



PocketMac 3.0 for Windows Mobile 5/6

Installation & Setup

PocketMac Website: <http://www.PocketMac.net>
Contact (Non-technical Questions): [Contact Us Page](#)

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

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1 Before you start - Configuring your Mac and Pocket PC

If you're new to PocketMac, welcome.

If you have used a previous version of PocketMac, Lite or Phone, then here are a few comments to get you started. In this version, there's no longer any need to configure ports or firewalls. Also, you do not have to manually install anything to your Pocket PC. Additionally, the look of PocketMac has changed quite a bit. All of the plug-ins have been completely rewritten, giving them dramatic speed improvements, as well as improved reliability.

This manual is designed to offer a tour of the new system, from the installation of PocketMac to the installation of new Pocket PC software. Let's get started...

1.1 Basic System Requirements

Please ensure that your system meets these basic requirements before using PocketMac. This can help to save time-consuming support incidents and make the overall experience much smoother.

IMPORTANT: WINDOWS MOBILE 2002 and 2003 DEVICES ARE NOT SUPPORTED IN THIS VERSION. PLEASE UNINSTALL AND USE VERSION 3.53 IF USING ONE OF THESE DEVICES.

To see what Windows Mobile Operating System your device is using,

1. Tap on the Start button with your Stylus, and then choose Settings.
2. Tap on the System Tab at the bottom of the Screen.
3. Tap on About
4. Look at the Section called "Microsoft Pocket PC." On the next line is the version number, like "5.20.1081 (build 13100)." The first number is the version number.
5. NOTE: If that number starts with any number lower than 5 on your device, then this version is not for you. This version is expressly made for Windows Mobile 5 and 6 users. Please refer to the uninstall directions to remove this software from your Mac if you have installed it already. And look for version 3.53 on our web site, on the Updates page.

This version of PocketMac works with Macs running OS 10.4.5 minimum through 10.4.9 (as of this writing). It works with **both Power PC and Intel** Macs.

1.1.1 Daylight Savings Time (DST) Update Required March 2007

In order for your dates to show up correctly in March 2007 and beyond, please download and install the update from here:

<http://www.microsoft.com/windowsmobile/daylightsaving/default.msp>

1.2 Database Software

1.2.1 Software Version Compatibility

If you are syncing with.... Make sure it's version.....

Entourage	Office X must be 10.1.6 or higher. Office 2004 must be 11.2.3 or higher
Address Book & iCal	Keep the software updated with regular Mac updates. We support OS 10.4 and above.
Now	4.5 or above
Daylite	3.0 or above

1.2.2 Database Maintenance Before You Sync

No matter how safe syncing is today, we are unable to control for situations where your computer may have an older, out of date or even corrupted database. You may have special characters, formatting or data that is not supported in the sync, or you may experience errors that lead to your choosing options that result in deleting all your records.

So, how do you prevent disaster? Simple:

BACK UP YOUR DATABASE!

In **Entourage**, you can do 2 things to back up your data:

1. **Rebuild Your Database**
 - a. Quit Entourage.
 - b. Hold down the Option Key, and while you hold it down, relaunch Entourage.
 - c. Run the Rebuild Database option.

This will automatically back up your database under your ~/Documents/Microsoft User Data/Office 2004 Identities folder. This has 2 important benefits: 1) backing up your data, and 2) rebuilding your indices so the sync data is fresh and clean.

If you have not done this before, and you have a lot of records, you will have a corrupted sync if you try to sync without properly maintaining your database.

Please calendar a monthly reminder for yourself to repeat that Rebuild. Your entire database will thank you for it, and reward you by working faster and cleaner.

2. **Export Your Data**
 - a. Click on File, and then Export
 - b. Select "Items to an Entourage Archive"
 - c. Check all the boxes in "Archive the following item types."
 - d. Click the Right Arrow
 - e. On the "Delete Archived Items?" page, choose **NO**, keep the items in Entourage after they are archived. And make sure there is a check mark in "Do not delete items belonging to another project or category."
 - f. If you get a warning about Address Book Groups, just click OK.

- g. In the Save As window, identify a location in your Mac to store this backup file, and give it a name. It will have the extension .rge, and for restoring later, Entourage will recognize that.

In **iCal** and **Address Book**, click on File, Back Up Database. In the Save As window, identify a location in your Mac to store this backup file, and give it a name. Click Save.

For **Now Contacts** and **Now Up-to-Date**, please follow your publisher's instructions for rebuilding and backing up your database.

1.3 Installation

To install PocketMac 3.0 on your Mac, double-click on the **PMforWM5.dmg** installer icon.

Double-click on the Install PocketMac icon in the display window to begin the installation.

NOTE: You will see an icon for Documentation; drag that to your Desktop at this time.



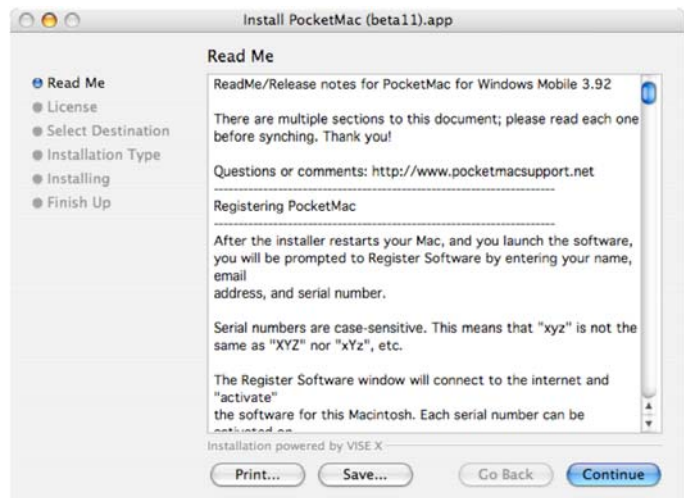
If you are attempting to install PocketMac using an account on your Mac that does not have administrative privileges, installation will fail at this point. You must install PocketMac using a user account on your Mac that has administrative privileges.

1.3.1 Read Me Page

Next, you will be presented with the Read Me notes. Please take a moment to read this important information. It discusses the requirements for registration, and some important techniques to make sure that goes smoothly for you.

You may print them out or save them as a text file for later review. See the buttons on the bottom of the screen.

Click Continue to proceed.



1.3.2 License

Please take a moment and review the license before you continue to install the program.

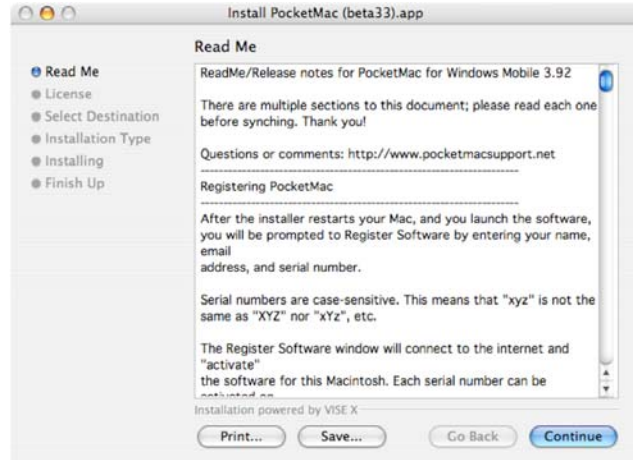
You may print them out or save them as a text file for later review. See the buttons on the bottom of the screen.

Click **Continue** to proceed.

Before the installation may be completed, you must acknowledge your agreement to install the software.

If you click Disagree, the installation will terminate, and you may contact PocketMac@pocketmac.net to discuss your misgivings about the license and request a refund.

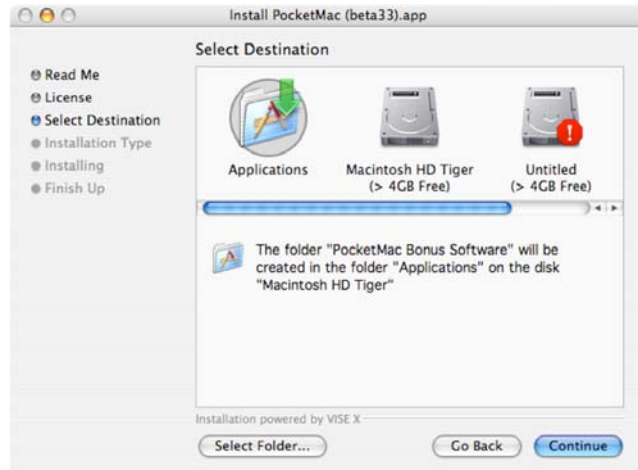
To accept the license terms and complete the installation, click **Agree**.



1.3.3 Select Destination

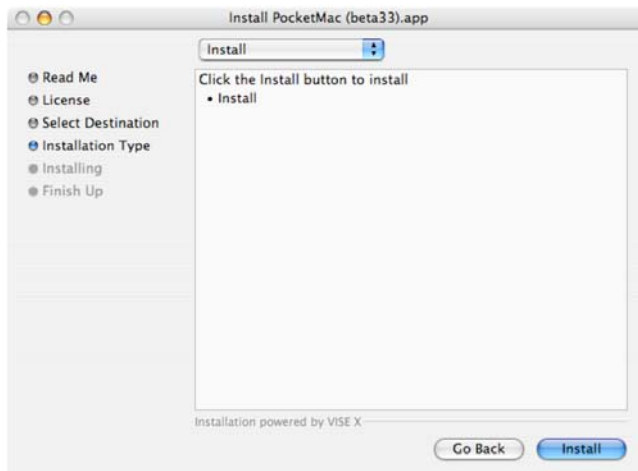
This screen lets you select the location on your Mac in which the PocketMac software is installed. The default location is the "Applications" folder on your main hard drive. We recommend that all users install PocketMac to this location; only advanced users should select a different location.

(The Select Folder button should only be used by Advanced users.)

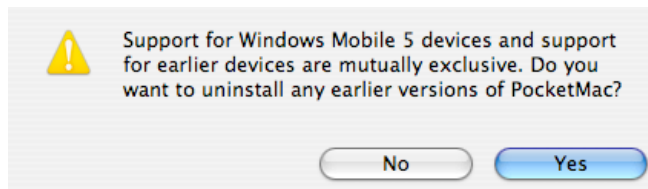


1.3.4 Install

At the top left of the PocketMac 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. When the installation is complete, you will be prompted to restart your Mac.

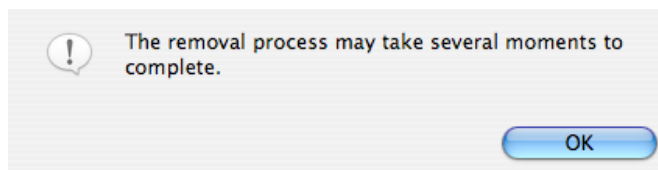


The first warning you will receive is a notice that PocketMac for Windows 5 requires exclusive installation on the Mac. It is not compatible with prior versions or devices. It offers to uninstall the previous version for you.



If you previously used version 3.0 PRO, click **Yes**.

If you choose **Yes**, it will pause for an extended time while it evaluates your system before uninstalling the prior version. Click **OK** to confirm, and then it could be 2 minutes to 30 minutes, depending on your system. It may look like a freeze, but it is working. Be patient.



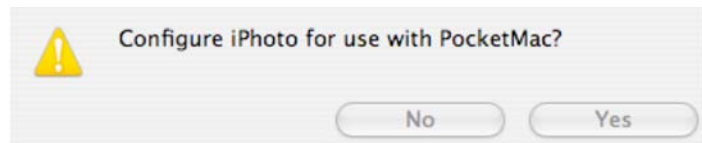
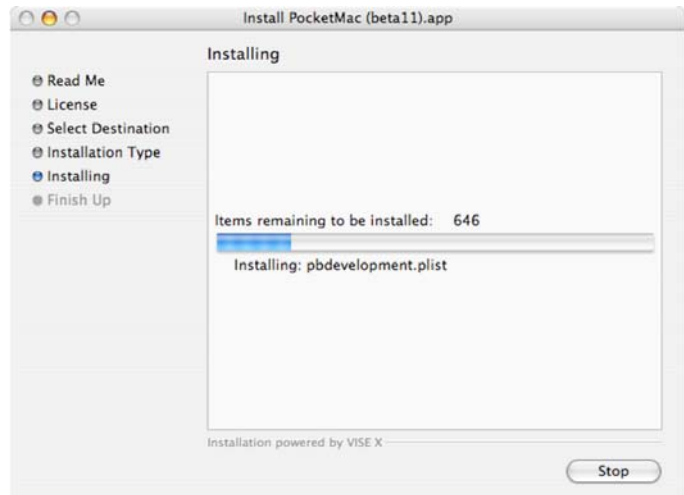
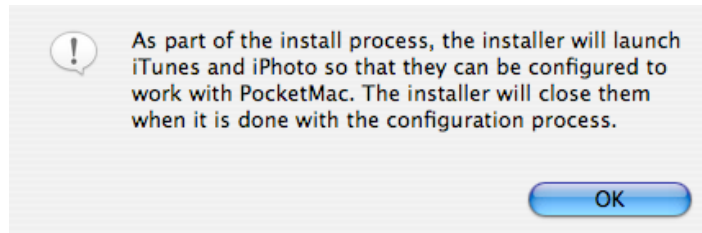
The next warning you will receive is a heads-up that PocketMac will be opening iTunes and iPhoto during installation to add a special folder. On some Macs, the system isn't able to close them when finished. If that occurs with your Mac, simply close iTunes and iPhoto.

Once the installation resumes, you will see the files counting down from over 700 as each file is installed in your Mac. Don't interrupt the installation. The files are all listed in the install.log for future reference.

NOTE: IF you haven't opened these programs since you ran your last update, you will need to acknowledge their license agreements in order for PocketMac to continue. To skip adding the folder, click No.

Otherwise, when you click Yes, PocketMac will open the programs and add a PocketMac Mobile Photos and PocketMac Mobile Tunes folder.

NOTE: Be aware that while PocketMac can move any file you put in these folders, your Pocket PC will only be able to play MP3 songs, and is not able to play native iTunes format songs. Please be aware of that, and only place MP3 versions of music into your PocketMac folder. (P.S. it is illegal for us to attempt to convert iTunes format to MP3 for you; Apple Corp. has not licensed anyone to do that.)



1.3.5 Device Locator Assistant

The Device Locator Assistant helps you create a new device driver on your Mac for PocketMac to communicate to your device. It will read the device information from your device to do this.

Make sure your device is connected to the USB Port of your Mac and turned on.

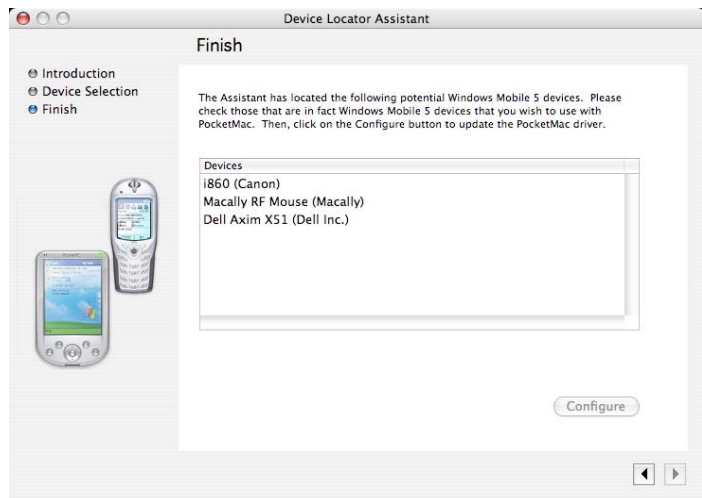
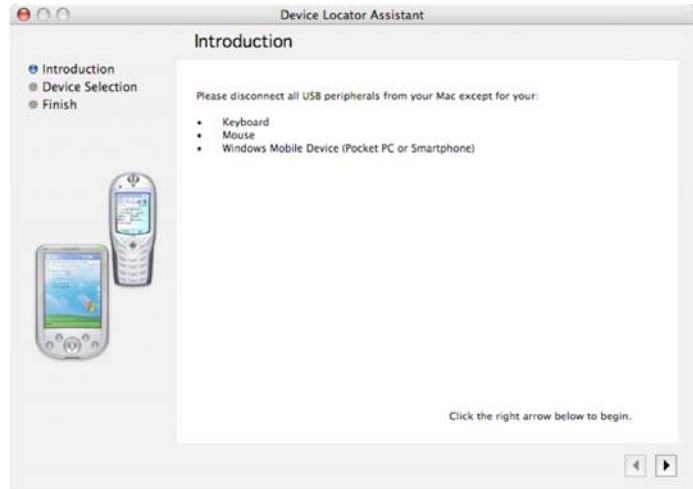
Disconnect all other USB peripherals, especially phones, Palm devices and everything else that might interfere. Click on the right-facing **arrow** to begin.

NOTE: If this application does not start automatically, please start **PocketMac Device Locator** manually. You can find it in the PocketMac Bonus Software folder of your Mac.

The Device Locator identifies any number of possible devices connected to USB. Select the one that is most like your Pocket PC. Here you see a printer, a mouse, and a Dell Axim X51.

You might have a general item such as “RNDIS” device instead of something as clear as “Dell Axim 51 (Dell, Inc.)” as above. Some manufacturers use very generic terms. So, you may need to use logic to figure out which entry refers to your Pocket PC.

Click to select the device to set up, and click **Configure** to set it up.



Look at the screen on your device. If you have a Smartphone, your device will have a smaller screen, with icons along the top, and the word "Profile" near the bottom. Use the icon on the left for a Smartphone.

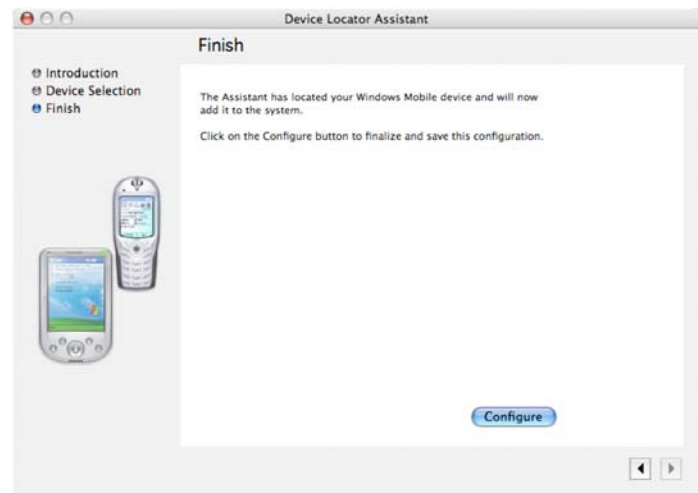
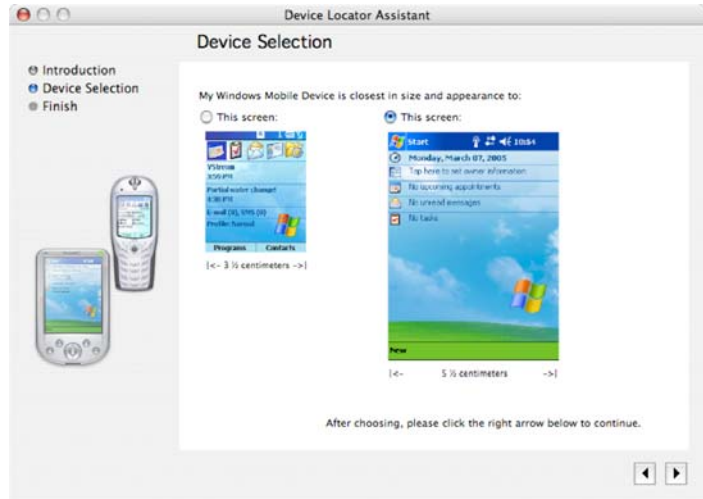
NOTE: These sizes are estimates. The appearance of the screen is what is important.

If you have a Pocket PC or a Pocket PC Phone, your icons are typically displayed along the left side, and the screen is typically bigger. Use the icon on the right for a Pocket PC or Pocket PC phone.

If the program can see your device, you will be given a **Configure** button. Click that now.

If the program cannot see your device, it will tell you to connect one. Make sure you have a solid connection, and that you are using a main USB port (not a secondary one in the keyboard or display, and not in a passive hub). Check the firmness of the connector or cradle on your device; these tend to be springy and loose. Try the configure button again.

Once the driver is made, the Device Locator Assistant will advise you. Click OK to continue.



Click Restart to reboot the Mac.

We recommend you soft-reset the device as well. Your handheld user guide can assist with this process.



After the reboot, if PocketMac does not start automatically and begin the Registration process, you can start it yourself. See **Launching PocketMac for the First Time**.

1.4 Connecting your Pocket PC

There is 1 way to connect your Pocket PC to your Mac with PocketMac:

1. USB Cradle/cable
2. TCP/IP Network connection [NOT ACTIVE IN THIS VERSION]
3. Bluetooth [NOT ACTIVE IN THIS VERSION]

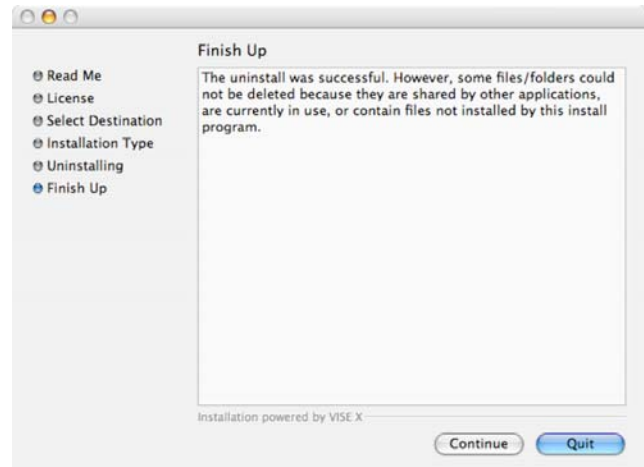
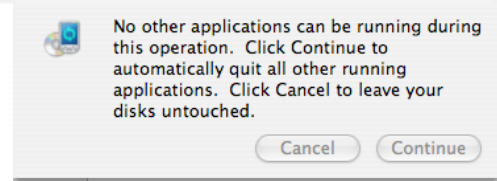
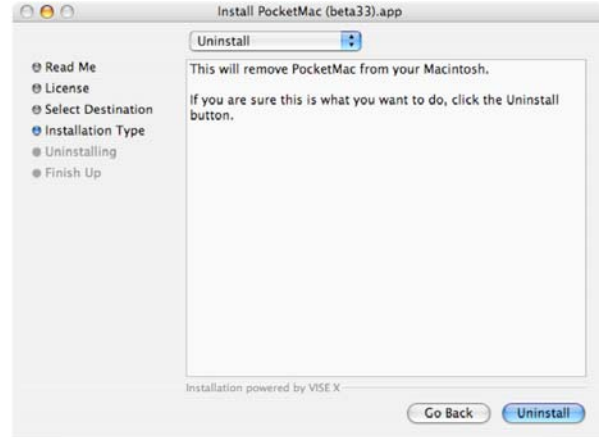
Please note that when disconnecting and then reconnecting a device, it's necessary to wait approximately 15-20 seconds between connections so that PocketMac can "clean up" its old connection files and get ready for the next connection.

NOTE: For this version, only USB is activated.

1.4.1 USB Cradle/cable

Universal Serial Bus (USB) is probably the most common way to connect a Pocket PC to a Mac. Most Pocket PCs today come with a cradle that has a USB cable attached to it or USB cable that plugs directly into the bottom of the Pocket PC.

5. Next, click "Uninstall" from the lower right side of the PocketMac installation screen.
6. Click Continue to allow the uninstaller to close your other applications. If you have any concerns, please close the other applications and save your work before you proceed.
7. The uninstaller will use the Install Log to remove the files it has placed on your Mac.
8. When install has concluded, select "Quit" from the lower right side of the screen.



1.5.1 Files and Folders Left Behind on the Mac

The Uninstaller leaves certain files and folders behind to protect your data. This is because most often, uninstalling the software is done as part of a troubleshooting way to clean up files that may not have been installed properly due to permissions problems on your hard drive, or due to other programs being launched that compete with PocketMac.

Therefore, about 95% of the time, you want to preserve your activation data and your sync backup data. Without that sync backup data, the next time you sync, the system may not recognize the duplicates on your device, and will treat them as new entries in your Mac software. That can take a long time to clean up.

If you are going to remove PocketMac from your system completely, including erasing the sync backup files and all the configuration files, search on the word PocketMac in your finder, and trash all the files you locate. Then restart the Mac again, and all will be gone.

1.5.2 Files left behind on the Pocket PC

PocketMac installs a program called “pmproimp” in the \Windows folder of your Pocket PC or Smartphone. To remove it manually, use the File Explorer on the Pocket PC.

- When you first open this program, you will see the folder “My Documents” in the heading area. Tap on that “My Documents” name, and then choose “My Device” to look at the root folder.
- Tap on the Windows folder to open it.
- Scroll down to locate pmproimp.
- Tap and hold on the name pmproimp to pop up the menu.
- Tap on Delete to remove the file.
- Do a soft reset on the device (in most cases, insert the stylus briefly into the hole in the back of the device to reset it).

1.6 Firewalls, File Sharing and PocketMac

Earlier versions of PocketMac required manual configuration of firewalls on the Mac, but PocketMac 3.0 takes care of all of this for you. During PocketMac installation, the PocketMac installer detects the system firewall and configures it for use with PocketMac.

If you are unable to synchronize your Mac with your Pocket PC device, or if you install or reconfigure one of these firewalls on your Macintosh subsequent to PocketMac installation, it may be necessary to automatically configure your firewall.

Should it be necessary to manually configure your firewall, they are included as an appendix to this document.

1.6.1 Products with file-sharing features

Many products today offer the ability to share files; that is, if we're running a copy of FileMaker Server or Dave software on one Mac, we can access the FileMaker or Dave software on another Mac through the software applications file sharing features.

Products that may have file-sharing features that could interfere with PocketMac include:

- FileMaker (Server)
- Dave

This is by no means an extensive list, however.

Please note that this is more intended as a general notice that such a product may or may not interfere with PocketMac. We believe it's quite possible that these applications can be configured to coexist with PocketMac.

If you suspect this may be a problem, make sure you quit those applications. Attempt to run PocketMac, and if it runs and connects to the device when the application isn't running, then we know there is a conflict of some kind. Let us know at <http://www.pocketmac.net/support.htm> and we will do our best to help figure out how to make them coexist peacefully.

1.6.2 Products that Conflict with PocketMac

Any product that uses the USB connection to communicate to a similar device will likely prevent PocketMac from running. That includes any Palm sync software, or any sync software by other Pocket PC sync companies. You must make sure that you quit those applications before attempting to use PocketMac. Ideally, you would uninstall them so they cannot load conflicting drivers in the background. Make sure to restart the Mac after you uninstall those applications so that their drivers will be removed from memory.

2 Launching PocketMac for the First Time

We recommend launching and configuring PocketMac before connecting your device when starting it for the first time. This way, you can do all of the configuration work, and then connect your Pocket PC.

The first time you start PocketMac, you will be prompted for your registration information (see below). If PocketMac doesn't start on its own, please click on the following icon on your Desktop:





2.1 Entering the Registration Information

When PocketMac is launched for the first time, it will ask for the registration information by displaying the "Register PocketMac Software" screen, as shown here.

You can register the software by entering your name, your email address, and the serial number you received as part of the purchase process.

You can tell this status application is running because it places a PocketMac status menu in the Mac toolbar on the upper right side of your Mac desktop, near the clock, volume, etc. When

connected, it looks like this:  When disconnected, it looks like this: 

2.1.1 Where Can I Find the Serial Number?

A valid serial number can be found in the Confirmation Email that includes your receipt. Please look at the itemization section to see the Pocket Mac Pro, Lite or Phone Serial Number. A valid serial number looks something like this:

338PRO3001-DB73-2KJL-FFJ4-354B-0M8

Please do not use the sample serial number above as it will not activate your purchase!

Please note that serial numbers are case-sensitive. This means that "xyz" is not the same as "XYZ" nor "xYz", etc. It's also critical to be able to tell the difference between the number 0 and the capital letter "O." (HINT: There is only one letter "O" in the sample serial number listed above.)

For best results, we recommend that you open the email and use your mouse to highlight the serial number, and copy and paste it. **To copy:** Press Apple Command plus the letter C (Command+C) to Copy the serial number into your computer's clipboard memory.

To paste: Click your mouse into the Serial Number field of the Register Software window. Press Apple Command plus the letter V (Command+V) to Paste the serial number into the Serial Number field. Make sure there are no blank spaces before the serial number or after it. Then, click Register to Activate the software.

2.1.2 Activation

The Register Software window will connect to the Internet and "activate" the software for this Macintosh. Each 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.

PocketMac will automatically quit if the Register Software window is unable to activate the software. To try again, click on the desktop Alias called "Double-Click for PocketMac." Then click on the PocketMac icon in your menu bar at the top of the screen, and click "Show PocketMac." That will restart the license process. If you don't see any registration screen opening, make sure you close all other applications or park them in your Dock temporarily. The license window may pop up behind other active windows.

2.1.3 Activation Error: Serial Number Installed on Another Computer

If you have installed PocketMac twice before using the same serial number, you may have used all your activations. If this happens, please contact our support team at <http://www.pocketmac.net/support.htm> to get an extension or purchase additional licenses.

2.1.4 Activation Error: Serial Number Not Valid

This usually occurs if you are attempting to type the serial number, and one character was miskeyed. Or, if you used the copy and paste method, you may have had a blank space at the beginning or end of the serial number. The computer can see it, unfortunately. Try the

activation again, and be sure to click into the serial number at the very end and Delete any spaces after the number.

2.1.5 No Internet Connection Available

If your Mac does not have an Internet connection available, you can still activate using another computer. To do so, you will need to be able to accurately print out a code number called an Installation ID. Some people, in order to avoid transcription errors, prefer to save both the text of the Order Confirmation email, which has your serial number in it, and the resulting Activation ID, on a USB thumb drive. That makes it easier to shuttle the data to another computer without the kind of retyping mistakes that can be so frustrating.

Here's how to do it:

1. In the registration process, the license program will see that there is no Internet connection and ask if you would like to activate manually. Click OK.
2. It will produce an Installation ID. Either write that down, or better, copy and paste it into a TEXT file (e.g. with TextEdit application), and save that file on your desktop.
3. Copy that Text file to a USB drive, and take it to another computer that is connected to the Internet.
4. Visit the Manual Product Activation Page.
<https://store2.esellerate.net/store/support/ManualActivation.aspx>
5. Copy and paste the Installation ID into the field on the screen, and click Submit.
6. The site will show you an Activation ID.
7. Copy and save that activation ID in another Text file (use the copy and paste method above, and a TextEdit program on the Mac, or Notepad on a PC. Save that on your USB drive.
8. Take the USB drive to the Mac, and copy and paste the Activation ID into the Mac. Now you will be able to sync with PocketMac and that Macintosh.

If you have any difficulties with getting the Activation ID from the site, such as a message that your Installation ID was invalid, please return to the Mac, and use only the copy and paste method to transfer your PocketMac Serial Number into the registration screen. If you are typing it, the #1 most common problem is that it is being miskeyed, or there may be an extra blank space at the beginning or end after copy and pasting the serial number. So, be patient, try that again, and avoid personally typing any of these long code numbers if you can help it.

If you still can't get it to work, please contact us through our free web-based support site, here:

<http://www.pocketmac.net/support.htm>

2.2 Troubleshooting Connection Problems (PocketMac Icon remains dark)

Some users, for a variety of reasons, experience difficulty connecting to the device even after they have firmly connected the USB cable, the Device Locator has successfully identified the device, and the software is activated. The most common issues we have found involve blocking

from previously installed programs, and setting up the networking connection between the device and the Mac. Here is how you can check these two conditions manually to see if you can make the connection activate itself.

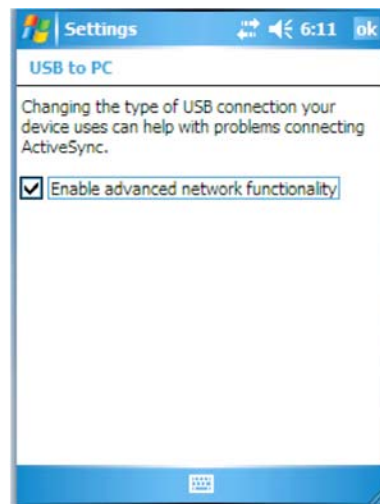
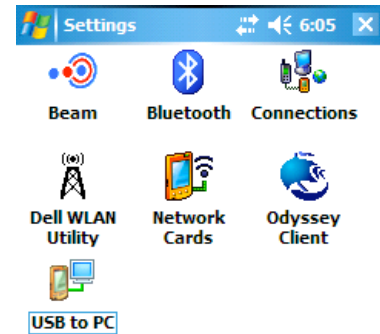
2.2.1 Change USB to PC Settings on Device

Not all devices have a setting to enhance the USB to PC network connection, but the Dell Axim X51 does. In case you want to try this, it may help:

From the main screen of your Pocket PC, tap **Start** and then tap **Settings**.

On the Settings page, tap the **Connections** tab at the bottom.

Finally, **double-tap** to open the **USB to PC** setting (if you have one...not all Pocket PCs do.) It's highlighted here with a box.



Although it is still not certain which type of connection is affected by this, we've had some people tell us that the connection with the Mac worked when they "unchecked" the box. For two of our techs in single-user environments, it worked when we "checked" the box. Some documentation indicates the feature would be checked in environments where networking is in use.

You may try it both ways. If you find it unchecked, tap the box to check it, then click OK. Disconnect the device for about 10 seconds, then reconnect it with PocketMac open. Wait 1-2 minutes to see if the PocketMac icon turns white.

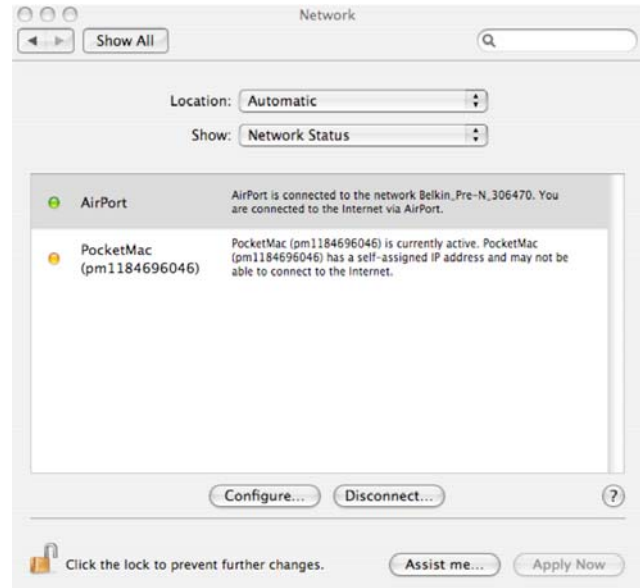
Or try turning it off if you found it checked.

2.2.2 Renew your Mac's DHCP Lease

Windows Mobile 5/6 handhels communicate with their host computer via a virtual network connection. To establish this connection, your handheld should provide your Macintosh with an IP address for communication. In environments where you handheld may be used with multiple computers, or in an instance where the handheld does not automatically assign an IP address, you can have the Mac request a new IP address from the handheld.

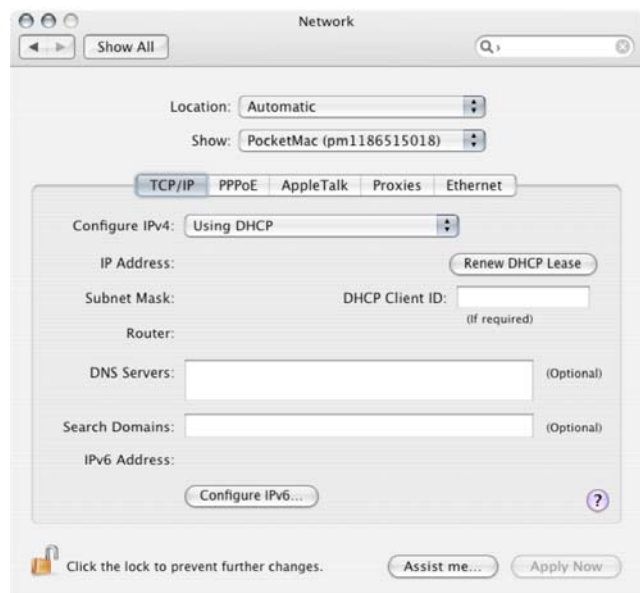
With your device connected and turned on, open the Network Preferences screen by clicking on the Apple Menu, then System Preferences, and then Network.

If your Network screen does not show a list similar to that on the right, activate the “Show” drop-down menu and select “Network Status”. If you do not see a PocketMac port in the list as shown on the right, refer to section 2.2.3. Click the PocketMac port, and then click “Configure”.



After clicking “Configure” you should be shown the TCP/IP tab of the PocketMac connection. If not, select this tab. If your handheld has not assigned your Mac an IP address, the fields will be blank as shown. Note that if your Mac is using an invalid IP address, you may still see numbers already on this page. In either case, activate the “Renew DHCP Lease” button. You should see the boxes populate with a new IP address.

After this completes, please click the “Apply Now” button at the bottom of the window and accept and prompts OS X displays about the change. The connection should now establish within a few seconds, but may take up to two minutes.



If a connection still cannot be established, please refer to section 2.2.4 to check your AppleTalk settings.

2.2.3 Apple Menu, System Preferences, Network

With your device connected and turned on, open the Network Preferences screen by clicking on the Apple Menu, then System Preferences, and then Network.

Sometimes, merely opening this screen will allow PocketMac to add its own port. It's normal to have a yellow button next to the PocketMac port when it's created and working properly.

You may be asked for your permission to add the port. If so, answer YES.

Click **Apply Now** if the button becomes active.

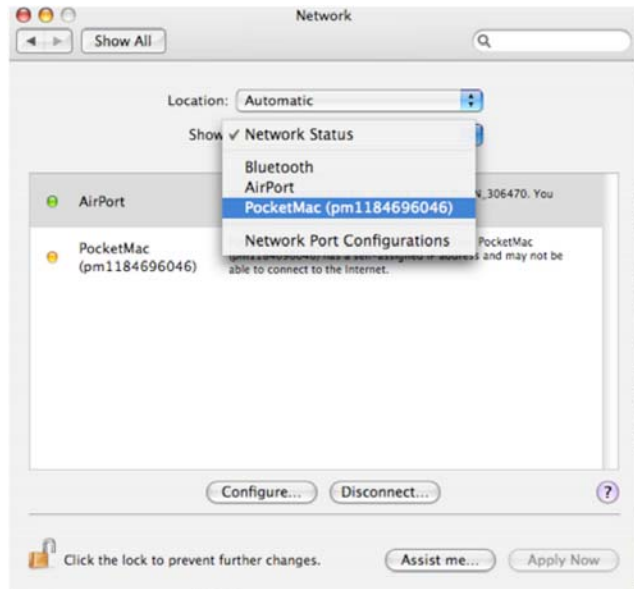
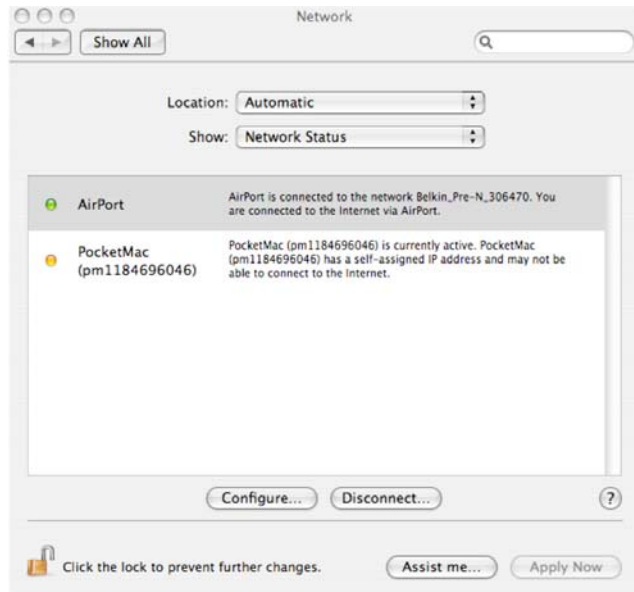
Wait 1-2 minutes to see if the PocketMac icon turns white on its own. If so, you may close the Preferences screen and you're done. Continue with the rest of this chapter.

If not, proceed to examine the AppleTalk settings below.

2.2.4 Review PocketMac Port AppleTalk Setting

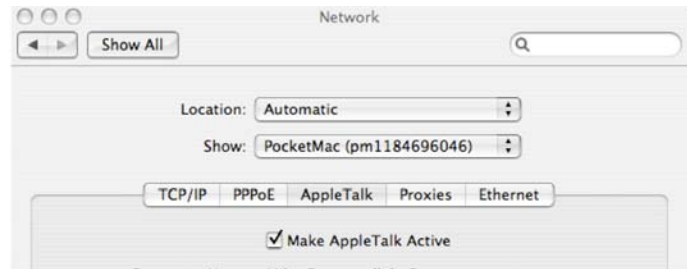
Some users may need to make one more change, particularly if the network settings are locked on your Mac.

In the **Show** dropdown box, select the PocketMac port.



On the PocketMac port network details screen, click on the **AppleTalk** tab in the middle to select the AppleTalk settings screen.

If it is unchecked, click to place a check mark in the box called “**Make AppleTalk Active.**” The box is located right below the row of tabs.



If the **Apply Now** button becomes active, click it to apply these new settings, and then close the Preferences window.

Now, if the PocketMac icon still doesn't appear to change to white within the next couple of minutes, try restarting the Mac. Also, do a soft reset on the device.

After you restart the Mac, start the PocketMac program. Make sure to put the device in the USB connection and make sure it's powered on. The connection should open in the next couple of minutes.

If the PocketMac icon doesn't turn white after 10 minutes, it's time to work with our support team to see why.

For best results, we recommend you run a system report and include it with your Support Request. Here's how:

1. In PocketMac Bonus folder, run the program called PMSystemReport.
2. Save the PMSystemReport.txt on your Desktop.
3. Visit our support center at <http://www.pocketmacsupport.net> and enter a Support Request.
4. Make sure to attach the system report and advise the support reps of the steps you have already taken so we can use your time most efficiently.

2.2.5 Remove Old Programs on the Device

If you have been using PocketMac with your device previously, you may have an old version of the PocketMac companion file on the device itself.

If so, tap the Start window, then Programs, then File Explorer.

In the top menu bar, click on the My Documents dropdown, and select My Device.

Select the Windows folder and open it.

Scroll down and locate a file called “pmproimp.”

Tap and hold on that pmproimp file name until the context-sensitive menu opens, and choose “delete.” Then, do a soft reset of the device (usually by holding the stylus briefly in a reset button on the back of the device, or inside the battery area).

If you have been using another sync application, you should consult the publisher’s instructions for cleaning up its old files left on the device.

2.2.6 Remove Competing Programs

If you have previously installed any prior version of PocketMac for Windows Mobile, or any other syncing software, it may be competing for the attention of the USB port.

Run the other program’s UNINSTALL routine to completely remove it from your system, restart the Mac, and then re-install this version of PocketMac. (Restarting the Mac makes sure any old files left behind in the PocketMac folder are no longer active, and can be replaced.)

If you need to remove an old copy of PocketMac and you can’t locate the installer, you can find our old installation programs here:

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

Simply run the installer, and advance to each screen as if you were going to install it again.

When you get to the 4th screen, drop down the selection that says “Install” and select “Uninstall.” Then click on the “Uninstall” button on the lower right side of the screen.

Remember to restart the Mac after the uninstall is complete.

Now run the current Installer again to make sure all the current version of the USB program files are put into place. Restart the Mac afterward.

For good measure, disconnect the device, and do a soft reset.

If you have been using another sync application, you should consult the publisher’s instructions for cleaning up its old files left on the Mac.

2.2.7 Windows Mobile 6 Phones – USB Setting Change

Some of the newer phones are being shipped with default ActiveSync settings that make it hard to connect at first. The symptom is that the PocketMac icon remains black on the top of the Mac, and if you drop down the list it says “No Device.” Also, if you open Network Preferences, absolutely nothing happens. What we found when testing with a new HP iPAQ 510 Voice Messenger Smartphone is that the Device Locator can see it, and identifies it as "IOUSBVendorSpecificDevice." The “VendorSpecific” part tells us that HP has customized the settings, and that one setting they use may be incompatible with PocketMac. Fortunately, even though it’s kind of buried in the device, it’s an easy setting to change.

Here is how to check and update your settings so that you can start communicating with the Mac right away:

To begin:

On your Windows Mobile 5 or 6 Smartphone, use your button on the lower left part of the screen to select your **Start** Menu.

In our photo, a pen tip is pointing to the button that opens the Start menu.



On the Start menu, you can use the movement button that surrounds the center selection button to highlight different programs.

Notice that we have highlighted **Settings** in the image on the right.

Now press the center **Select** button to open the Settings screen.



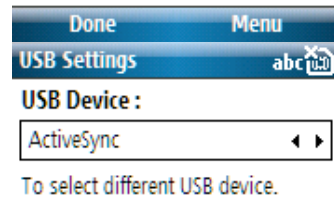
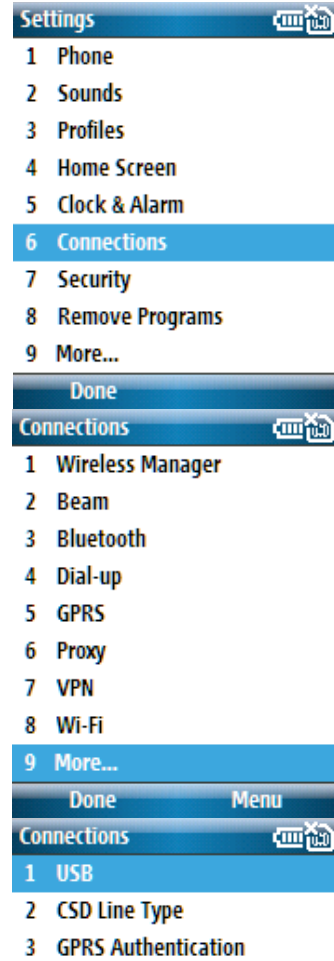
On the Settings Menu, move the highlight down to “**Connections**” and press the **Select** button to select it.

Even faster, you may also press the number beside the option you want ... in this case, 6.

If you don’t see “USB” on your list of connections, select “More” or press 9 to go to the next screen.

Once you can see **USB** on your list, select it or press the number beside it to open it. In this case, 1.

If you don’t see “**ActiveSync**” in the window, use the left and right movement buttons until it appears in the window.

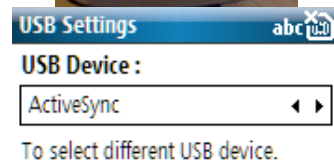


Press the button on the right side of the device to select the **Menu** option.

On the HP, the button that drops down the menu is marked in yellow in the diagram on the right.



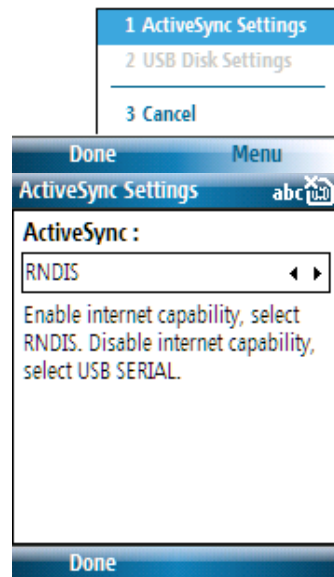
Select the **ActiveSync Settings** option (here, it's #1)



If the USB Serial option is showing, use the right and left menu selector buttons around the center selection button to scroll to **RNDIS**.

Press the LEFT button again to select “**Done**”.

Repeat until you return to the Start Menu.



Now, it's time to run the PocketMac **Device Locator Assistant** again.

From the PocketMac Bonus Software folder on your Desktop, start the **Device Locator Assistant** and run it according to the instructions in the installation chapter above.

This time, you will see a device named something even more generic, like “IOUSBMiscellaneousDevice.” Choose that, and after you quit, **restart the Mac**.

Now, launch PocketMac and try that connection again.

Please contact our support team at <http://www.pocketmacsupport.net> if this step didn't help.

2.3 Pocket PC Password Protection

In this version of PocketMac, we are able to support syncing with the password enabled on the Pocket PC. Most users are prompted to set up a password when starting the Pocket PC for the first time.

2.3.1 Windows Mobile 5 Password

If you have already set your password (like when you were setting up your Pocket PC in the first place), you must enter your password when PocketMac first asks you. Type the password into the field, exactly as you enter it on the device itself. Click the box to have PocketMac remember it in your Mac's keychain. This will enable you to sync smoothly without entering the password each time.



To change your password on your Pocket PC or to turn it off, tap on your Pocket PC's "Start Menu", and choose "Settings". Then, tap on "Lock" to open the password settings.

2.3.2 Windows Mobile 6 Password

Windows Mobile 6 devices operate differently. Rather than being able to push the password from the Mac, the user must enter the password directly on the device when syncing. PocketMac will pop up a message to remind you to enter your password on the device.


2.4 Install PocketMac To Mobile Device?

Answer **Yes**.

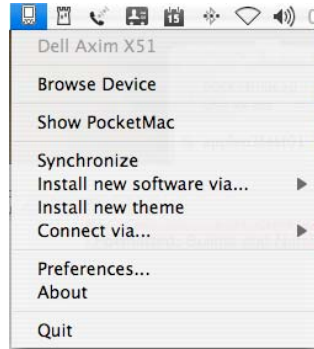
This places a file called pmproimp in the \Windows folder of your mobile device. This program manages the communication from the Pocket PC side of the relationship, and is required for syncing.



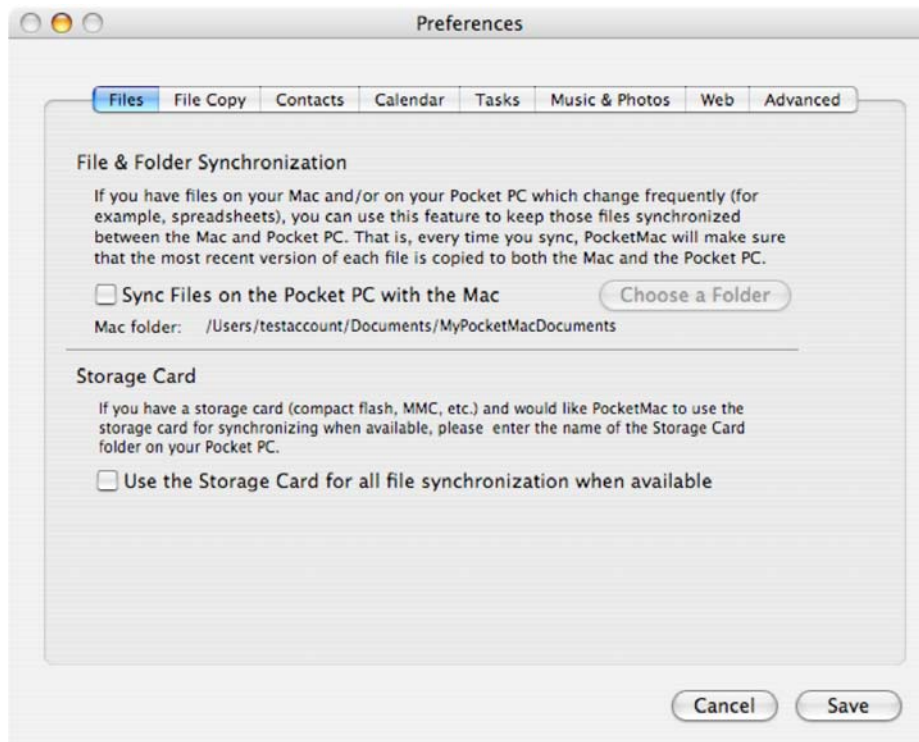
2.5 Configuring the Synchronization Preferences

Click on the PocketMac icon  in the menu bar at the top right side of your screen.

The drop-down menu will appear. Click on Preferences:



Next, the Preferences window will open so you can set your preferences for each type of data you might sync to the Pocket PC.



In the Preferences, there are 8 distinct sections:

1. Files
2. File Copy
3. Contacts
4. Calendar

- 5. Tasks
- 6. Music & Photos
- 7. Web
- 8. Advanced

While we'll explore each of the sync options in more detail later, we should take a moment now just to highlight the purpose of each of these sections.

2.5.1 Files

Select this option and choose a Folder on the Mac to sync files and folders between the Mac and the Pocket PC. We can also select to use a storage card on the Pocket PC for synchronization if one is available.

2.5.2 File Copy

Select this option to copy a file or files from the Mac to the Pocket PC each time synchronization occurs. To add files to this list, click on the "+" button and select a files using the "Open" dialog box that appears. To delete files from this list, select the file(s) and click on the "-" button.

2.5.3 Contacts

Select this option and choose a PocketMac Plug-in to sync contact data between the Mac and the Pocket PC.

2.5.4 Calendar

Select this option and choose a PocketMac Plug-in to sync calendar data between the Mac and the Pocket PC. There is also an advanced option to limit the calendar data by age, to conserve storage space on the Pocket PC.

2.5.5 Tasks

Select this option and choose a PocketMac Plug-in to sync task data between the Mac and the Pocket PC.

2.5.6 Music & Photos

Select this option to sync music files and digital photos between the Mac and the Pocket PC. When these options are selected, all music files saved in iTunes in the "PocketMac Mobile Tunes" playlist will be synchronized, and all photos saved in iPhoto in the "PocketMac Mobile Album" will by synchronized. Please note, music and photo synchronization can be selected independently in this option, and we can also elect to use a storage card on the Pocket PC for synchronization if one is available.

Also, it's important to set your expectations correctly. While any music can be synced from iTunes to the device, the only music your DEVICE is capable of playing is NON-COPY-PROTECTED music. That means, if you buy it from iTunes, or rip it from a CD, you may not be able to play that music on your device. You will have greater success if you use un-protected music, such as MP3 or WMV files. We are not allowed by law to violate the copy protection on those music files by converting it for you.

For best results, right-click (or control-click) on the songs you want to copy, and choose Get Info. Under the Summary tab, look at "Kind." If it is Protected AAC Audio file, your device can't read it. If it is MP3, your device can play it. Look into your iTunes instructions for how to make songs into MP3 format, or import music in MP3 format from other sources such as CDs.

2.5.7 Web

Select this option to synchronize favorites and locally saved websites between the Mac and the Pocket PC. When this option is selected, choose the Mac browser we want to use for synchronization as well as depth (in level of connecting pages) and level of detail (text and pictures or just text) of the saved sites being synchronized. We can also select to use a storage card on the Pocket PC for synchronization if one is available.

The Web synchronization option also lets you synchronize AvantGo content between the Macintosh and the Pocket PC

2.5.8 Advanced

This option helps the plug-ins resolve "conflicts"; that is, if a particular contact, calendar, or task entry has changed on *both* the Pocket PC and the Mac, how should the plug-in determine which change to choose. If "The Mac is always correct..." is selected, the plug-in will treat the Mac entry as being correct. If "The Pocket PC is always correct" is selected, the plug-in will treat the Pocket PC entry as being correct. Please note that this setting is not used by all of the plug-ins, nor is it consulted in any situation other than a conflict as described above.



This option also lets us select custom synchronization applications to run each time a synchronization occurs. These applications will run before synchronization occurs, and PocketMac will wait for the application to quit before starting the next step of the synchronization. To add applications to this list, click on the "+" button and select a files using the "Open" dialog box that appears. To delete applications from this list, select the file(s) and click on the "-" button.

3 Running PocketMac for Windows Mobile 5/6

3.1 Starting PocketMac Any Time




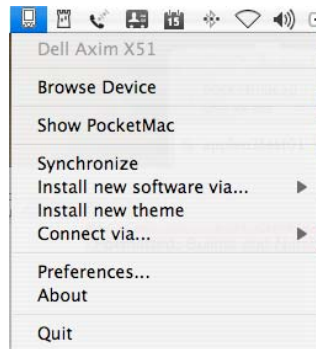
When a device is connected and recognized by the system, the main PocketMac icon in the status bar will change from "off" when no Pocket PC is present and then to "on" when a Pocket PC is connected and/or synchronizing, as shown here:

<i>This image</i>	<i>indicates...</i>
	"Off": No Pocket PC connected
	"On": Pocket PC connected & ready

If the icon doesn't turn white within a couple of minutes, we encourage you to refer to the **Troubleshooting Connection Problems (PocketMac Icon remains dark)** section above.

4 Browsing/Copying files

Browsing and copying files to and from the Pocket PC is done via the Browse window. After you launch PocketMac, click on the PocketMac icon  in the menu bar at the top right side of your screen. The drop-down menu will appear. Click on **Browse Device**:



When the Browse window is displayed for the first time, it will automatically list the contents of your Pocket PC's "My Documents" folder.

Along the top of the Browse window, there is a toolbar with 4 items in it, as shown here.

1. "Up A Level" will display the contents of the Pocket PC "parent folder" of the one currently being displayed.
2. "New Folder" will prompt for a folder name, then create a new folder with that name.
3. "Home" will take us back to the Pocket PC's "My Documents" folder.
4. "Trash" will delete the currently selected file. Click on the file name first, and then click on the trash can to delete the file.




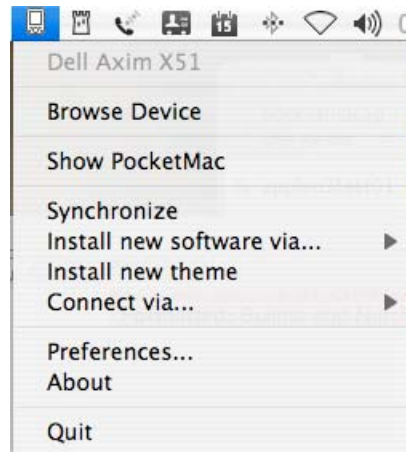
To copy a file to the Pocket PC, simply drag the file from the Mac (Finder) to the Browse window. Similarly, to copy a file from the Pocket PC to the Mac, simply click on the file you want to copy in the Browse window, and drag it to the Mac.

5 Synchronizing

You can begin a sync in one of two ways. If you have the PocketMac Sync screen, click the **Synchronize** button.



Or, click on the PocketMac icon on your  task bar, and select “**Synchronize**” from the drop-down menu.



5.1 Files

Syncing files and folders between a Pocket PC and a Mac is very straightforward. We'll simply select or create a folder on the Mac with which to sync.

Please note that it's generally a good idea to start with a new empty folder or one containing only those documents we wish to sync. Selecting a folder with lots of large files means the sync will take longer than you might otherwise want. With PocketMac 3.0, PocketMac pre-selects a good default folder for you, which it will automatically create on the first sync.

Under Documents, it's called /My PocketMac Documents.

When we click the sync button, and "Files" sync is checked, PocketMac will look through the files and folders contained within the Pocket PC's "My Documents" folder. It will then compare the dates of the files on the Pocket PC with the dates of similarly named files on the Mac in your

/My PocketMac Documents folder. PocketMac will then copy files as needed to ensure that the most recent edition of each file is on both the Pocket PC and the Mac.

Check your Pocket PC in the Start Menu, Settings, System, and Memory, to manage the space you are using on the Pocket PC. If you need to bring a lot of large files, consider getting an extended storage card to add space to the device.

5.2 Contacts

Selecting the "Contacts" option and choosing a plug-in means that when we sync, PocketMac will retrieve the contact records from your Pocket PC and then compare that data against data from the database of your choice, applying the changes and differences as needed.

When we click the "Synchronize" button with the contacts option checked, a separate window will appear, with a progress bar and a status message. This is the actual plug-in which does the work of syncing the data for us. When it has finished, it will quit itself.

Please note that before syncing with any of the Entourage plug-ins, Entourage itself should be started and running on your Mac.

5.2.1 Entourage Contacts Plug-in

The Entourage Contacts plug-in will sync Pocket PC contacts¹ with those stored in Microsoft's Entourage application. For best results, we recommend that users update to the current version of Microsoft Entourage (10.1.6 for the Office X version, or 11.2.5 for the Office 2004 version). We also recommend you back up before you sync, and that you run the Entourage Rebuild. (See the first chapter for more detailed instructions.)

5.2.2 Address Book Plug-in

The Address Book plug-in will sync Pocket PC contacts with those stored in the OS X Address Book that comes standard with every OS X installation.

5.2.3 Now Contacts Plug-in

The Now Contact plug-in relies on the Now Contact database you are working with to be saved as your primary, or default, database. Make sure you do that before you begin syncing, or no data will sync to your device.

5.3 Calendar

5.3.1 Entourage Calendar Plug-in

The Entourage Calendar plug-in will sync Pocket PC calendar entries with those stored in Microsoft's Entourage application. For best results, we recommend that users update to the

¹ Details on each of the plug-ins sync capabilities can be found in the release notes for PocketMac, which are installed to the Applications/PocketMac Bonus Software folder.

current version of Microsoft Entourage. We also recommend you back up before you sync, and that you run the Entourage Rebuild. (See the first chapter for more detailed instructions.)

5.3.2 iCal Calendar plug-in

The iCalCalendar plug-in will synchronize Pocket PC calendar entries with an iCal calendar called "PocketMac ". That means that even if you have no categories on your appointments, they will all be collected into this one Calendar in iCal so you won't miss any appointments. If you later decide to reclassify your appointments into different calendars in iCal, PocketMac will preserve these changes on future syncs.

5.4 Tasks

5.4.1 Entourage Tasks Plug-in

The Entourage Tasks plug-in will sync Pocket PC tasks with those stored in Microsoft's Entourage application. For best results, we recommend that users update to the current version of Microsoft Entourage. We also recommend you back up before you sync, and that you run the Entourage Rebuild. (See the first chapter for more detailed instructions.) Note: Reminders will not be synced.

5.4.2 iCal Tasks plug-in

The iCal Tasks plug-in will synchronize Pocket PC tasks with those stored in iCal. Note: Reminders will not be synced.

5.5 *E-mail Syncing not enabled*

...Is not enabled in this version.

5.6 Music & Photos

The Music plug-in will sync Pocket PC music files with those stored in iTunes' "PocketMac Mobile Tunes" playlist. This playlist is created automatically during PocketMac installation. Do not delete or rename this playlist if you wish to sync music files between your Mac and your Pocket PC.

When we click the "Synchronize" button with the Music option checked, a separate window will appear, with a progress bar and a status message. This is the actual plug-in which does the work of syncing the data for us. When it has finished, PocketMac will move on to sync the next item.

NOTE: If you put iTunes-native **copy-protected** music in this folder to sync to the device, you will find that the device is unable to play it since Microsoft does not have a license to be allowed to play those files. It is illegal for us to convert them to break the copy protection.

Therefore, we encourage you to only put MP3 music in this folder, which your Pocket PC can play with no trouble.

The Photos plug-in will sync Pocket PC digital picture files with those stored in iPhoto's "PocketMac Mobile Album" album. This album is created automatically during PocketMac installation. Do not delete or rename this album if you wish to sync digital picture files between your Mac and your Pocket PC.

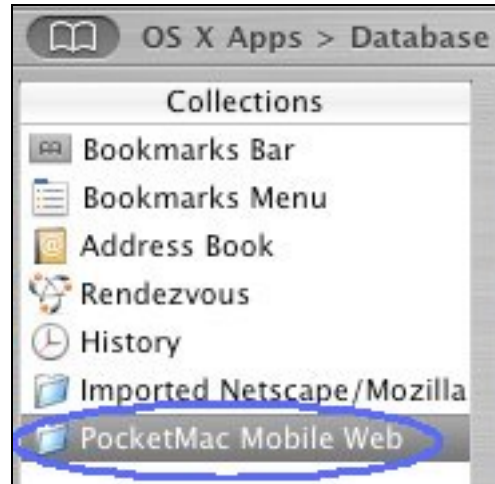
When we click the "Synchronize" button with the Photos option checked, a separate window will appear, with a progress bar and a status message. This is the actual plug-in which does the work of syncing the data for us. When it has finished, PocketMac will then move on to sync the next item.



5.7 Web

5.7.1 Mobile Favorites Synchronization

The PocketMac Mobile Favorites plug-in will sync Pocket PC web favorites with bookmarks and favorites stored in Safari, Internet Explorer, or OmniWeb on your Mac. PocketMac creates its own bookmark and favorites lists automatically during installation. You can save any links or sites in these lists on your Mac browser if you'd like to make them available on your Pocket PC. Do not delete or rename these lists if you wish to continue syncing web favorites between your Mac and your Pocket PC.



When you click the "Synchronize" button with the Web Content option checked, a separate window will appear, with a progress bar and a status message. This is the actual plug-in which does the work of syncing the data for us. The plug-in will retrieve the favorites list, and then actually connect to the Internet and download the entire sites' contents to your Pocket PC. The downloaded sites will then be available via a shortcut in the Start menu. The advantage of this is that you can read your favorite sites on your Pocket PC -- whether it's connected to the Internet or not. When it has finished syncing, PocketMac will move on to sync the next item.

5.8 Custom Plugins

Selecting the "Custom Plug-ins" option runs any custom synchronization without running any other synch operations. These custom synch applications are determined by the settings in the PocketMac Preferences screen; see **Configuring the Synchronization Preferences** above.

6 Internet Browsing from the Pocket PC

[Setup Instructions Coming Soon.]

7 Installing new Pocket PC software

PocketMac 3 makes it even easier than ever to install new Pocket PC software.

7.1 Cab files explained

Almost all Windows CE/Pocket PC software is installed via what are called cabinet files, or "CABs" for short. CAB files are analogous to StuffIt archives or ZIP files, in that they are files, which in turn, contain other files.

The difference is that we'll never need to open CAB files directly. Instead, we can just use the PocketMac status item's "Install new software..." menu and choose "CAB file". PocketMac then does the work of installing the software for you.

7.2 Windows Installers/PMCabTool

The only problem with CAB files is that many Pocket PC software vendors like to find clever ways to package the CAB files in such a way that they're usually difficult to get to on a Mac. For example, they might put the CAB files into a pleasant Windows installer application, which of course, would keep it from running on a Mac.

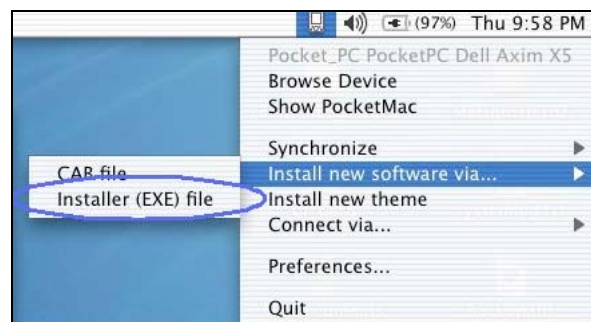
If we don't automatically get CAB files with our purchase, we can always ask the vendor to provide them. After all, they've got to create them anyway, so they're usually quite willing to email them as a courtesy. Yet, while most vendors will provide the CAB files simply for the asking, some do not. To help deal with this problem, there is PMCabTool for OS X.

PMCabTool works by searching through Windows installer files such as EXEs (Windows executable files, often used for installations) or MSIs (Microsoft Installer files) and looks for Pocket PC CAB files inside of those installer files.

Please note that this is very much a brute force approach and will only work some of the time. PMCabTool's operation is very simple. We can just use the buttons to locate a Windows installer file, and a Mac folder to hold any CAB files that it may find. Then we click the "Extract" button. PMCabTool will automatically attempt to install any CAB files it finds to the Pocket PC for you. That's all there is to it.

Please note that PMCabTool is free to all PocketMac users, and can be accessed from the PocketMac status item menu by choosing "Install new software via..." and then selecting "EXE file".

It's also in your "Applications" folder in the PocketMac Bonus Software folder.



7.3 Mac Installers/PocketMac Theme Installer

CAB files and PMCabTool are both useful, but the PocketMac community wanted something better.

PocketMac 3.0 offers Pocket PC software developers the ability to create their own native Mac-based installers for the Pocket PC.¹¹ For more information, please visit our website at <http://www.pocketmac.net/customersupport/ppcinstaller.html>

One such installer is included with PocketMac and will install our popular PocketMac Theme for Pocket PCs, which actually replaces the look & feel of Pocket PCs with Macintosh buttons & backgrounds. We are already working with other software vendors to get their software installable via a Mac, and expect to have a full list of them available shortly.

- To install a new Theme, click on Install New Theme.
- Browse to the new theme file you want to install.
- PocketMac will copy it to the device.
- On the device, click on the Start Menu, then Settings, and then on the Personal Tab, choose Today.
- Select the new PocketMac Theme (e.g. Sp-mac-vga) and click OK.
- Your new theme will appear on the main Today Screen.
- It may be necessary to soft-reset your handheld for the PocketMac theme to update.

8 Pocket PC Word, Excel & Note documents

Although there is no native Mac support for any of the "Pocket" file formats created by applications such as Pocket Word, Pocket Excel and the Notes application, PocketMac 3.0 comes with readers for all of these file types. (These reader applications are installed in "Applications" in the "PocketMac Bonus Software" folder.)

What this means is that if you create a Word document on your Pocket PC, you can now open it on your Mac. In addition, if you have an important Pocket Excel spreadsheet, you can now open it on your Mac as well.

8.1 PocketMac Word Reader

The PocketMac Word Reader software can open and display the text from Pocket Word documents (".psw" files) and Pocket PC Notes documents (".pwi" files), as shown here. You can then save the document into a more common, Mac-friendly format like Rich Text (".rtf") so that it can be used in other Mac software.

¹¹ In fact, if they don't have a Mac yet, PocketMac.net offers the creation of Mac installers as a service.

8.2 PocketMac Excel Reader

The PocketMac Excel Reader software can open and display the data from a Pocket Excel spreadsheet. It offers the ability to copy the data into the pasteboard so that you can then paste that data into an Excel or Apple Works spreadsheet without losing your valuable data.

9 Support & Troubleshooting

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

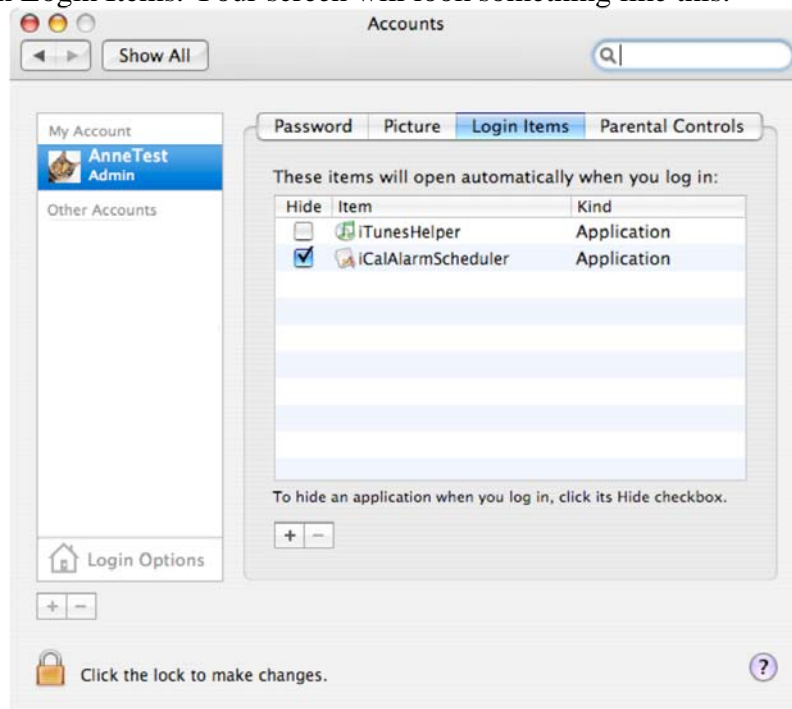
- Through our website at <http://www.PocketMac.net/support.htm>. This form will get you in touch with our engineers who will be happy to help solve whatever might be wrong. Our turnaround time for most support requests is 24-48 hours.
- Through our support Knowledgebase located at <http://www.PocketMacSupport.net>

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

9.1 How to Make PocketMac Start Automatically on Boot

You can make your Mac start PocketMac automatically when it boots. Here's how you do that:

1. Click on the Apple Menu
2. Click on System Preferences
3. Click on Accounts
4. Click on Login Items. Your screen will look something like this:



5. If your Lock is closed like in the above picture: Click on the Lock to make changes. Put in your admin-level password to do that.
6. Click on the + Sign at the bottom.
7. Locate the program in your Mac hard drive, not under your users folder:
/Applications/PocketMac.app
8. Leave the Hide box next to it unchecked. You want this program to appear in your tool bar when you're using the Mac.
9. Click on the lock to prevent further changes.

Next time you boot your Mac, PocketMac will open automatically.

9.2 Data Cleanup for Pocket PC: PocketCleaner

9.2.1 Clean Data off Device with PocketCleaner

There may be several reasons you want to clean old data off your device. The first is that some old data may be there from a previous sync attempt, and you want to start over. Or you may be ready to sell or give away your device, or return it for an upgrade. To keep your data secure, our PocketCleaner application will help you wipe away your old data on the device.

9.2.2 Back Up Before Using PocketCleaner and Syncing Again

Before you sync again, please back up your database on the Mac to be extra safe.

This tool will cause PocketMac to recognize that there is a “Deletion Detected on Device” the next time you sync unless you also clean up the Sync History files using SyncClean (see below).

If you choose “Restore All” that will restore the data from the Mac to the device.

If you move too fast and accidentally choose “Remove All,” you will instruct PocketMac to erase your database on the Mac!!!!

9.2.3 Installing PocketCleaner to Device

Before you begin, make sure PocketMac is on and connected to the device. You will see the white PocketMac icon in the menu bar when this is ready.



In PocketMac Bonus Software, click on PocketCleaner application.



Next, you will be asked for your permission to install the PocketCleaner program to your device. Answer “**Yes, install the application**” to continue, or “No” to quit.



The next step is slightly different, depending on whether you have a Windows Mobile device that uses a stylus or accepts screen input, or a Smartphone that does not and requires button presses to operate the menus.

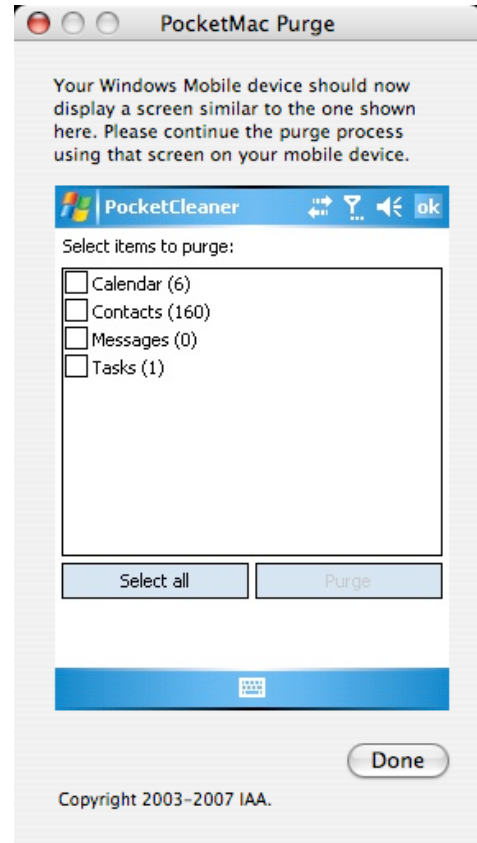
9.2.4 Using PocketCleaner on Pocket PC with Stylus

First, **select the database** you want to clean out. Tap the box next to the item you want to clean (such as the Calendar), or tap the Select All button below to choose them all. You might do this to start syncing all over again, or to wipe the device before returning it or selling it.

Second, Once the database is selected, the **Purge** button becomes active. Tap on it to begin the purge.

For your protection, we also ask “Are you sure?” to confirm your wishes. Tap Yes and proceed. Large databases take longer, so be patient. When it’s finished, you will get a note that it’s completed.

Finally, tap **Done** to exit the PocketCleaner program.



9.2.5 Watch for Deletion Detected Message When Syncing Again

The next time you sync, you may get a message from PocketMac that it has “Detected Deletion on Device.” It will ask you what to do.

Choose **RESTORE ALL** to allow PocketMac to put fresh data onto the device.

If you think your Sync history file is bad, see “**SyncClean**” below for how to clean that up as well and start over with a totally new First Synchronization.

WARNING:

If you choose Remove All at your next sync, you will be instructing PocketMac to empty out the database on your Mac. **BE CAREFUL!**

9.2.6 Using PocketCleaner on Smartphone with Button-operated Menu

First, to check the boxes, you must use your movement button to move up and down the options. This is usually around the main Select button, highlighted by yellow in his photo.

Press the bottom or top to move among the menu selections.

Press the Select button in the middle to place the check mark in the box.



Use Menu button to Select All.

On a Smartphone, instead of seeing the “Select All” and “Purge” and “Done” buttons, you will be operating the SoftKeys on the device. Use the right Softkey (usually located just above the telephone End Call button) as the Menu. (Here, we’ve indicated the Menu softkey button with a yellow box and arrow.)

If you would like to select all the databases in the device to purge, you may use the Menu button and choose 1) Select All.

Press the Menu button again, and select 2) **Purge**.

For your protection, we also ask “Are you sure?” to confirm your wishes. Select **Yes** and proceed. Large databases take longer, so be patient. When it’s finished, you will get a note that it’s completed.

Finally, use the left softkey (indicated by the pen tip in the photo) to select **Done** to exit the PocketCleaner program.



REMEMBER FOR THE NEXT TIME YOU SYNC: (Worth Repeating!)

The next time you sync, you may get a message from PocketMac that it has “Detected Deletion on Device.” It will ask you what to do.

Choose **RESTORE ALL** to allow PocketMac to put fresh data onto the device.

If you think your Sync history file is bad, see “**SyncClean**” below for how to clean that up as well and start over with a totally new First Synchronization.

WARNING:

If you choose Remove All at your next sync, you will be instructing PocketMac to empty out the database on your Mac. **BE CAREFUL!**

9.3 Data Cleanup for the Mac: SyncClean

9.3.1 First, a Warning

WARNING: This tool allows you to wipe out data from the synchronization history on your Mac. Please only use SyncClean as a last effort to clean up data that is messy, because it will set you back to ground zero and erase the history data. That means the Mac has nothing to compare it to the Device during sync, and you could experience duplications. Because this is so serious, we have not connected these utilities to menus in the main program in order to prevent accidental experimentation.

Only use this in emergencies to clean up sync history. If you do this regularly when it's not needed, you are preventing PocketMac and SyncServices from the Mac from keeping track of the syncing that is ongoing. That will mean it will lose track of changes you make on your device or the Mac, and create duplications if it can't 100% match up your data. So use this tool with extreme caution.

9.3.2 What is SyncClean, and Why Use It?

SyncClean allows you to erase the synchronization history files that the computer uses to compare your databases with your device. This is how the computer can tell very quickly which records you have changed, added or deleted from the database in the Mac, and compare it to the records you have changed, added or deleted from the device.

Sometimes, these comparison files can get messed up, and the best strategy is to wipe them out and start all over. The most common reason you would need to erase the files is that a program like Entourage hasn't been rebuilt often enough, and its indexes become broken. When that happens, Entourage can put garbage data into the sync history files, and it looks like names, phone numbers and email addresses don't match one another. This can look very scary because it looks odd on the device, but still fine in Entourage. It misleads you into thinking that the sync software messed up something. In fact, a quick Rebuild of Entourage causes it to output good data the next time.

Naturally, this doesn't happen often. But it's more common on users with older databases that have seen a lot of use.

Now sometimes it makes sense to wipe out the sync history and start over, as if it's your first synchronization attempt. Ideally, you will use the PocketCleaner tool described above so that the Mac can put a totally fresh copy of the data on the device, too. If you don't, removing the sync history files can cause the Mac to not be able to match up the records between the Mac and the device, and you might see some duplication afterwards.

There are several common conditions that can interrupt your syncing, or put bad data out onto the device. Here is a summary of when it might occur:

You synced with an **Entourage** database that has a lot of data, but you have never rebuilt the database. This can cause old, perhaps faulty indices to put out bad data to the sync files, even as bad as mixing names and phone numbers with other records!

- To fix this condition, first, you must quit Entourage, and then, hold down the Option key, and restart Entourage while you are holding it down. Run the Rebuild procedure to freshen up your database.
- Follow the SyncClean instructions below to wipe out the sync history from the PocketMac and SyncServices history files.
- Ideally, you should also use PocketCleaner to clean out the damaged database on the device.
- A more severe way to clean the device is to perform a hard reset and wipe all data off the device that has received a damaged sync. This will erase all programs and utilities you have been installing, so we recommend you avoid this at all costs unless it's a totally new device.
- If you can't do that because your data on the device is not backed up, then look at the Advanced screen of PocketMac Preferences to set your software to overwrite the device next time you sync. You can even turn off (uncheck) all areas of the sync that are working fine, and focus only on the one area (e.g. calendar, or contacts) that gave you trouble before.
- Feel free to work with our support team if you have any doubts. It's free at our web-based support site: <http://www.pocketmac.net/support.htm>

9.3.3 iCal Won't Sync to Device, Or Thinks Records are Deleted

If you synced with iCal Calendar and/or Tasks, the first time, Tiger will put up an intimidating warning that syncing could be dangerous to your data. With caution, you clicked on "Do Not Allow." **Now, nothing syncs to your device**, but data from your device can be added to iCal. Or, each time you try to sync, you get a message saying that "**Deletion Detected on Device**" inviting you to remove or restore the data from your Mac.

- **Quit the Sync if you are getting the Deletion Detected message.** Why? If you choose Remove All, then you are instructing PocketMac to empty out your iCal Calendar, just like your empty calendar on the device!
- **If you choose Restore All**, you may find that all your appointments are duplicated in iCal. Best to Quit the Sync, and clean up the source of the problem.
- To fix this condition, download and follow the SyncClean instructions below to wipe out the sync history from the PocketMac and SyncServices history files.
- Sync again. This time, when you get the Mac SyncAlert window, make sure you leave the box that says "Delete all..." blank, and then click "**Allow.**" This is key. We cannot sync to the device from iCal Calendar and Tasks without your permission to SyncServices to do that.

9.3.4 Where to get SyncClean

You may download a copy of SyncClean from our web site, here:

<http://www.pocketmac.net/public/syncclean.zip>

9.3.5 How to Use SyncClean

SyncClean: This utility allows you to erase the synchronization history files so the Mac thinks you are syncing for the first time.

WARNING: If you clean out the PocketMac sync history and don't clean out either the device or the Mac database at the same time, you may experience duplication of records since the sync process can't always identify exact matches in your data. We recommend also cleaning out or hard re-setting the Pocket PC so it starts with empty data, and your Mac-based software can then be the "master" when you are trying to clean up data from failed or partial syncing.



1. Click on Clean PocketMac Files to clean out all the synchronization history files and return the computer to the "First Sync" condition.
2. If you have Entourage, we recommend you do a rebuild before resuming syncing.
3. If you use iCal and experienced data being blocked from your sync, click on Clean Sync Services Files to wipe Tiger's sync history.
4. Restart the Mac after doing this cleaning.

WARNING: Only use this in emergencies to clean up sync history. If you do this regularly when it's not needed, you are preventing PocketMac and Tiger from keeping track of the syncing that is ongoing. That will mean it will lose track of changes you make on your device or the Mac, and create duplications if it can't 100% match up your data. So use this tool with extreme caution.

10 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.

11 Appendix A: Firewalls

11.1 Norton Personal Firewall

To configure Norton Personal Firewall (NPF) to interact with PocketMac, we have to allow access to certain specific "ports" used by the Pocket PC. Although we'll just list the ports here for reference, more detail is available online.²

To allow access to these ports from within NPF, open the settings window. Then, click the "new" button in the lower left hand corner. NPF will display a window (shown here) where you can define the parameters of a service. Any "Service Name" will do, though in this example, we'll use "Active Sync 1", and so on. We'll be creating four such services; for the "Service Port", we'll enter each of these values, one at a time:

- 990
- 999
- 5678
- 5679

For each service, then, click the "save" button to add it to the list. You will then have four possible access options for each of these new services we just created. Please note, ActiveSync will not work properly unless access is allowed to all four ports listed above.

We'll choose "Deny access only from addresses in list" for each of the "Active Sync" services, and leave the list empty. This is probably more secure and leaves us the option of always adding something later. (This is the way Norton has file sharing, etc. configured as well.)

² <http://support.microsoft.com/support/kb/articles/Q259/3/69.ASP>