

WeSync™ 1.5 Release Notes

This document provides important information, supplementary to the *WeSync Quick Start Guide* and *WeSync User Guide*, to help you successfully install and use WeSync 1.5.

Contents

- **What's New in WeSync 1.5** 1
- **System Requirements, Installation & Upgrade Notes** 2
- **Important Usage & Limitation Notes** 5
- **Getting Help, Reporting Problems, Suggesting Enhancements** 10

What's New In WeSync 1.5

Please review the *System Requirements, Installation, & Upgrade Notes* and *Usage & Limitation Notes* sections below for **important** details about what's new in WeSync 1.5.

WeSync Contacts

- Fully featured *WeSync Contacts* applications for managing & editing contacts on both your handheld and the *WeSync Desktop Viewer*
- Create & share up to 1000 categories (including up to 15 in *Palm™ Address Book*)
- Assign contacts to multiple categories
- Sync contacts wirelessly
- Support for the new color Palm™ IIIc and for Palm OS 3.5

WeSync Calendars

- See events from multiple calendars in 'Merged Day View' on both your handheld and the *WeSync Desktop Viewer*
- 'Masking' of private events
- Sync private events between your handheld and the *WeSync Desktop Viewer*
- Configure 'Preset Alarms' for your handheld, via the *WeSync Desktop Viewer*, and also for new events that others add to calendars you publish or subscribe to
- See events & To Do's in 'Agenda View' on your handheld (even if you don't have Palm OS 3.5!)
- Support for the new color Palm™ IIIc and for Palm OS 3.5

WeSync Desktop Viewer

- Desktop password protection for handheld users
- Easier-to-use *WeSync Calendar Manager* and *WeSync Contact Manager*
- **WeSync Installer**
- Optional installation of either *wsCalendars* or *wsContacts*, or both, to your handheld
- *Palm™ Desktop Software* is no longer required for *WeSync Desktop* only users

Supported Handhelds & Desktops

For up-to-date information about currently supported handhelds & desktops, see *System Requirements* under the *Getting WeSync* link in the *Support* area of the WeSync.com web site.

- Handhelds: Palm IIIc (color), Palm m100
- Handheld Operating Systems: Palm OS 3.5

System Requirements, Installation, & Upgrade Notes

- **Upgrading to from WeSync 1.x to WeSync 1.5**

Existing WeSync 1.x users can upgrade to WeSync 1.5 simply by running the WeSync 1.5 Installer.

- *WeSync Desktop Only Users*

- **Supported Palm OS™, Palm™ Desktop, and HotSync® Manager Versions**

If you're using a version of *Palm Desktop* and *HotSync Manager* earlier than 3.0, you may encounter a 'Failed to load Conduit Manager DLL' error message during installation.

To upgrade, go to the [Software Downloads](#) section of Palm's web site and select the package you wish to download and install.

- **Supported Desktop Operating System Versions**

If you are using a PC running an early version of Windows 95 or Windows NT 4.x, without *Internet Explorer 4.01 – SP1* (Service Pack #1) or higher installed, you may encounter a 'Failed to create empty document' error when attempting to synchronize with the WeSync Server.

If this happens, you need to either upgrade to Windows 98 or Windows 2000, or install [Internet Explorer 4.01-SP1 or higher](#).

Note that since WeSync only needs some of the Internet communication capability that *Internet Explorer 4.01-SP1* and higher adds to these earlier OS versions, [Netscape](#) users can continue to use *Netscape* as their browser of choice.

- **Palm Desktop Data Back Up During WeSync Installation**

Every time you install WeSync, the *WeSync Setup* program makes back up copies of the data files of the 4 main *Palm Desktop* applications – *Address Book*, *Date Book*, *Memo*, and *To Do* – for all existing *Palm Desktop* User profiles. These backups are stored as follows:

`c:\Palm\<username>\WeSync\backup<date>`

- **Multiple Palm Devices Not Supported**

Each handheld **must** be linked to a separate, unique WeSync User Account. Syncing two different handhelds to the same User Account can cause severe data corruption to your Palm *Date Book* and *Address Book* databases.

- **Multiple Desktops**

If you encounter a 'Cannot Synchronize' error message with the following description: 'There are two WeSync Accounts associated with this Palm User', you can use the WeSync Calendars conduit to choose select one the two accounts, as follows:

- If your handheld has the correct information, change the WeSync Calendars conduit setting in the HotSync Manager 'Custom' dialog to *Handheld overwrites Desktop*.
- If the *WeSync Desktop Viewer* has the data you wish to retain, change the WeSync Calendars HotSync conduit to *Desktop overwrites Handheld*.

Notes:

- Do **not** check the HotSync Manager 'Custom' *Set as default* box, as doing so would make this conduit setting permanent)
- This setting will only affect the additional WeSync calendars you have created or subscribed to and will **not** affect the data on your personal *Date Book* calendar.

- **PIM Sync Settings**

The *WeSync Installer* prompts you to select one of the following 4 PIM Sync settings, which can be modified at any time via the WeSync Preferences dialog (accessible from the *WeSync Desktop Viewer* Edit menu or by right-clicking the *WeSync Desktop* 'tray' icon at the bottom right of your Windows desktop).

- *Using Palm Desktop*
3-way syncing is supported, meaning that at the end of a HotSync operation, any changes coming in from the WeSync Server and/or WeSync Desktop Viewer will be synced with the Palm Desktop.
- *Using a third-party PIM (Outlook, Notes, ACT!, etc.)*
2-way syncing is supported, which means that two consecutive HotSync operations are required for external changes – coming from the WeSync Server or WeSync Desktop Viewer – to get updated to your desktop PIM.
- *Only using the WeSync Desktop Viewer*
The WeSync Calendars & Contacts conduits are enabled.
- *Don't know what / if using a PIM*
The WeSync Calendars & Contacts conduits are enabled.

Note:

- If changes from the WeSync Server are not being received on your main, personal calendar in the *Palm Desktop Date Book* or 3rd party PIM calendar application, then make sure you have the appropriate PIM box checked in the *PIM Sync Preferences* dialog.

- **DateBk3 & DateBk4 Compatibility**

DateBk3 & *DateBk4* users should select the 3rd Party PIM Sync setting during installation.

You can also select this setting via the *WeSync Preferences* dialog (accessible from the *WeSync Desktop Viewer* Edit menu or by right-clicking the *WeSync Desktop* 'tray' icon at the bottom right of your Windows desktop).

- **Wireless & Modem Refresh Set Up**

Before you can successfully perform a *WeSync Wireless / Modem Refresh* with your wireless device or handheld with a modem, you must first:

- *Do a full, cradled HotSync + Sync to the WeSync Server.*

Attempting a *Refresh* after installing WeSync but before syncing to the WeSync Server will result in a '**Request error: no account**' message

- *Publish and/or subscribe to the calendars and/or contact categories you wish to update via a Wireless / Modem Refresh, then do a full cradled HotSync + Sync to the WeSync Server.*

Performing a *Refresh* after syncing to the WeSync Server but before publishing or subscribing to **plus** doing a full cradled HotSync + Sync to the WeSync Server will result in a '**Request error: no calendars known**' response.

Note

- If you get a '**Response timed out**' error message – which means that the information being transmitted was not able to either get to the WeSync Server or return to your wireless handheld within the 30 second preset time out period – we recommend that you wait a few moments and try again. If the problem persists, please contact WeSync Support.

- **Un-Installing WeSync**

- *Removing WeSync from your PC*

Use the Windows *Add/Remove Programs* application to uninstall WeSync from your PC, as follows:

1. Launch the Control Panel via *Start > Settings > Control Panel*.
2. Launch the *Add/Remove Programs* application.
3. Double-click 'WeSync.com WeSync' - or select it - then click 'Add/Remove'.
4. Click 'OK' in response to the 'Are you sure ...' dialog.
4. When the removal process is complete, we recommend that you close all open applications and Shut Down & restart your computer.

- *Deleting WeSync from your Handheld*

1. From the main applications launch screen, tap the *MENU* icon (lower left corner of the display).
2. From the 'App' menu, tap 'Delete'.
3. Select *wsCalendars*, then tap 'Delete' and 'Yes'.
4. Repeat for *wsContacts*.
5. Tap 'Done'.

- *Important Note for PumaTech Intellisync Users*

If you use *IntelliSync* to synchronize your handheld with a 3rd party PIM (such as *Outlook*, *Notes*, *ACT!*, etc.), using *Add/Remove Programs* to uninstall WeSync can cause the *Intellisync* conduits to no longer function properly.

This situation is caused by a known *Intellisync* problem resulting from PumaTech's conduit implementation that is apparently not in full compliance with Palm's HotSync Conduit Software Development Specifications.

If you cannot reset the *Intellisync* conduits successfully by re-running the *Intellisync Configuration Tool*, then perform the following steps as documented in Intellisync FAQ – Reference #991130-0001 (accessible in the Support FAQ area at www.pumatech.com):

1. Uninstall both the *Palm Desktop Software* and *Intellisync*
2. Delete the directories for each application
3. Shut down & restart your computer
4. Reinstall *Palm Desktop Software*, then *Intellisync*

- **Re-Installing WeSync**

- Do **Not** Delete the WeSync Cache Files*

Unless you have been directed to do so by WeSync Support, please do not delete the WeSync cache files stored in your *c:\Palm\<username>\WeSync* folder(s) when trying to resolve synchronization or installation problems.

- Deleting the WeSync cache files can result in your primary calendar being duplicated in the *WeSync Calendars* application on both your handheld and desktop. Further, your original handheld calendar may not be able to synchronize successfully with the *WeSync Desktop Viewer* or the WeSync Server. If this does happen, please contact WeSync Support for assistance.

Important Usage & Limitation Notes

- **Compatibility with 3rd Party Applications**

Because testing for compatibility with 3rd party applications is an on-going task, we recommend caution when switching between WeSync and other applications to make changes to the main *Date Book* calendar or *Address Book* categories on your handheld and desktop PIM application.

However, we do welcome your feedback on any issues you might encounter. Following are the known problems when using WeSync with 3rd party applications.

1. *3rd Party Handheld Applications*

- *ActionNames™*

Addition of new events and changes to existing events you make in ActionNames on your handheld sometimes may not appear in the WeSync *Desktop Viewer* after a HotSync operation. If this happens, performing another HotSync should solve the problem.

- *DateBk3™ & DateBk4™*

Selecting *3rd Party PIM* in the WeSync *PIM SYNC* settings will allow you to avoid a problem where the HotSync Manager will sometimes report that *DateBk3* categories have been deleted, though in reality they were not deleted.

IMPORTANT: If you use the Palm Desktop software for your PIM calendar and/or contacts, you will need to perform a 2nd HotSync for the Palm Desktop apps to get sync updates that come from external sources (the WeSync Desktop Viewer and shared resources on the WeSync Server).

The PIM Settings can be selected either during WeSync installation or via the WeSync *Preferences* dialog (accessible from the *WeSync Desktop Viewer* Edit menu or by right-clicking the *WeSync Desktop* icon in the 'tray' bar at the bottom right of your Windows desktop).

- *No 3-way Syncing with 3rd Party PIMs*

External changes get written to the Palm Date Book and Address Book databases on your handheld at the end of every HotSync operation, but because the conduits syncing these databases to your 3rd party PIM run before the WeSync conduits run – and – because WeSync does not directly integrate with any 3rd party PIMs, you will need to perform a 2nd HotSync operation for these externally generated changes to get updated with your PIM.

2. *3rd Party Synchronization Utilities*

- *PumaTech Intellisync™*

- The *Intellisync Uninstaller* removes not only *IntelliSync* from your desktop but also the Palm *Date Book* and *Address Book* conduits **as well as** all other associated *Date Book* and *Address Book* conduits, such as the *WeSync Calendars* and *WeSync Contacts* conduits. The solution is to reinstall first the Palm Desktop Software then WeSync.

- If you use *IntelliSync* to synchronize your handheld with a 3rd party PIM (such as *Outlook*, *Notes*, *ACT!*, etc.), using *Add/Remove Programs* to uninstall WeSync can cause the *Intellisync* conduits to no longer function properly. See **Uninstalling WeSync** in the **System Requirements, Installation, and Upgrade Notes** section above for more information about this problem and how to resolve it.

- **WeSync Calendars**

1. *Alarm Behavior*

- Alarms created in WeSync Calendars on your personal *Date Book* calendar will cause *Date Book* alarms to sound.
- Alarms created in DateBk3 will cause a DateBk3 alarm to sound on your personal *Date Book* calendar.
- Alarms created on your personal *Date Book* calendar will sound *Date Book* alarms.
- Alarms created in WeSync Calendars on any other (i.e. non-personal *Date Book*) calendar will sound WeSync Alarms.

2. *Deleting Shared Events (Canceling Meetings)*

If you delete an event that is shared on other calendars, all instances of that event will be deleted from all published or subscribed calendars it is shared on (i.e. known to the WeSync Server). It will not, however, be deleted from any unpublished calendars (i.e. not known by the WeSync Server). For example, if a subscriber to your calendar has shared an event to a local, unpublished calendar, this event will remain on that local calendar after you delete it from the calendar subscribed to.

Tip: Canceling Meetings

As a courtesy to those who may have shared this meeting to their local calendars, you may wish to first add "CANCELED" at the beginning of the meeting event description and do a *Sync to Server* and then delete the event **after** the meeting was to occur. Assuming they do a *Sync to Server* before you delete the event, their local calendars will display that you have canceled the meeting that they can then delete at their leisure.

3. *No Event Conflict Notification for Deleted Shared Events*

If one user deletes an event on a shared Read/Write calendar and then syncs to the WeSync Server, this event will be deleted from other user's version of this calendar when they subsequently sync to the WeSync Server. These users will not receive any Event Conflict Notification for this event deletion even if they have made changes to the event prior to synchronizing.

• **WeSync Contacts**

1. *Private Address Book entries in shared Categories are not synced*

2. *If you need to edit or delete shared Contact List Categories or change their names, you should use the WeSync Contact Manager. Using the Palm Address Book or 3rd party PIM to make these resource level attribute changes can cause your shared categories to become unshared.*

3. *Contact Category Name Conflict Resolution*

- If you subscribe to a Contact List that has the same name as an existing Contact Category, or other subscribed Contact Lists, a Rename Category Notification will appear informing you that the new Category will be renamed from 'Name' to 'Name*1'.
- If a Category name is 15 or more characters long, then the Category name will get truncated to the first 13 characters and appended with a *1.

4. *Contact Conflict Resolution*

Conflict protections have been implemented for when:

- a Category with the same name as an existing Category is subscribed to
- an attempt is made to synchronize more than 15 Categories
- changes are made to contacts in Read Only Categories
- multiple users modify the same contact in different ways

When two users subscribed to the same Contact List modify the same contact in different ways, the 2nd user to Sync to the WeSync Server will receive a *Contact Conflict Notification* that displays the 1st user's change currently stored on the Server and the 2nd user's change stored on his/her handheld and/or desktop. The 2nd user has the following 3 options:

- **Accept Server**
The 2nd user will get the 1st user's change, which will put them into sync with one another.
- **Accept Both**
User #2 will get 2 copies of the contact on his/her handheld and desktop, each with the 2 different changes. When user #1 syncs to the Server again, s/he will also get both copies. Each user needs to decide which copy to keep & which to discard.
- **Accept Handheld**
The 2nd user's version of the contact remains on his/her handheld and desktop and does not get sent to the Server until s/he syncs to the server again.

5. *Contact Edits in Read Only Categories*

- Notification appears during a HotSync operation if users attempt to modify Contacts in Read Only Categories as follows:

- when a Contact in a subscribed Read Only category is modified or a new one is added, the user's changes are not discarded, rather the Contact is moved to the *Unfiled* Category
- if a Contact in a subscribed Read Only Category is deleted or moved to a different Category, this Contact will be restored to the R/O Category
- No Conflict Notification will be displayed in following instances:
 - When a Read Only Category subscriber moves one of its contacts to the *Unfiled* Category, the contact will be restored the next time this person performs a HotSync operation
 - When two users simultaneously move the same contact to 2 different shared Categories, the change made by the 1st person to sync to the Server will prevail.
- **WeSync on the Desktop**

1. *Printing*

Printing from the *WeSync Desktop Viewer* will not be available in the WeSync 1.x release cycle but will be added in a future release.

A workaround is to use the Windows *Alt+PrtScn* command to copy the currently displayed calendar screen image to your clipboard and then paste it into a word processor from where you can then print it.

- **WeSync on the Web**

1. *Cookies*

The WeSync Web functionality is designed using Microsoft® Active Server Pages. Therefore, your browser **must** be set to accept cookies for this functionality to work properly.

- **Synchronization**

1. *Proxy Server / Firewall Authentication*

Synchronization with the WeSync Server will work with most firewall / proxy server configurations that allow standard HTTP communications over port 80.

WeSync also recognizes standard proxy log on 'authentication' requests that require you to enter a user name, password, & network domain in order to access the Internet.

However, there may be some set ups that WeSync does not yet accommodate. If your firewall / proxy server is set to allow HTTP over port 80 in both directions, and you still have difficulties syncing with the WeSync Server, setting a Proxy Exception – as described below – may help. If this doesn't resolve the problem, please email [WeSync Support](#) so we can investigate further.

- **Setting a Proxy Exception**

This exception will only allow you to bypass your proxy server for communicating with the WeSync Server and does not open any additional ports on your firewall or proxy server.

However, because setting the exception means your interactions with the WeSync web site cannot be monitored, we recommend you check with your IS / IT staff before proceeding.

FYI, we have found most IS / IT staffs will OK this proxy exception setting if you inform them ahead of time and explain that it's being used strictly during the sync process to exchange your personal calendar and contact information with other WeSync users.

- Launch the 'Internet Options' application from your Windows Control Panel (*Start > Settings > Control Panel*)
- Note that this application was named 'Internet' in earlier versions of Windows.
- Click the 'Connections' tab at the top of the 'Internet Properties' dialog window
- Click the 'LAN Settings' button at the bottom of the window
- Note that the 'LAN Settings' are part of the 'Connections' dialog in earlier versions of Windows
- Under the 'Proxy server' section, check the 'Use proxy server' box (if it's not already selected), then click the 'Advanced' button.
- Under 'Exceptions', enter *"*wesync*"* (without the quotes) in the 'Do not use proxy server for addresses beginning with' box.
- Click 'OK' to close each of the dialog windows.

2. Remote Modem Access

While synchronizing via a 28.8K modem connection may work fine (if somewhat slowly), we recommend using 56K or faster when possible.

3. First Time Calendar Synchronization Times

Though regular calendar synchronization times have improved from approximately 3x to 5x, **first time synchronization** after installing WeSync will take noticeably longer than you are used to. Sync times after publishing or subscribing to calendars and contact lists for the first time will also take longer than subsequent syncs.

4. Syncing External Changes to 3rd Party PIMs

Two HotSync operations are required to get changes made externally – via either the WeSync Desktop Viewer locally, or by others remotely and synced to the WeSync Server – updated to 3rd party PIM calendars and contact lists.

• Wireless Refresh™ & Modem Refresh™

1. Calendar Selection

- The calendars you have selected and the view you are in will become the default selections when you initiate a *Wireless Refresh*.
- *Refresh* will select the actual current period when you use the selected day, week or month view as the default date range for the *Refresh*. For example, if you are in week view and today is Thursday Jan 20, your *Refresh* range will be set to the week of Sun Jan 16 – Sat Jan 22.
- Any changes you make to the calendars selected on the *Wireless Refresh* Calendars Selection screen will be retained when the *Refresh* is done and you are returned to your *wsCalendars* calendar view display.

2. Calendar Attribute Changes

Wireless Refresh will **not** synchronize any changes you make to calendar attributes at the resource level – such as editing the calendar's name, making it Read Write / Read Only, or deleting it. These changes can only be passed along when you perform a full HotSync + Sync-to-Server operation.

3. Syncing to Un-Published & Un-Posted Calendars

If you do a *Wireless Refresh* to a calendar that has been un-Published or un-Posted since the last time you did a full HotSync + Sync-to-Server operation, the calendar will remain on your Palm VII but all its events will be deleted. The calendar will be removed from your handheld the next time you do a HotSync + Sync-to-Server.

4. Alarms

This release of *Wireless Refresh* will not synch *Alarms* that have been added to calendars you publish or subscribe to.

5. Throttling

- The *Throttling Threshold* – with a default setting of 500 bytes – applies to a complete 'round-trip' *Wireless Refresh* session. A *Refresh* session consists of the *Request*, where your Palm VII tells the WeSync Server 'here are the change I have to pass up to you', and the *Response*, where the Server tells your VII 'and here are the changes I have for you.'
- **Note** the new feature that allows you to turn *Throttling* off, which will result in there being no limit to the amount of data you can send & receive.
- If a *Request* or *Response* causes the threshold to be exceeded, a dialog will pop up informing you of the transmission details, i.e. what your current *Threshold* setting is and how many bytes in excess the *Request* or *Response* is. The dialog gives you the option to continue or not.
- If the *Request* exceeds the limit, you will be notified before the *Request* has been sent to the server. If you decide to 'Send it', then the **entire** *Request* will be sent.
- On the *Response*, you will be notified if throttling took place **after** the response transmission has taken place. If the *Response* exceeds the *Threshold* minus the size of the *Request*, the response will be automatically pruned to fit the *Response* within the limit. A *Partial Response* screen will notify you when pruning has taken place and give you the option of getting the full *Response*. This dialog will also allow you to change any of the *Refresh* settings you wish to before processing the *Response*.

- If you perform a series of *Refreshes* in a row, the size of the *Request* will shrink because the Server now knows about the changes that have been passed up to it.
- Whatever changes you make to the *Throttling* settings will be retained for the next session.
- *Wireless Refresh* does not handle event conflicts. For example, you are sharing a Read/Write calendar and a Subscriber edits an event and then syncs this change to the Server. If you then edit this same event and do a *Wireless Refresh* of the date range for this calendar that includes the event, the changes you made will be discarded. The subscriber's edit 'wins', will be refreshed to your handheld.

6. *Error Messages*

- A '**No GUID**' error message means that you are attempting to do a *Wireless Refresh* without having performed a full HotSync + Sync-to-Server operation after installing WeSync Refreshable to your handheld.
- A '**No calendars known to the server**' error message means that you are attempting to synchronize calendars that have not previously been published from or subscribed to your wireless handheld via a full HotSync + Sync-to-Server.
- A '**Cannot connect to the WeSync Wireless Server**' error message on your wireless handheld can result from a low battery condition. If this is the case, replacing them with fresh batteries should solve the problem.

Getting Help, Reporting Problems, Suggesting Enhancements

- **Where To Look & Who To Contact**

If you have any questions about WeSync or need help getting it to work for you, please first check the WeSync user documentation and the online FAQs and other links in the [Support / Help](#) area of the WeSync.com web site.

If you don't find the answers or assistance you're looking for there, would like to suggest improvements, or want to give us some feedback – good comments as well as constructive ones are welcome! – don't hesitate to email support@wesync.com.

- **What To Tell Us If You Ask For Help With A Problem**

If you're emailing us about a problem you're having, please include the following:

- **Daytime phone number** and preferred times to call if we need to talk with you.
- **Thorough description** of the problem, and any error messages you encounter.
Include if possible what you were doing immediately prior to the problem's onset, what condition the problem left your application and/or system in, and what actions you took to recover. Indicate also if the problem is readily reproducible, intermittent, or appears to be a one-time occurrence.
- **Complete hardware & software specifications and version information** (as they apply to the particular problem). Don't forget to note any 3rd party desktop or handheld applications, or unique system configurations that could be factors.
For directions on how to find these version numbers, see [How to Obtain Version Information](#) under the **Trouble Shooting** section in the **Support / Help** area of the WeSync.com web site.

- **When Can You Expect A Response**

While we give priority to situations where people are having problems installing, setting up, or using WeSync, or our goal is to respond to all emails within one business day whenever possible.

FYI, WeSync Support's regular business hours are 8am – 5pm Pacific Time, Monday – Friday.

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WeSync.com, Inc.
1001 SW Fifth Ave., Fifth Floor
Portland, OR 97204-11147
info@weysnc.com