data to get fully synched to my phone.*

This is possible if there have been a number of new items/changes since the last sync. Because GoBetwen doesn't sync directly to the phone, and rather syncs between Entourage and iCal/Address Book, some changes may take two syncs to fully replicate to the phone. You try the "Sync Now" button in the iSync preferences for GoBetween to avoid having to do two full iSync syncs.

2. *I moved a recurring appointment in Entourage, but it didn't move in iCal after syncing with GoBetween.*

If you moved the recurring appointment simply by dragging it from one day to another, Entourage probably didn't move the entire recurring sequence but rather just that particular instance of the recurring appointment, thus creating an "exception" to the appointment's recurrence pattern rules. This is not something GoBetween supports, and so the corresponding appointment in iCal does not move.

If you want to move the entire recurring sequence, it's best to open the appointment directly in Entourage and change its recurrence, day, etc. that way.

## 6 Support

If you need support for PocketMac GoBetween, please contact us through one of the following means:

- Through our website at <http://www.PocketMac.net/support.htm>. This form will get you in touch with our engineers who will be happy to help solve whatever might be wrong. Our turnaround time for most support requests is 24-48 hours.
- Through our support documents located at <http://www.PocketMac.net>

Most support issues can be easily resolved with an email or two, but we're happy to help even on more complex issues.

## 7 Thank you

Once again, thank you for your purchase. We thank you for being a part of a community that believes in supporting innovative software solutions.