

## **The College of New Jersey Palm FAQ**

**Q:** Will my old Palm handheld sync with the new e-mail and calendaring system (Zimbra)?

**A:** Yes. Your Palm handheld will synchronize calendar data and contact information with Zimbra using Microsoft Outlook 2007. Microsoft Outlook is installed by default on campus owned computers, and will be necessary to interface with Zimbra. There are some caveats at this time that will be addressed later in this document.

**Q:** Will it sync both ways?

**A:** Yes. Changes you make in Zimbra will also be made in Outlook automatically and will be updated on your Palm handheld on next sync. Likewise, any changes made on your Palm will be uploaded to Outlook on next sync, and will then be passed on to Zimbra.

**Q:** What data on my Palm will be synchronized with Zimbra?

**A:** Only Calendar and Contact information will be synchronized with Zimbra. Tasks / To-Do lists will remain in Outlook.

**Q:** Can I still use Palm Desktop?

**A:** You can still use Palm Desktop, but Zimbra currently does not support synchronization. The only things that should be managed by Palm desktop are third party applications like Versa-Mail, PDF viewers, music players, etc.

**Q:** Will my contacts/address book on my Palm device be synchronized with Thunderbird, Outlook, or Zimbra?

**A:** The contacts on your Palm device will synchronize with Outlook and, in turn, synchronize with Zimbra. Thunderbird contacts will not sync with your Palm, but can be converted and imported into Zimbra. Please visit the Help Desk website for instructions about how to convert the contacts.

<http://www.tcnj.edu/~helpdesk/Zimbra.htm>

**Q:** Do I need to be connected to the network to sync?

**A:** In short, no. Any changes you make on your Palm device will be uploaded to Outlook when synchronized. You will, however, need to have an active internet connection to synchronize those changes with Zimbra. Changes made with Palm/Outlook will sync with Zimbra the first time internet connectivity becomes available.

**Q:** Since Zimbra supports e-mail, calendar, and contacts, can I now use e-mail on my Palm handheld?

**A:** No. While programs like Versamail allow you to take your e-mail with you, it will not truly be able to communicate with the Zimbra server to allow for “real time” communication.

**Q:** Will Zimbra handle banners, reoccurring, and ad hock events?

**A:** Yes. Zimbra supports banners and ad hock dates. At this time, Zimbra may have problems with some reoccurring events, creating duplicate entries. This is because the current conduit is not certified to work with Outlook 2007. We hope to have a fully supported version by late October 2007.

**Q:** I just did a hot-sync with my Palm device and it's not syncing again just moments later. I tried to click on the hot-sync icon and it disappeared. Now nothing syncs! What's going on?

**A:** As stated above, there are some problems with the current version of the Outlook conduit that Zimbra hopes to fix in the near future. To resolve the problem, simply re-start the hotsync manager by going to Start->Program Files->Startup->Hotsync manager. You will have to do this after each time you sync your Palm device.

**Q:** Does Zimbra support Palm devices connected to Macintosh computers?

**A:** Yes. Zimbra has a custom conduit for Macs that will synchronize iCal and Address book with Zimbra. Call the helpdesk at X2660 to ask for a support specialist for assistance.