SYNCWIZ PRINTED DOCUMENTATION

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STARTUP & ABOUT

ABOUT SYNCWIZ (FORMER NAME: VSYNC FOR OUTLOOK)

SyncWiz is a simple utility for personal use designed as an add-on solution for Microsoft Outlook. It allows you to easily import, export, and convert while exporting your Outlook Contacts and Calendar events information from/to vCard (*.vcf), vCalendar (*.vcs) or iCalendar (*.ics) format files.

We would also like to extend a special "thank you" to our numerous customers in the USA, United Kingdom, Australia, Belgium, Germany, Switzerland, France, Singapore, and other countries who implemented our programs for their everyday business needs - from personal and family use to Medical and Law Offices, Religious Services, Technology and Software production companies.

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* **TRIAL VERSION** ALLOWS IMPORTING AND/OR EXPORTING AND/OR SYNCHRONIZING ONLY 5 OUTLOOK CONTACTS/EVENTS AT A TIME.

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HOW TO BUY

➜ To **buy the license**, please click here.

▸ All of our customers who have purchased the program or who have added a new license are eligible to get free updates for a year from the purchase date.

▸ If you are looking for other 4Team products for Microsoft® Outlook®, you can get them at significantly reduced prices; just send us an email with your order number, product name, and the number of licenses that you wish to purchase.

▸ For more information please check out product website.

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FEATURES

Click on the <u>underlined</u> links to find out more.

Microsoft Outlook allows you to convert your contacts to/from vCard format files (*.vcf files, vCard versions 2.1 and 3.0), and to covert your calendar events to/from vCalendar/iCalendar format files (*.vcs/*.ics). In Microsoft Outlook you are allowed to convert only one contact/event at a time. Now, using SyncWiz you can easily convert any number of contacts and events to/from files in only a few clicks.▶   Automatically synchronize Microsoft Outlook Calendar and/or Contacts folders via vCalendar/iCalendar, vCard/iCard files (.vcs, .ics, *.vcf files)

▶   Create Synchronization Profiles with different sets of folders
▶   **new!** Windows 7 and Office 2010 compatible
▶   Import iCalendar or vCalendar files (.vcs, .ics files) to any selected Outlook folder. The standard Microsoft Import feature is limited to import vCalendar and iCalendar files only to the default Microsoft Outlook Calendar.
▶   Export / Convert any Outlook Calendar folder or only selected events into the vCalendar or iCalendar format files (*.vcs/*.ics).
▶   Import / Convert the vCard format files (.vcf files) to a chosen Outlook Contact Folder (vCard Converter)
▶   Export / Convert and synchronize any Outlook Contact Folder or chosen contacts to Vcard format files or one file in the chosen windows folder
▶   Filter the imported or exported contacts by Category and Private status.
▶   Filter the imported or exported Calendar events by: All day events, Private, Category, Labels, Selected data period.
▶   Import items from a selected file or files from a selected folder.
▶   Support for exporting to iPod, Mac, Lotus Notes and other files in a different format.
▶   Simple Duplicates Resolution Management
▶   Different languages and encoding
▶   Support for vCard versions 2.1 and 3.0.
▶   Save all selected contacts in one *.vcf file.
▶   Save all selected calendar events in one *.vcs/*.ics file (vCal and iCal).
▶   Integrated in Microsoft Outlook toolbar and File menu

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SYSTEM REQUIREMENTS:

Minimum requirements for optimum functioning of the program are:

Software:
- ▶ Microsoft Windows 98/ME/NT4/2000/XP/Vista/7
- ▶ Microsoft Outlook version 2000, 2002/XP, 2003, 2007, 2010
- ▶ Windows **Administrator rights** in order to install SyncWiz.

Incompatible with Outlook Express, or Outlook versions prior to 2000

Hardware:
- ▶ **CPU**: at least Pentium 300 MHz
- ▶ **Memory**: minimum requirement is 64MB

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SYNCWIZ VERSIONS

- ▸ **Trial** - a limited functionality 14-day version. It allows you to import/export/synchronize only 5 Outlook Contacts or Calendar events at a time.

- ▸ **Full** - a fully functional version.

Note: The trial version does not require any [activation](#).

[SyncWiz website](#)

SOFTWARE UPDATE & ACTIVATION

Click on the underlined links to find out more.

➜ **What happens if you don't activate your copy of the product?**

Before you activate **SyncWiz** you may run it for a limited amount of time (trial version). **SyncWiz** will go into **Reduced Functionality Mode** when this trial period expires. In Reduced Functionality Mode, you will not be able use **SyncWiz**. No existing Outlook items or contacts will be harmed, and you can easily get **SyncWiz** out of this mode after activation.

➜ **Product Activation:**

1. Connect to the Internet.
2. Go to Microsoft Outlook **Help** menu, point to **4Team About** and select **SyncWiz**.
3. In the opened Form click the **Activate…** button.
4. Enter your* Activation Code in the Activation Code field.**
5. Click **Next**.

The program will continue functioning as a full version.

If you receive the **Activation failed** dialog, click "< Back" and reenter your Activation Code. If this does not help go to Support by phone or LiveChat.

*An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase the product by clicking here.

In order to activate the product, you need to purchase it and obtain the activation code. Click the **Buy online button in the About **SyncWiz** form to go directly to product website.

➜ **Software Update**

1. **Connect** to the Internet.
2. Go to Microsoft Outlook **Help** menu, point to **4Team About** and select **SyncWiz**.
3. In the opened Form Click the **Check for Update** button.
4. If a new version of the product has been released, **remove the old version** (Control Panel⟶ Add/Remove Programs) and **download and install the new one**.

Note: All your data will be saved and securely translated into a new version. Your Activation Code (your order number) will be required. Please click "**Activate**" in the product menu and enter the Code. You may purchase a group license or separate licenses for each group member from the product website. For program activation, the Code has to be entered on each group member's computer.

➜ **About product activation**

After the trial version period is over, you will need to activate your copy of the product in order to continue using it. This wizard will guide you, step-by-step, through the process of activating via the Internet or over the telephone.
4Team Product Activation is an anti-piracy technology designed to verify that software products have been legitimately licensed. It is quick, simple, and helps protect customer privacy.
Product Activation works by verifying that a software activation code, which you must use in order to activate the product, has not been used on more personal computers than intended by the software's license.

Note: Please be aware that your Activation (License) Code is linked to your computer(s), and the program can be installed only on as many computers as licenses you have purchased. If you need to move the program to another computer, please contact our customer support.

An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase it by clicking here.

SyncWiz website

INSTALLATION

Click on the <u>underlined</u> links to find out more.

- **Prior to installation**:

  1. You need to have **Windows® Administrator rights** in order to install **SyncWiz** *for Microsoft® Outlook®*.
  2. Please check that you are running Microsoft Outlook 2002 (SP-2) or 2003 as **SyncWiz** is **incompatible** with any **Outlook** version **prior to 2002/XP (SP-2)**; check other System Requirements as well. You can update your Microsoft Outlook version <u>here</u>.
  3. Download the latest version of **SyncWiz** setup file from the <u>SyncWiz website</u> and save it to an easy to find place.

  ✦ **Installation steps:**

  1. **Close** Microsoft® Outlook® and all open programs.
  2. **Install** the previously downloaded product by opening/clicking the "setup" file from the location where you saved it. Follow the instruction on the screen.
  3. **Start** Microsoft Outlook.
  4. You are now ready to start using the program!

- <u>If installation was interrupted or incomplete,</u>

  …the problem might be related to Microsoft Outlook integrity. Prior to reinstalling **SyncWiz**, please perform the following:

  1. Uninstall Product (Start⟶ Control Panel⟶ Add or Remove Programs).

  2. Use the Detect and Repair feature in Microsoft Outlook Help menu to make sure it is operating properly. You may need the original Microsoft Office® or Microsoft Outlook CD-Rom. If Detect and Repair was unsuccessful, please address the issue to <u>Microsoft support team</u> or <u>IT Professionals</u>. Installation of 4Team software will not be possible until Microsoft Outlook integrity is restored.

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  - Please keep in mind that the " Detect and Repair" feature is not related to our software and recommended to be performed each time you experience functional problems with Microsoft Outlook.

  - Please refer to our FAQ & Troubleshooting section of the HELP documentation.

  - For IT Professionals in order to restore Microsoft Outlook integrity:

  o Use the "Detect and Repair " feature in your Microsoft Outlook (you may need the original Microsoft Office or Microsoft Outlook CD-Rom). If this feature is successfully fulfilled, you may proceed to the next step. If not, we recommend that you save your *.pst file and repeat the procedure, but this time with "Discard my…" checked. Use the SCANPST feature, which will check the integrity of your *.pst file. Find this file in your computer and remember the name. Close Microsoft Outlook.

  o Find the SCANPST.EXE file on your hard disk. Launch the program by clicking on SCANPST.EXE.

  o In the dialogue box click "Browse…" and choose the path for your *.pst file. Click "Open". Then click "Start". If the program finds any problems, click "Repair". Click "Close". If the problems persist, address them to <u>Microsoft support team</u>.

  Our **customer support** will be happy to answer all your questions regarding product installation and functionality, by <u>e-mail</u> or through **Live Help** Chat/Feedback on our Web site at: <u>http://SyncWiz.4team.biz</u>, over the phone at: (954) 796-8161.

  <u>Report Problems, Suggestions</u>

SyncWiz website

WORKING WITH SYNCWIZ

SYNCHRONIZING OUTLOOK CONTACT AND/OR CALENDAR EVENTS

SYNCHRONIZING OUTLOOK ITEMS WITH VCARD/ICAL/VCAL FILES

Click on the underlined links to find out more.

To start Outlook Contacts and/or Calendar Events synchronization with files located on your disk, USB disk or network location do the following:

✔ Start the SyncWiz application from one of the following locations: desktop shortcut , tray icon, quick launch bar or Outlook toolbar.

✔ Once you start the main interface is displayed.

✔ Click "New" to launch the SyncWiz action selector.

✔ Select "Synchronize" to start the synchronization profile creation wizard.

✔ In the first wizard's step select Outlook Calendar Events and/or Contacts folders you want to synchronize by checking the appropriate boxes. Click […] to browse for disk folder you want to synchronize with. Click "Next".

✔ **In the wizard's next step,** select how SyncWiz should resolve conflicts with similar Contacts and/or Calendar Events during synchronization.

You can choose one of the following options:

‣ Create duplicate Contacts and/or Calendar Events in case synchronizing with similar vCard/vCal/iCal files.

‣ You can use Duplicate Killer later to find and process duplicate Outlook items according to options you choose.

‣ Move Outlook Contacts and/or Calendar Events that are similar to the imported files to "Deleted items".

‣ Move files that are similar to Outlook Contacts and/or Calendar Events to "Recycle Bin".

✔ Select one of the **synchronization modes:**

‣ Manual – synchronization will start after wizard, or if you save it as a sync profile.
‣ Scheduled – synchronization will be done according to schedule you specify.

✔ In the case that you select the "Scheduled" sync mode, you can specify your schedule in the wizard's next step.

✔ In the case that you specified the "Manual" mode, clicking "Next" opens the "Finish" step of the wizard.

- ✔ In the "Finish" step of the wizard you enter the profile name. Here, you can also set up synchronization filters and modify import/export options.

- ✔ Check off "Synchronize now" to start synchronization.

- ✔ In main interface, you can see a progress bar and follow the current synchronization status.

You can start manually or edit the created synchronization profile from the main SyncWiz interface, tray, or Outlook toolbar.

Note:
You can synchronize your Google Calendar Events and Contacts using vCard/iCal files with Outlook this way. Read here and here how to export them to files. After you export Events and Contacts to files, use SyncWiz to sync them with Outlook.

If you connect your iPod (Classic, Nano), mobile phone or PDA in a hard drive mode to your PC and navigate to your Contacts or Calendar Events folder, you can synchronize them with Outlook easily using SyncWiz.

With SyncWiz you can synchronize Outlook with Lotus Notes Contacts as well. Read here to get to know how to export Lotus Notes Contacts to a hard drive location. After doing that, just use SyncWiz to synchronize this location with Outlook.

If you use an Apple computer running Mac OS, you can copy your Contacts and/Calendar Events from your Apple to some network location or USB drive and afterwards use SyncWiz to synchronize your Mac with Outlook Contacts and/or Calendar Events.

SyncWiz website

MANAGING SYNCHRONIZATION PROFILES

Click on the <u>underlined</u> links to find out more.

✔ To start manually, schedule, edit or remove existing synchronization profiles, start SyncWiz application from one of the following locations: desktop shortcut , tray icon, quick launch bar, or Outlook toolbar.

✔ Select the profile you want to start, schedule, edit or remove.

✔ Select one of the following actions to perform:
   ▶ "Sync" – start synchronization profile manually.

   ▶ "Schedule" – set synchronization mode (manual, scheduled) and set up schedule options.

   ▶ "Edit" – start the synchronization profile wizard and edit the sync profile settings

   ▶ "Delete" – remove the selected synchronization profile

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ADVANCED OPTIONS AND FILTERS

Click on the underlined links to find out more.

You can **your export settings from Advanced Options and Filters** when creating or editing your synchronization profile in the last wizard step:

✔ Set **synchronization mode** (manual, scheduled) and setup schedule options.

✔ Set vCalendar synchronization options:

  ▸ Select file format (vCal/iCal);

  ▸ Select Calendar Events encoding;

  ▸ Select the default time zone for imported Calendar events;

✔ Set vCard synchronization options:

  ▸ Select file format (vCard 2.1 or vCard 3.0);

  ▸ Select Contacts encoding;

✔ In **Contacts Synchronization Filters**, choose how you export Contacts when synchronizing:

  ▸ Do not export private Contacts export;

  ▸ Do not export Contacts that exclude or include some categories;

✔ In **Calendar Synchronization Filters**, choose how you export Calendar Events when synchronizing:

  ▸ Do not export private Events;

  ▸ Do not export all day Events;

  ▸ Do not export Events that exclude or include some categories;

  ▸ Do not export Events that exclude or include some labels;

  ▸ Export only events that belong to some time interval.

✔ Select how SyncWiz should **resolve conflicts** with synchronization of similar Contacts and/or Calendar Events. You can choose one of the following **options**:

  ▸ Create duplicate Contacts and/or Calendar Events in case of synchronization of similar vCard/vCal/iCal files.

  ▸ You can use Duplicate Killer later to find and process duplicate Outlook items according to options you choose.

  ▸ Move Outlook Contacts and/or Calendar Events that are similar to imported files to "Deleted items".

  ▸ Move files that are similar to Outlook Contacts and/or Calendar Events to "Recycle Bin".

✓ **Add or remove Outlook folders** and **select vCard/vCal/iCal file folders** to synchronize.

➡ SyncWiz website

AUTOMATIC SYNC OF A NEW SUBFOLDER ON A DISK

You can add a new subfolder to the disk folder selected for synchronization. After you copy new subfolder to the disk location selected in your synchronization profile and SyncWiz runs synchronization, this new subfolder will be detected. You can select an Outlook folder to synchronize with the new subfolder.

- ▶   Select or create a new Outlook folder to synchronize on your disk;
- ▶   Press "Ignore" not to synchronize this new subfolder in this synchronization profile
- ▶   Press "Skip" to close this dialog until the next synchronization

SyncWiz website

IMPORTING WITH SYNCWIZ

IMPORT CALENDAR EVENTS FROM FILES WITH SYNCWIZ
Click on the underlined links to find out more.

To import calendar events from files, do the following:

✔ In the Outlook **File** menu point to the " **Import and Export by SyncWiz**" command and select the "**Import events from vCal/iCal**". Alternatively, you can click the "**Import Calendar events**" icon on the **Calendar folder toolbar**.

The Import calendar events from files form will appear.

✔ Click the button and select the folder containing vCalendar/iCalendar files to import. Use Ctrl + Left mouse click to select a set of multiple files to import.

✔ Click the button and select the Outlook Calendar folder into which events will be imported.

You may also choose to replace items already existing in the indicated Outlook Calendar folder with imported duplicates. To change the default conflict resolution (**Keep both events**) click the

Change options... button. In the **Options form** you can choose from the following actions:

▶ Selecting **Keep Both Events** will save the duplicate events in the indicated folder;

▶ Selecting **Replace duplicates with imported items** will replace the existing duplicate events with imported ones. A replaced (original) item will be moved to the Deleted Items folder;

▶ Selecting **Keep original events** will not import duplicate events.

You can also choose the time zone for imported items.

Note: The **'time zone' option** is accessible only if the imported vCalendar/iCalendar file does not contain information about the time zone.

✔ When the import options are specified, click the **Next** button in the wizard dialog. In the **Import calendar events from files - Filter** form you may customize import filter criteria for your calendar events:

▶ Do not import **private calendar events**

▶ Do not import **all day events** (selected by default)

▶ Include or exclude events with specified **category(-ies)** (exclude events with Holiday category is selected by default)

▶ Include or exclude events with specified **label(s)** (exclude events with Birthday and Anniversary labels is selected by default)

▶ Import events with specified "**start**" and "**end**" **time**.

✔ Click the Import button to import events.

After import completion the **Import completed** form will appear, where you can see import results.
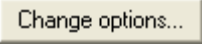
Export Calendar Events

SyncWiz website

IMPORT CONTACTS FROM FILES WITH SYNCWIZ

Click on the underlined links to find out more.

To import contacts from files, do the following:

✔ In the Outlook **File** menu point to the " **Import and Export by SyncWiz**" item and select "**Import contacts from vCard**". Alternatively, you can click the "**Import Contacts from files**" icon 🖼 on the **Contacts folder toolbar**.

The Import Contacts from files form will appear.

✔ Click the 🗀 button and select the folder containing vCard files to import. Use Ctrl + Left mouse click to select a set of multiple files to import.

✔ Click the 🖼 button and select the Outlook Contacts folder into which contacts will be imported.

✔ You may change the default contacts filters and default conflict resolution in the **Options form**. To view the   **Options form** click the [Change options...] button. You may customize the default filter criteria for contacts:

  ▸ Do not import **private contacts**.
  ▸ Include or exclude contacts with **specified category(-ies)** (exclude contacts with Holiday category is selected by default).

Moreover, you may also choose to replace the items already existing in the indicated Outlook Contacts folder with imported duplicates.

  ▸ Selecting **Keep Both Contacts** will save the duplicate contacts in the indicated folder (selected by default);
  ▸ Selecting **Replace duplicates with imported items** will replace the existing duplicate contacts with imported ones. A replaced (original) item will be moved to the Deleted Items folder;
  ▸ Selecting **Keep original contacts** will not import duplicate contacts.

✔ Click the [Import] button to import contacts.

✔ After import completion the **Import completed** form will appear, where you can see import results.

Export Contacts

➡SyncWiz website

EXPORTING WITH SYNCWIZ

EXPORT CALENDAR EVENTS TO FILES WITH SYNCWIZ
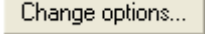Click on the underlined links to find out more.

With SyncWiz you can export **all** events from the selected Calendar folder or export **only selected** events from the Calendar folder:
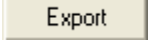
To export **all** events from the folder, do the following:

✔ In the Outlook **File** menu point to the " **Import and Export by SyncWiz**" item and select the "**Export events to vCal/iCal**". Alternatively, you can click the "**Export Calendar Events**" icon 🖼 on the **Calendar folder toolbar**.

Note: To export only selected events from the folder open the Outlook Calendar folder and select the events to be exported. You can use Ctrl + Left mouse click to select multiple Outlook Calendar events. Then click the "**Export Calendar Events**" icon 🖼 on the **Calendar folder toolbar**.

The Export calendar events form will appear.

✔ Click the 🖼 button to select the Outlook Calendar folder from which the events will be exported.

✔ Select Export selected events only to export only selected events.

✔ Click the 🖼 button to select a folder to which events will be exported.

✔ If you want to convert all events into one file, check the "**Save events into one file**" option.

✔ You may also specify options that will be applied during events exporting. Click the Change options... button and choose the following options from the **Options** dialog:

▶ In the **File options** choose to overwrite or not to overwrite identical files when importing.

▶ In the **Format options** select the file format: vCalendar (the default format) or iCalendar.

▶ In the **Encoding options** select the preferred encoding for the exported Outlook Calendar events. We recommend using the UTF-8 encoding as it is recognized by most workstations.

✔ When the export options are specified, click the **Next** button in the wizard dialog. In the **Export calendar events- Filter** form you may customize import filter criteria for your calendar events:

▶ Do not export **private calendar events**

▶ Do not export **all day events** (selected by default)

▶ Include or exclude events with specified **category(-ies)** (exclude events with Holiday category is selected by default)

▶ Include or exclude events with specified **label(s)** (exclude events with Birthday and Anniversary labels is selected by default)

▶ Export events with specified "**start**" and "**end**" time.

✔ Click the [Export] button to export calendar events.

✔ After export completion the **Export completed** form will appear, where you can see export results.

Note: In the Export completed form select Send exported items to e-mail recipient as attachment to send the exported calendar events as an e-mail attachment. If you select this option, a new message form will appear with the exported items attached to it.

Import files to Calendar Events

SyncWiz website

EXPORT CONTACTS TO FILES WITH SYNCWIZ

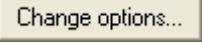Click on the <u>underlined</u> links to find out more.

Using SyncWiz you can export **all** contacts from the selected Contacts folder or export **only selected** contacts from the Contacts folder.

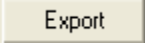**To export all contacts from the folder, do the following:**

✔ In the Outlook File menu point to the " Import and Export by SyncWiz" item and select "Export contacts to vCard". Alternatively, you can click the "Export Contacts" icon 🖳 on the Contacts folder toolbar.

Note: To export only selected contacts from the folder, open desired Outlook Contacts folder and select the contacts to be exported. You can use Ctrl + Left mouse click to select multiple Outlook contacts. Then click the "Export Contacts to files" icon 🖳 on the Contacts folder toolbar**.**

The Export contacts to files form will appear.

✔ Click the 🖳 button to select the Outlook Contacts folder from which contacts will be exported.

✔ Select **Export selected contacts only** to export only selected contacts.

✔ Click the 📁 button to select a folder to which contacts will be exported. If you want to convert all contacts into one *.vcf (vCard) file, check the "**Save all contacts into one file**" option.

✔

✔ You may change the default contacts filters and export options in the **Options** dialog that appears after clicking the [Change options...] button. You may customize the default filter criteria for contacts:

> ▸ Do not export private contacts.
> ▸ Include or exclude contacts with specified category(-ies).

Moreover, you may specify the options that will be applied during contacts exporting:

> ▸ In the File options choose to overwrite or not to overwrite identical files when importing.
> ▸ In the Format options select the file format: vCard 2.1 (the default format) or vCard 3.0
> ▸ In the Encoding options select the preferred encoding for the exported Outlook Contacts. We recommend using the UTF-8 encoding as it is recognized by most workstations

✔ Click the [Export] button to export contacts.

✔ After export completion the Export completed form will appear, where you can see export results.

Note: In the Export completed form select Send exported items to e-mail recipient as attachment to send the exported contacts as an e-mail attachment. If you select this option, a new message form will appear with the exported items attached to it.

Import files to Contacts

SyncWiz website

ITEM SKIPPING DURING IMPORT/EXPORT

Click on the underlined links to find out more.

Some items can be skipped during import/export due to the following reasons:

→ You are using the trial version of SyncWiz. The number of items, that can be imported/exported/synchronized during trial version, is limited to 5. In order to get full functionality, please purchase the product at: http://www.4team.biz/purchase_SyncWiz.asp or call our sales office at: +1 (954) 796-8161.

→ You have set up filters, thus the items that did not match your filter criteria have been skipped.

→ You have specified options that prevent creation of duplicates. To allow creation of duplicates, please make sure that such options there are not specified here.

→ You have pressed Cancel during import/export.

→ Items can be corrupted. Make sure that you can open them in MS Outlook.

SyncWiz website

FAQ & TROUBLESHOOTING

FREQUENTLY ASKED QUESTIONS (FAQ)

Click on questions and underlined links.

We suggest that you use "Search" to quickly find your answers.

▶ **Purchase**

1. **How do I purchase your software? What delivery options do I have?**

   You can use your a credit card, PayPal, wire transfer, or check (for US only). All these options are available when you order a product from our website. All software from our website is downloadable, but you can also order the 4Team BCD, which contains installation files and documentation and is sent by regular mail.

2. **Do you provide a discount for non-profit organizations?**

   Yes, we do. Send us your NPO statement of exemption by fax and indicate the name of the actual purchaser and his/her email address where we can send the Promo Code that will generate a 15% discount.

3. **I've just purchased the program but still don't have the Activation Code.**

   We email Activation Codes within 24 hours after the purchase. But on workdays we usually send Activation Codes within 1 hour. Please send us an email or call us if you don't receive it within this period.

4. **I have purchased additional licenses, but my new activation code activates the wrong number of licenses now. What should I do?**

   Please send us an email or call us after the purchase, and we will send you a new Activation Code.

▶ **Installation**

1. **I'm not a PC professional. Can I get help to install and tune-up the trial?**

   Yes, you can get a free email and LiveChat Help support in order to install and tune-up the program properly. Please check the Support part of our Online Help.

2. **Must I have administrator's privileges in my computer's Windows user account if I want to install Product?**

   Yes, you need to have Administrator rights to install SyncWiz.

3. **Will I loose all Product data if I reinstall it?**

   No.

▶ **Trying out SyncWiz**

1. **The Demo that we have downloaded has now expired and we didn't get the chance to test it properly. Is there any way that we can download and try it again for another 14 days?**

   Please send an extension request to support@4team.biz. Please provide your name, phone number, and your team size and describe the purpose of the extension.

2. **I have downloaded the product trial a month ago and now I am trying to install it. But I get message that "Your trial is over". What should I do?**

   Please refer to 4Team support by e-mail or via live chat.

3. **How do I update from the previous product version to a new one?**

   You must uninstall the previous version (go to Control Panel→ Add or Remove Programs) and download and install the new one.

Support, Contact us

SyncWiz website

TRIAL (LICENSE) VERSION EXPIRED

Your trial version will expire in 14 days.

If you do not renew (activate) the trial version that is about to expire, you will not be able to use **SyncWiz**. It is necessary to purchase the license to make the program work.

Click here to buy.

Support, Contact us

SyncWiz website

PRODUCT UPDATE

To update **SyncWiz** to a newer version, please do as follows:

1. **Check** your current version (Outlook Help menu⟶ 4Team About⟶ About SyncWiz).
2. **Connect** to the Internet.
3. **Refer** to the following link http://www.4team.biz/purchase_SyncWiz.asp and check for available version.
4. **Click Try Now** and **download** the latest version of software.
5. **Remove the old version** (Control Panel⟶ Add or Remove Programs).
6. **Install** the new one. All your product data will be saved and securely translated into a new version. Your Activation Code (your order number) is not required.

Support, Contact us

SyncWiz website

TO UNINSTALL:

1. Close Microsoft Outlook.
2. Go to Start→ Control Panel→ Add or Remove Programs.
3. Find **SyncWiz** and click **Remove**.

Support, Contact us

SyncWiz website

OTHER 4TEAM AND PARTNER PRODUCTS:

You can get acquainted with the entire 4Team Product line at www.4team.biz.

✔ **Groupware** and **Sharing tools** for Microsoft® Outlook® :

   ▸ ShareO Groupware, sharing any personal Outlook folders without server.

   ▸ Schedules4Team Utilize a Microsoft Outlook workgroup calendar and Free/Busy time without a server with special "Grid view".

   ▸ ShareContacts Share and synchronize Microsoft Outlook Contacts folders without a server.

   ▸ ShareCalendar Share and synchronize Microsoft Outlook Calendar folders without a server.

   ▸ Sync2PST Synchronize Microsoft Outlook PST files.

   ▸ Sync2 Synchronize Microsoft Outlook data between multiple PCs using external USB device, shared network folder or FTP.

✔ **Fax Tools:**

   ▸ Fax4Outlook Internet and regular fax solutions integrated with Microsoft Outlook and other Microsoft Office products.

✔ **Mail tools for Microsoft Outlook:**

   ▸ Send2 Send bulk e-mail to recipients from selected folders, e-mails, contacts, meetings, or tasks in one click.

   ▸ SendLater Set a schedule for sending your email messages.

   ▸ FreeBusy Autorespond to incoming email, based on your Free/Busy (Out of Office) Status.

   ▸ ReplyWith Simplify the process of replying to repetitive email messages using predefined email templates.

✔ **Time saving tools:**

   ▸ Signature2Contacts Capture name and address into Microsoft® Outlook® address book automatically.

   ▸ Easy2Add Quickly create new events, tasks (to-do), contacts, notes from plain English in your Outlook Calendar (appointments, meetings, all day events), Tasks, Contacts and Notes folders.

✔ **Other tools:**

   ▸ Duplicate Killer Remove Outlook duplicates in the Contacts, E-mails, Notes, Tasks, Calendar Folders of Microsoft Outlook.

Support, Contact us

SyncWiz website

REPORT PROBLEMS, SUGGESTIONS

▶ By Online Support Form: http://www.4team.biz/support_form.asp

▶ By "**Live Help**" at http://www.sync-wiz.com/ or http://www.4team.biz.

▶ By e-mail at: support@4team.biz.

▶ By telephone at: +1 (954) 796-8161.

SyncWiz website

SUPPORT, CONTACT US

➔ Troubleshooting and Support procedure (Get Support):

1. Make sure that you are running the latest version of **SyncWiz** on your workstation. You can download the latest product release from the 4Team Corporation **SyncWiz** website using the **Try Now** link.

2. **Update your Office/Outlook** with the latest updates that improve the stability and security of Microsoft Office. Click here to go to the Microsoft Office website.

3. Check System Requirements.

4. Refer to Installation procedure.

5. Search the product FAQ.

6. **Contacting Support:** If you cannot solve your problem by any of the previous steps, please send a Bug Report e-mail (SyncWiz toolbar → About button → Report a Problem…) to support@4team.biz, or submit the Online Support Form, or use Live Help with the following information:

   ▶ A **detailed description** of the problem. Include the steps you have already taken to fix the problem, and where appropriate, the steps to take in order to repeat the problem.

   ▶ The **Product version** that you are running (SyncWiz toolbar → **About** button).

   ▶ The **operating system and Office/Outlook version** of the computer running the product.

   ▶ **Screenshots** if available (press PrintScrn on the keyboard and paste (Ctrl + V) to Word® or any available picture editor).

Note: Please remember to keep all conversation history when you reply to our e-mails. Click here to submit the **Online Support Form**.

➔ We provide full support for product trial and full versions:

   ▶ By e-mail at: support@4team.biz and Online Support Form.

   ▶ By telephone at: +**1 (954) 796-8161 (pre-sale questions, activations, billing)**

   ▶ By "**Live Help**" at http://www.sync-wiz.com/ or www.4team.biz/.

➔ To **buy the license**, please click here.*

▶ All our customers who purchase the program or add a new license are eligible to get free updates for one year from the purchase date.

▶ If you are looking for other 4Team products for Microsoft Outlook, you can get them at significantly discounted prices; just send us an e-mail with your order number, product name, and number of licenses that you wish to purchase.

!!! Note: We do not provide support for Microsoft Outlook; please refer to the resources at [Microsoft website](#).

* Make sure that your computer is connected to the Internet if you want to use this page for orders and support.

[SyncWiz website](#)