



MOTOROLA

L-Series phone

TrueSync®

QuickStart Guide

**Synchronizing your
Motorola® Wireless
Telephone**

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Introduction

Congratulations on your purchase of a Motorola® L-Series phone and accompanying accessories!

This guide will help you get started quickly so you can enjoy the many features and benefits of your phone and TrueSync software.

Introducing TrueSync



TrueSync provides complete and consistent synchronization between your Motorola wireless phone and the most popular personal information managers (PIMs). You enter data only once on your computer. Then, with a single click, synchronize that information quickly and smoothly to your phone and to other supported PIMs. Your information is at your fingertips on the road, at home, or in the office.

How to benefit from TrueSync

Synchronize with your favorite information managers

TrueSync's unique architecture provides one-step synchronization support for many popular personal information managers, including PC-based organizers (referred to as *applications*), PDA devices, and Web-based organizers (referred to as *services*).

Protect your investment with free updates

Starfish frequently updates its synchronization software, to ensure that customers can synchronize with the most recent releases of supported software and devices. For details, see “Free Software Updates” on page 6.

Manage your SMS messages

Use TrueSync SMS for composing and reading SMS messages on your PC. Quickly select previous recipients, re-send previous messages, and use contact name and number information stored in TrueSync Desktop.

Introducing TrueSync Desktop 2.1

Included with your purchase is TrueSync® Desktop 2.1, an easy-to-use, full-featured PC organizer for managing your contact names and addresses, calendar events, to do items, calls, and memos. TrueSync Desktop has Starfish’s TrueSync technology built in, so you can keep your information current and accessible anywhere. For additional information on TrueSync Desktop read the *TrueSync Desktop and Synchronization Guide* (see “For more information” on page 18).

Introducing TrueSync Plus

TrueSync Plus is also included with your purchase. Use it for setting up and starting synchronizations without opening TrueSync Desktop. For example, if you maintain your contacts in Outlook, use TrueSync Plus to synchronize that information with your phone. For details on starting and setting up TrueSync Plus for synchronization, see “Getting Started” on page 7.

Free Software Updates

The TrueSync component that adds synchronization support for an information manager is referred to as an *accessor*. Starfish continually provides updates of its accessors and other software components.

To check the Starfish Web site for software updates, after installing TrueSync Plus or TrueSync Desktop, click the Windows Start button. Choose Programs | TrueSync Plus | Product Updates or Programs | TrueSync Desktop | Product Updates. TrueSync's Component Install program will start.

Check the Internet checkbox (and clear the other checkboxes) in the first screen, and then click Next.

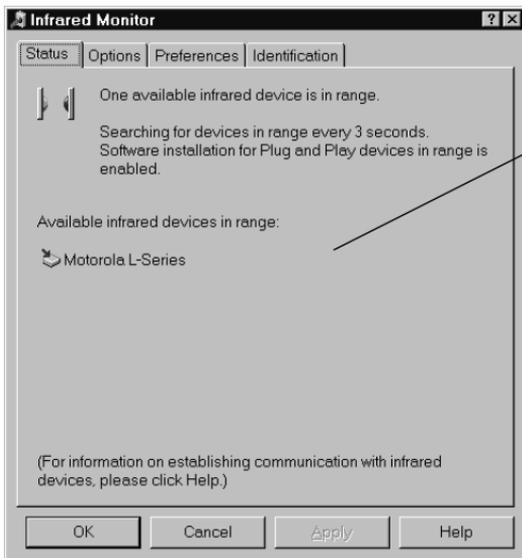
This chapter explains the steps needed to start synchronizing information to your Motorola L-Series phone.

Setting up infrared communications

Before you install TrueSync, perform the following steps to check that your phone communicates with your computer using infrared:

- 1** Click the Windows Start button, and choose Settings | Control Panel, then run the Infrared Monitor (double-click the Infrared icon). If you do not see an Infrared icon, you must install the Windows Infrared Monitor software from your Windows distribution.
- 2** Activate the IR port on your phone, as described in the *Phone Setup* section of your phone's documentation. The IR port will deactivate in one minute if the phone does not detect another IR port, such as the infrared lens on your IR reader.
- 3** Align the infrared lens on your phone with the infrared lens on the IR reader. When infrared communications are in progress, the

Infrared Monitor will indicate this and you are ready to skip to “Choosing your PIM” on page 9.



The Infrared Monitor indicates when the IR reader is communicating with the phone.

Troubleshooting IR communications:

If the IR reader is not communicating, Windows may prompt you to specify an infrared driver.

- 1 Select the file *lser7389.inf* in the root of the Motorola L-Series CD-ROM. After Windows installs the driver, restart your computer.
- 2 Restart the Infrared Monitor in the Windows Control Panel and double-check that communication is now occurring.

Choosing your PIM

The personal information manager (PIM) you choose to maintain your contact information on your computer—either TrueSync Desktop or another PC-based organizer, such as Microsoft® Outlook®—determines how you will synchronize information between your phone and the computer. Refer to the following table:

If your PIM is:	Synchronize using:
TrueSync Desktop	TrueSync Desktop's TrueSync view, or TrueSync Plus
Other PC-based organizer	TrueSync Plus

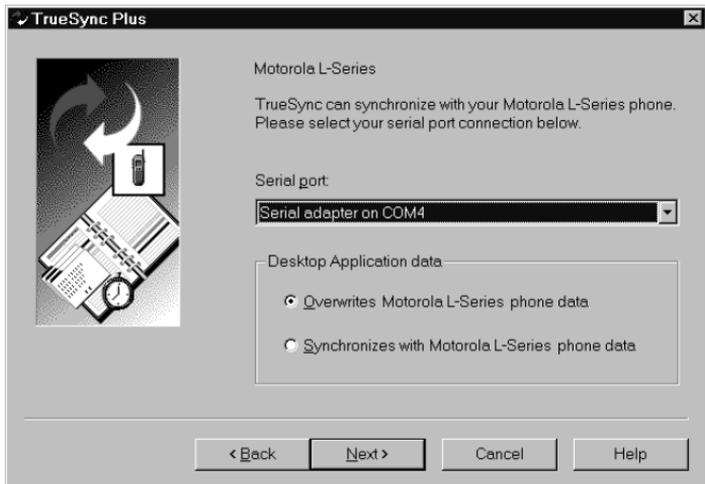
Installing the TrueSync software

Insert the TrueSync CD-ROM into your CD-ROM drive. The installation should launch automatically. If it does not, click Start on the Windows taskbar, then choose Run. Enter D:\SETUP.EXE (where D is the letter assigned to your CD-ROM drive), then click OK.

Configuring TrueSync

After installation, TrueSync Plus or TrueSync Desktop starts automatically. If you have installed TrueSync Desktop, click the TrueSync icon on the Desktop to display the TrueSync view. The TrueSync Setup Wizard assists you in providing the basic information needed to start synchronizing.

- 1** The Setup Wizard begins with the Welcome page. In each Setup Wizard page, make your selections and click Next. You can click Back to make changes in previous pages. Click Next now to continue.
- 2** Specify the serial port on your computer to use for infrared communication.

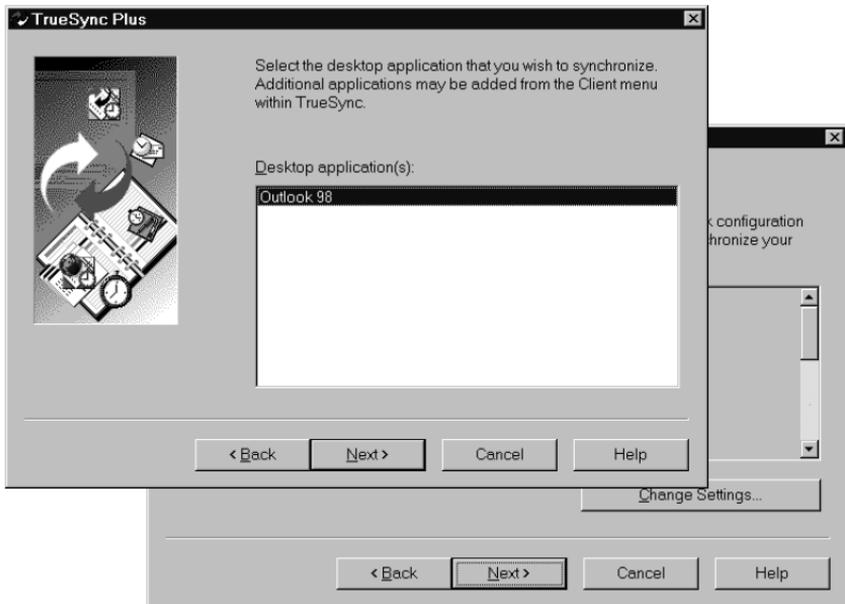


NOTE

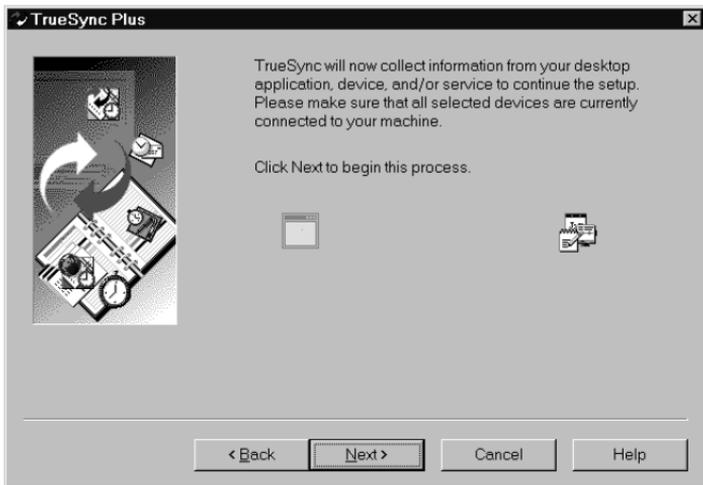
Specify the virtual port, created when you installed the infrared reader software, not the physical port you plug the reader into. To determine which port to select:

1. Run the Infrared Monitor (double-click the Infrared icon) and click the Options tab.
2. Look beneath the "Enable infrared communication on:" option. The Communications port listed as "Providing application support on" is the port to select.

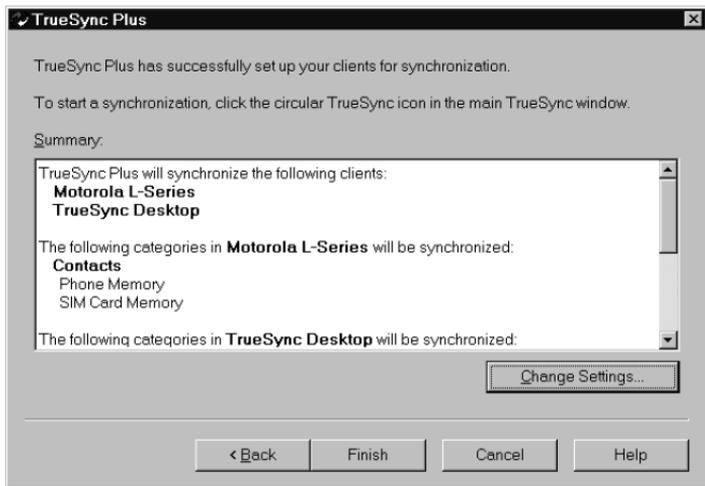
- 3** If prompted, select your PIM (TrueSync Desktop users may not see this prompt). Then specify where the PIM's data is located. Depending on the PIM you choose, you may have the option of specifying a different data folder by clicking the Browse button, or selecting data folders or categories on additional wizard pages.



- 3 Select the Web-based organizer service you want to synchronize or select NONE. You may see additional screens asking you to enter your user name and password for the service.
- 4 Make sure your phone is communicating with the computer as described in “Setting up infrared communications” on page 7, and then click Next. TrueSync reads the data from the clients you have selected. No data is transferred or deleted during this step.



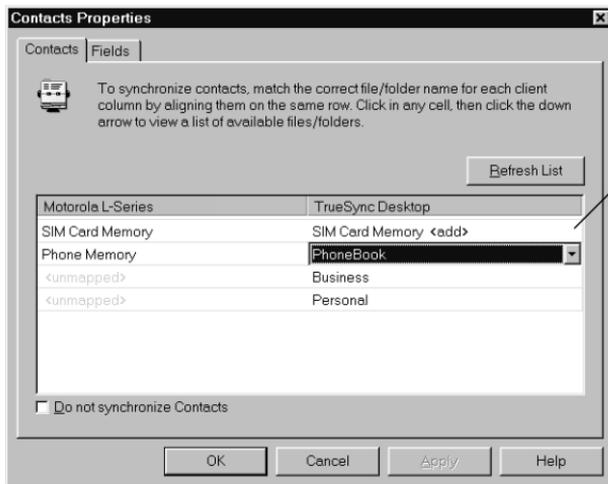
- 5** TrueSync sets up synchronization for the clients you have chosen and displays a summary of its choices, such as:



Examine the files, folders, and categories TrueSync has selected for synchronization. To make changes, click Change Settings. To accept the settings, click Finish.

- 6** If you clicked Change Settings, you will see a setup page such as the example shown below. Match a category on your phone to be synchronized with a folder in your PIM by aligning the category and

folder names on the same row. Click in any cell to select from available choices on that client. If you align <not mapped> in one column with an item in another column, that item will not be synchronized.



Click any cell to display a list of the folders or categories available on this client.

Align a folder in the PIM column with a category on your phone

NOTE If your SIM card does not include memory for storing user data, and you attempt to synchronize to SIM Card Memory, you will see error messages from TrueSync. Contact your Cellular Service Provider for details about your SIM card.

7 When you have completed your selections, click OK. Examine the settings on the summary page, and then click Finish.

8 If you chose to install other components:

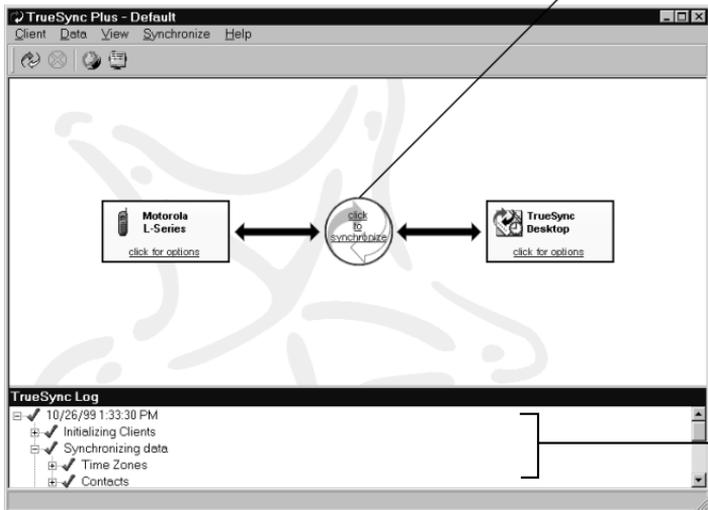
If you installed an additional device, you may be asked whether you want to synchronize with it and how you connect the device to your computer. If you chose an online service, you may be asked whether you want to synchronize with that service and, depending on the service, your service username, password, and connection method.

When the TrueSync window displays, you are ready to synchronize.

How to synchronize

After you have completed your setup, the TrueSync window will resemble the figure below, with your choices shown. To synchronize, make sure your phone is communicating with your computer as described in “Setting up infrared communications” on page 7, and then click the TrueSync globe.

Click the TrueSync globe to synchronize.



The TrueSync Log shows the results of your synchronizations

Click the plus signs (+) to expand the log entries. Select an error message and press F1 to see error message Help.

For more information

Your product CD-ROM contains electronic copies of this *QuickStart Guide* and the *TrueSync Desktop and Synchronization Guide*. Use the free Adobe® Acrobat Reader to read these manuals.

To install Acrobat Reader:

Insert the TrueSync CD-ROM in your CD-ROM drive. Click Start on the Windows taskbar and choose Run. Enter:

D:\Acrobat\acrobat.exe

where *D* is the letter assigned to your CD-ROM drive. Then click OK.

To read the manuals:

The *QuickStart Guide* is in a file named phone.pdf and the *TrueSync Desktop and Synchronization Guide* is truesync.pdf.

With the TrueSync CD-ROM in your CD-ROM drive, click Start on the Windows taskbar and choose Run. Enter:

D:\Documentation\guidename.pdf

where *D* is the letter assigned to your CD-ROM drive and *guidename* is either phone or truesync, depending on which manual you want to open. Then click OK.

NOTE If you want to print either file, Adobe recommends using a postscript printer for best resolution.

Starting TrueSync

After the installation and setup has completed, start future TrueSync sessions using one of the following methods.

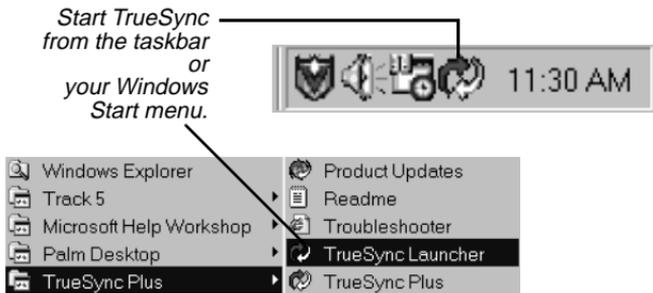
TrueSync Desktop users:



Open TrueSync Desktop and click the TrueSync icon on the Desktop or select View | TrueSync.

TrueSync Plus users:

Right-click the TrueSync icon in the Windows taskbar, and click Configure or click Start | Programs | TrueSync Plus | TrueSync Launcher.



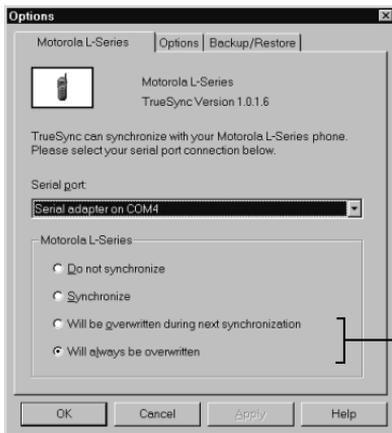
Tips and Tricks

After you have completed the TrueSync Setup Wizard, you can change your initial settings at any time, including:

- ◆ whether or not to overwrite the data on your L-Series phone
- ◆ which PIM(s) you want to synchronize with your phone
- ◆ which of your PIM's files, folders, or categories contain the data you want to synchronize
- ◆ which contacts and phone numbers you want to synchronize
- ◆ how you want contact names displayed on the phone

Choosing an overwrite option for your phone

Select a synchronization option for your phone by clicking its icon in the TrueSync window.



Select *Do not synchronize* to exclude the phone from synchronizations.

Select *Synchronize* to synchronize the phone's data with data from your PIM and other TrueSync clients. This means records may be added, deleted, or modified on the phone.

Select one of the overwrite options to overwrite the phone's data with data from your PIM.

CAUTION As a general guideline, it is recommended that you overwrite the phone's data. Use caution if you select the Synchronize option for the phone. Because of the limited fields on the phone, data loss can occur in your other clients when you select this option.

Changing the PIM with which to synchronize

To add a different PIM to your TrueSync configuration, choose Client | Add | Application in the TrueSync Window. Select the new PIM and follow the Setup Wizard steps. Then you can:

- ◆ leave the previous PIM set up for synchronization.
- ◆ remove the previous PIM from your configuration by choosing Client | Remove.
- ◆ choose not to synchronize with the previous PIM by clicking its icon in the TrueSync window and selecting the Do not synchronize option.

NOTE Check for additions and updates to TrueSync supported clients by clicking the Windows Start button and choosing either Programs | TrueSync Desktop | Product Updates or Programs | TrueSync Plus | Product Updates.

Changing the folder containing the PIM's data

- 1 In the TrueSync window, click your PIM's icon, then click the Options tab.

- 2 Select the new folder or folder group available for synchronization. In addition, if you are an Outlook user:
 - a) Click the Contacts tab and specify whether you organize your contacts in a single folder with categories, in a single folder without categories, or in multiple folders, then click Next.
 - b) If you store contacts in a single folder organized by category, click the Browse button to select the folder.
- 3 In the TrueSync window, select Data | Contacts, then click the Refresh List button. TrueSync will read and list the folders or categories on your PIM (it will also read and list the categories on your phone if your phone is within range of your computer's infrared reader).
- 4 Align the new folder or category with the phone's category.

Selecting contacts and numbers to synchronize

Managing the contacts on your phone is easy when you set up a file, folder, or category on your PIM specifically for the phone.

NOTE The number of contacts that you can synchronize depends on how much available memory you have on your phone.

Creating an Outlook category for your phone

Take the following steps to create a new Outlook category and filter the records that you want to synchronize to your phone. If you use folders to organize your Outlook contacts, see “Creating an Outlook folder for your phone” on page 25:

- 1** In the Contacts folder, choose Edit | Categories from the Outlook toolbar to create a new category.
- 2** Click the Master Category List button. Type the name of the new category, such as “Phone Book”. Click OK.
- 3** Specify the contacts to add to the new category:
 - a) Select the Address Card view.
 - b) Press and hold the Control key and click each contact that you want to add.
 - c) Choose Edit | Categories and select the category you created for the phone. Click OK.
- 4** Select the By Category view.
- 5** In TrueSync, map the new category to synchronize with your phone as described in “Changing the folder containing the PIM’s data” on page 22.

Creating an Outlook folder for your phone

If you use folders to organize your Outlook contacts, take the following steps to create a new Outlook folder and filter the records that you want to synchronize to your phone:

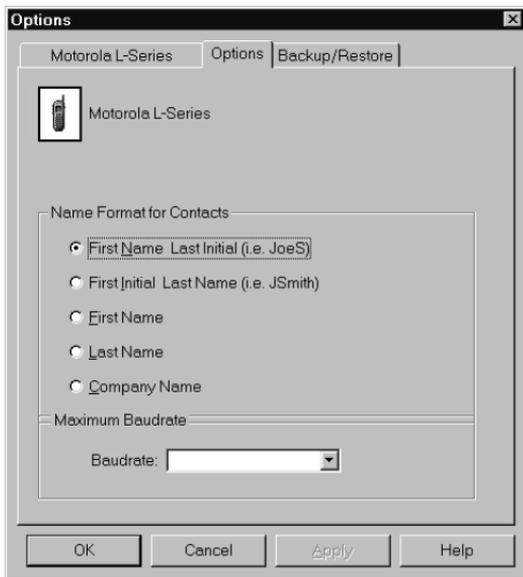
- 1** In the Contacts folder, choose View | Address Cards from the Outlook toolbar.
- 2** Press and hold the Control key and click each contact that you want to copy.
- 3** Choose Edit | Copy to Folder.

NOTE *Copying* the contacts to the new folder instead of *moving* them can result in duplicate contact records in other TrueSync clients, depending on how you map your contact folders for synchronization.

- 4** Click the New button to create a new folder, type a folder name, and then click OK. You have now organized all your phone contact records into a single folder.
- 5** In TrueSync, map the new folder to synchronize with your phone as described in “Changing the folder containing the PIM’s data” on page 22.

Choosing a display format for your contacts

Choose the display format for your contacts by clicking the phone's icon in the TrueSync window, then clicking the Options tab.



Click next to your choice of formats. Depending on the length of the contact's name, the information may be truncated on the phone's display.

Enter complete contact data in the field(s) you choose. For example, if you choose to display Company Names on the phone, a contact record with no entry in the Company Name field will appear with a blank name on the phone display.

Note: If you change the selected format, before the new format will display on the phone:

1. Synchronize any data updates from the phone to your PIM.
2. Choose an overwrite option for the phone (see page 21) and synchronize again.

Managing messages

TrueSync SMS provides an easy-to-use interface for composing and reading SMS (Short Message Service) messages that you send and receive using your Motorola L-Series phone. SMS messages are text-only, sent specifically to and from your phone number.

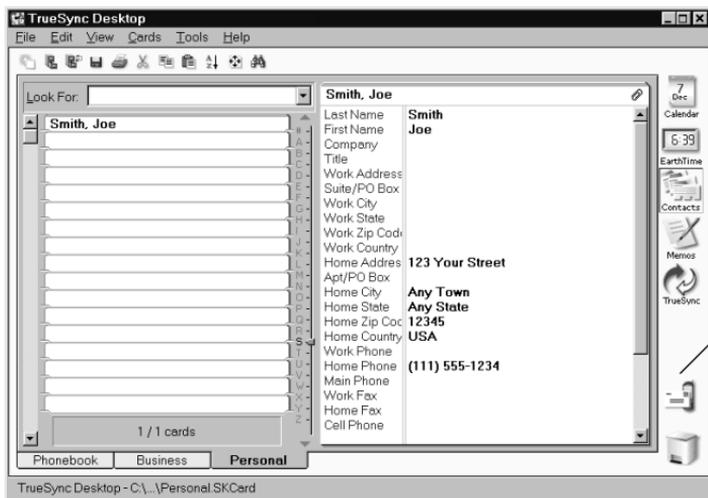
NOTE You must subscribe to this network feature through your service provider. Contact your service provider for additional information.

Starting TrueSync SMS

Before starting TrueSync SMS, make sure your phone is communicating with your computer via the IR (infrared) port as described in “Setting up infrared communications” on page 7.

To start TrueSync SMS:

- ◆ If you use TrueSync Desktop, click the TrueSync SMS icon:



Click the icon to start TrueSync SMS.

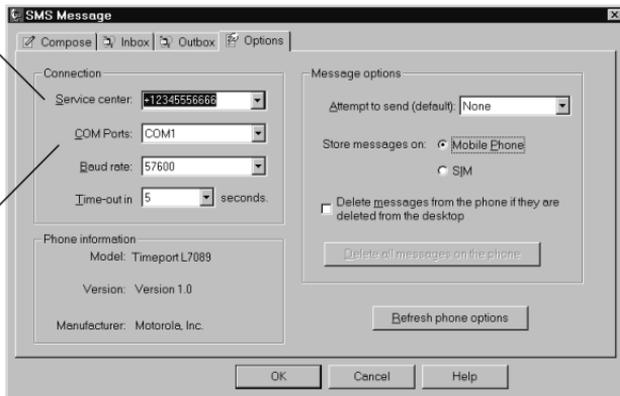
- ◆ If you installed TrueSync SMS only, click the Windows Start button, and choose Programs | TrueSync SMS | TrueSync SMS.

To set up TrueSync SMS:

To set up TrueSync SMS for exchanging messages, make sure your phone is communicating with your computer as described in “Setting up infrared communications” on page 7, and then click the Options tab.

Enter the phone number for your Message Service Center. Obtain this number from your Cellular Service Provider. See Note below.

Specify the port assigned for infrared communications, as described in the Note on page 11.



For information about each option, click the Help button.

NOTE Enter the Service Center phone number as a complete international number (a + sign, followed by the country code and phone number). For example, if your Service Center in the USA (1 is the US country code) has the phone number (234) 555-6666, enter the number as +12345556666.

Composing a message

Make sure the phone is communicating with your computer, start TrueSync SMS, and then click the Compose tab.

Enter the recipient's name and phone number (using international format as described on page 29), or click the drop-down list to select from previous recipients.

Enter the message text or click the drop-down list to choose from the text of previous messages. Messages can be a maximum of 160 characters long.

Click the Send button to send the message.

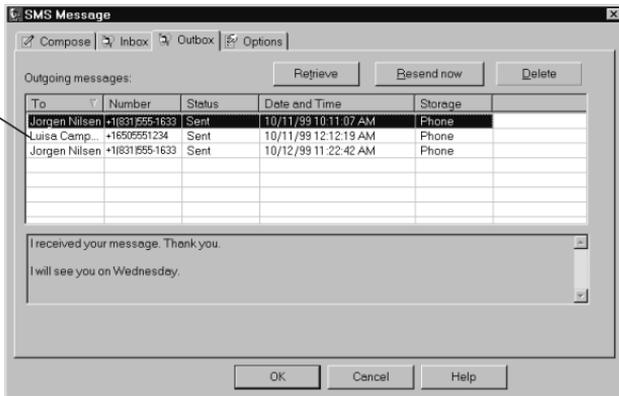
The screenshot shows the 'SMS Message' dialog box with the 'Compose' tab selected. It features a 'Name' field with a dropdown menu showing 'Smith, Joe' and a 'Number' field with a dropdown menu showing '+1800 555-4456'. A 'Send' button is located to the right of the number field. Below these fields is a text area with a dropdown menu containing three preset messages: 'I received your message. Thank you.', 'I received your message. Thank you.', and 'I will see you on Wednesday.'. The text area is currently empty. At the bottom left, there is a 'Store Messages in:' section with radio buttons for 'Mobile Phone' and 'SIM Card'. At the bottom right, there is a 'Message Lifetime:' dropdown menu set to 'None'. The character count '67 Characters in the message' is displayed above the lifetime dropdown. At the very bottom are 'OK', 'Cancel', and 'Help' buttons.

If you are using TrueSync Desktop, the Compose screen reflects the contents of the current Contact card. For details on selecting contact information, see the TrueSync Desktop and Synchronization Guide.

NOTE To store a message on the phone without sending it, omit the recipient phone number, then press the Send button.

Viewing and re-sending previous messages

Make sure the phone is communicating with your computer, start TrueSync SMS, and then click the Outbox tab to view or re-send messages you have previously sent.



Click a message to read its text.

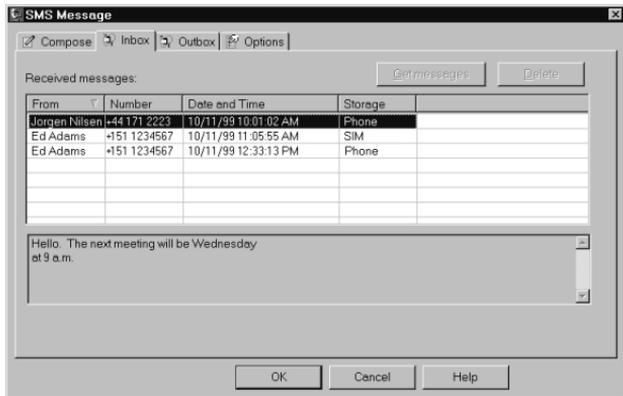
Click the Retrieve button to get outgoing messages from the phone.

NOTE Click the Resend now button to move a message to the Compose page where you can edit it. Then press the Send button on the Compose page to send the message.

Reading incoming messages

When you have received a message on your phone, make sure the phone is communicating with your computer, start TrueSync SMS, and then click the Inbox tab.

TrueSync SMS attempts to match each message's originating phone number with a recipient to whom you have sent a message. If a match is found, the name appears in the From column.



Click the Get messages button to display additional messages from your phone.

See your phone's documentation for information about transmitting incoming messages from your Message Service Center to your phone.

Follow these guidelines to synchronize successfully:

- ◆ The Motorola® L-Series phone currently only supports the GSM 7-bit ASCII character set. If you are synchronizing data containing other characters to your phone, those characters must be changed to the following set to synchronize successfully:
 - All letters of the English alphabet in both uppercase and lowercase (A - Z and a - z).
 - The numerals: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9.
 - The characters: ! # \$ % & " ' ` () * + , - . / : ; < = > ? @ [\] ^ _ { | } ~
 - The space character.
- ◆ If contact names do not display on the phone, check that there is data in the field(s) chosen for the Name Format Display, as described on page 26.

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