

The College of New Jersey Treo FAQ

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

A: Yes. The Treo 700wx will synchronize with Zimbra without any use of Outlook 2007 or any other third party application. All synchronization can be done wirelessly. Treo 650 users (and all Palm OS based handheld devices) will have to synchronize with Zimbra through Outlook 2007.

Q: Will it sync both ways?

A: Yes. Any changes made on the Palm Treo 700wx will be changed in Zimbra within minutes (as long as there is wireless service). Palm OS based users will have changes updated on next sync. Please refer to the following link for more information.
<http://www.tcnj.edu/~helpdesk/documents/TheCollegeofNewJerseyPalmFAQ.pdf>

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

A: Calendar, contacts (address book), and e-mail will be synchronized.

Q: What e-mail client should I use to work with Zimbra?

A: Any IMAP4 compatible client will work with Zimbra. Treo 700wx users will use Outlook for Windows Mobile 5 by default. Versa-mail (usually bundled with Palm OS Treos) is another e-mail program that will work fine with Zimbra.

Q: Will I need to synchronize regularly to receive or make changes in Zimbra on my Treo?

A: If you are a Treo 700wx user, no. Synchronization will happen automatically when there is a change on the Treo or the Zimbra server. For example, deleted e-mail messages are purged on both the Treo and on the server within minutes of the Delete command being issued.

For Palm OS based handhelds, it will be dependent on your e-mail application and synchronization settings. Please consult your documentation for details.

Q: What about my contacts/address book? Most of my contacts are on my Palm handheld. How do I get them into Zimbra?

A: On first sync, your Treo contacts will be uploaded directly to Zimbra if you are a Treo 700wx user. Palm OS based Treos will require Outlook 2007. Refer to the following link for more information on syncing Palm OS with Zimbra.

<http://www.tcnj.edu/~helpdesk/documents/TheCollegeofNewJerseyPalmFAQ.pdf>

Q: Most of my contacts are in Thunderbird. How can I get them onto my Palm device?

A: Thunderbird address books can be converted over to Zimbra, and in turn, be synchronized down to your Palm device. Please visit the Help Desk website for instructions.

<http://www.tcnj.edu/~helpdesk/documents/ThunderbirdAddressBookConversionforZimbra.pdf>

Q: Will I still be able to view Word and Excel Documents?

A: Yes. Treo 700wx users will have native Microsoft Word, Excel, and Power Point support built into Windows Mobile 5. Palm based Treos will require Documents To Go or other third party applications to view Microsoft Office documents.

Q: I just got upgraded this summer to Office 2007. Can I view the new file format (.docx, .xlsx) on my Treo?

A: Yes and No. At this time, Microsoft has not released support for the new Office 2007 file format for Windows Mobile 5. It's expected to be supported in late 2007 as a free download. Third party applications, such as the latest version of Documents To-Go will support Office 2007 documents.

Q: What about .PDF documents?

A: Treo 700wx users will have native PDF viewing support built into the Windows Mobile 5 operating system. Palm based Treo users may have to install an Acrobat reader applet, usually bundled with the Treo software that came with your device.

Q: Do I need to be connected to the computer to sync?

A: Calendar information, contacts (address book), and e-mail will sync over-the-air (OTA) anywhere there is wireless availability for the Treo 700wx. Palm based Treos will only be able to get e-mail wirelessly at this time.

There are more advanced syncing options for Windows Mobile 5 users for who wish to connect their Treos to their computers via cradle/wired connection.

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Q: Will I be able to sync multiple calendars with Zimbra and the Treo 700wx?

A: No. Although Zimbra supports the creation and management of many calendars, only the main “Calendar” is synchronized with the Treo.

Q: Can I send attachments?

A: Yes. As long as your e-mail program supports adding attachments, Zimbra will receive them.

Q: Does Zimbra support Treo 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.