

iPhonebook FAQ

1. How do I download phone numbers and Email addresses into my mobile phone?

It is an easy two step process. First you need to select which contacts you want to be "pushed" into your mobile phone's native phone book, then use the mobile phone to download. Your phone's native phonebook only stores names, numbers and Email addresses. The fields downloaded may include Mobile Phone Number, Business Number, Home Number, Fax Number, Primary Email Address.

*Phone features vary by manufacturer and model. Some phones cannot support all of iPhonebook's features. Check the supported phone list to if there are any limitations for your phone.

Step 1. Select the contacts you want to download using one of two methods. Remember to consider the capacity limits of your mobile phone. Any contacts over your phone's limit can always be accessed through iPhonebook's Search function. Choose one of the two methods:

- 1 a) use Microsoft Outlook
- or-
- 1 b) use the Web interface

1a. Download Contacts – Using Microsoft Outlook

In the Folder View window, highlight the "Contacts" folder. Your contact list should appear.

Highlight the first contact you wish to add. Press and hold the CTRL key on your keyboard. Click on all the contacts you wish to add. They will become highlighted.

Release the CTRL key. Right mouse click on any of the highlighted contacts; this will display a menu, choose "Categories". The Categories display window will open.

Place a check next to the iPhonebook or Download to Phone category.

Synchronize your contacts using the desktop sync icon.

In the future, if you wish to remove someone from your phone, just remove the check mark in the iPhonebook/Download to Phone category for that contact. This will not delete the contact from iPhonebook or from Outlook but just tells iPhonebook not to put the contact in the phone the next time you "Download Contacts".

Continue to Step 2.

1b. Download Contacts – Using the Web interface

Login to your iPhonebook Web Account. Place a check mark next to each contact you wish to download. Then select the "Download to Phone" link. The Download to Phone icon will appear next to contacts you have selected.

Continue to Step 2.

Step 2. On your mobile phone, launch iPhonebook. Select "Sync Contacts" from the main menu (older versions say "Download Contacts"). Depending on how many contacts you chose in Step 1, this may take a few moments. The phone display will show you a status of how many contacts it is downloading. iPhonebook will download up to four phone numbers for each contact and one Email address*. Any notes or other information, such as addresses, can always be accessed using iPhonebook's search feature on the main menu.

*Phone features vary by manufacturer and model. Some phones can not support all of iPhonebook's features. Check the supported phone list to if there are any limitations for your phone.

2. How do I make changes to the contacts I downloaded to the mobile phone?

You should continue to use your desktop application as your main database. Make any changes there and sync whenever you wish. If any changes are made to the contacts you selected to download to the phone, simply press the Download Contact menu on the mobile phone. Version 3.0 and greater will support syncing new and edited contacts back to the desktop. Prior versions do not support this.

3. How long does it take to download contacts?

It depends on how many contacts are being added, how many contacts are on the phone, the type of phone and the nature of any changes. Adding 50 contacts to a new phone may take 2-3 minutes. When updating contacts, only those contacts that have been changed will be sent to the phone, so updates are generally much faster.

4. How do I get my contacts into iPhonebook?

Our applications includes a synchronization software client that you download onto your PC from our web site during registration. This enables you to initially add all of your contacts from your PIM (Personal Information Manager) system, such as Microsoft Outlook or a Palm handheld. Your contacts are loaded directly into your Web Account—you won't have to manually enter anything. Then, whenever you add or change information in the PIM, simply click on the synchronization icon on your desktop to automatically sync to iPhonebook. The updated information will be available from your mobile phone.

To get the synchronization software, go to <http://www.remoba.com/index.html> to register. You'll receive the necessary software to synchronize between iPhonebook and your desktop PIM. Instructions are available to assist you in installing the synchronization software.

Alternatively, you can use the Import feature to add your contacts into iPhonebook. Using this method instead of sync means you will need to Import every time your PIM contact information changes. We recommend the synchronization method as the easiest way to keep your contacts up to date.

5. How do I search for a contact's phone number in iPhonebook?

Launch iPhonebook on your mobile phone. The very first time you use iPhonebook, you need to login by entering your phone number and PIN. (You chose your PIN during registration)

From the main menu or the Contacts main menu, select Search. You can search by First Name, Last Name, Company or any combination of these three search fields. The more search criteria you enter, the more refined your results will be. Once the name of the contact is found, select it. The available phone numbers are presented. Highlight the one you desire and hit Send or the button used to make the call.

6. How do I make a call from within iPhonebook?

Once you have found a contact, selecting it will bring up all the available phone numbers you have for that contact. Select the phone number you wish to call and press the Send or Call button on your mobile phone.

7. How much does iPhonebook cost?

Our applications are offered to you through your wireless carrier for a monthly subscription fee. Each carrier has their unique pricing but it is typically around \$5.99/month for iPhonebook. This subscription will appear on your normal monthly statement from your wireless carrier.

8. Does my computer have to be on for me to access my contacts on the mobile phone?

No, you do not need to keep your computer turned on.

9. I manually edited/deleted a contact from the phone's native phonebook. Now I am unable to download to phone through iPhonebook. What do I do?

If you receive a message that says "No contacts were updated", even when you know there should be, either you did not mark any contacts to be downloaded to the phone or you manually edited the phone's native phonebook. If you did not mark any contacts to be downloaded, do so and try again. If you manually edited the phone's native phonebook, read further:

When using iPhonebook to download contacts into the phone's native phonebook, manual edits and deletions of contacts in the built-in phonebook will interfere with iPhonebook (except in iPhonebook version 3.0 and greater). Therefore, it is recommended that any edits be made in your desktop application and then synced to iPhonebook. However, if you have manually edited the phone's phonebook, follow these steps:

1. Log on to your iPhonebook account.
2. Select the contact that was manually edited or deleted on the phone.
3. Mark the contact as "Remove from Phone".
4. On your mobile phone, launch iPhonebook; select Download Contacts.
If you are correcting an edit made on the phone, continue with Step 5 and 6. If you are correcting a deletion made on the phone, Step 5 and 6 do not need to be done.
5. Once the Download Contacts procedure is done, return to your iPhonebook account and select the contact again. Mark that contact as "Download to Phone".
6. On your mobile phone, launch iPhonebook; select Download Contacts again. The contact will be added back to the phone's native phonebook.

Note: iPhonebook 3.x and above support an "Add to Phone" feature. This enables a user to add a number manually (or by using the store function) and to sync back to the desktop. This feature is for adding (not editing or deleting) contacts only.

10. I am unable to download contacts to my phone.

If you receive a message "There is insufficient space on your phone for the number of contacts you have selected", select fewer contacts to be downloaded. See the phone list for any limitations of your phone model. Any contacts, including the ones downloaded can be accessed using iPhonebook's search feature.

11. When I hit "sync contacts" I am getting error code 10148 "The server returned an error." Why?

At this time, names with special characters such as "ã" or other letters with accents will not upload to the web server and this error message will generate.

What to do: Remove any characters in the contact names and try sync contacts again.

12. I had iPhonebook before and just switched phones. Why is the screen telling me to register for a new web account again? I already did this.

This is a standard introduction message for the application. If you already had iPhonebook, all you need to do is hit "select" or "ok" to ignore this introduction screen.

Then, choose "login" and key in your 10 digit Mobile number. Hit Ok. Now, key in your 4 digit PIN and hit OK. You should now be connected to your existing iPhonebook/iDatebook web account with your new phone.

If you don't remember what your PIN was, go to <http://www.remoba.com/index.html> and log into your account.

Click on the "account" tab and type in a new 4 digit PIN. Save the changes. Go back to the phone application and key in the new PIN. If you forgot your web password, click [here](#).

13. What is iPhonebook and why would I want it?

iPhonebook is a wireless application that lets you have access to all your contacts on your phone. It allows you to view your corporate or business contacts as well as your personal contacts from your phone, to find and call these contacts, to add, delete, edit these contacts, and to sync these contacts back to either your corporate contact lists or your personal desktop lists. It allows a corporate administrator to select your contact group, notify you of the contact group and send you a SMS message of any changes in your corporate contact list.

14. How do I get iPhonebook?

To get iPhonebook, you need to download iPhonebook to your Get It Now enabled handset.

To find iPhonebook -
Open the Get It Now Shop on your handset
Select getGOING
Select Business/Tools
Find iPhonebook
Download it to your phone!

15. What Get It Now enabled handsets offer iPhonebook?

To see if your handset offers iPhonebook, visit www.remoba.com and go to products->iPhonebook->phones

16. How much does iPhonebook Costs?

iPhonebook is a \$5.99 monthly subscription charge that will appear on your monthly Verizon Wireless service bill.

17. How do I restore my address book to my new phone?

If you have used iPhonebook to backup your address book in the past, you will be able to restore your address book to a new phone. To restore, you simply download iPhonebook from the Get It Now service. iPhonebook will guide you through a few simple steps to restore your address book. See restoring your

phone's address book.

18. Can I try iPhonebook before I buy it?

Yes! There is a one day free demo of iPhonebook.

19. Can I access my contact data from a computer?

Yes! You can access and manage your phone's address book at. There you can view, edit, delete, print and add contacts.

20. What information do I need to log on at?

All you need is your mobile number and your PIN, which is created when you set up iPhonebook on your phone.

21. How do I find the correct format for entering my mobile number when I login?

When you login to your account on the web, you'll need to use the full, international format of your mobile number. To find the exact format of your mobile number that you'll need to login to your account on the web, do the following steps:

1. Open iPhonebook on your phone
2. Choose **Options**
3. Choose **View mobile#**

22. How do I edit a contact from my iPhonebook?

To edit a contact from your iPhonebook, double-click a contact's name. All address book fields will be displayed. You can add, delete or edit fields.

-To **save changes**, select the Save Changes button at the top of the contact view.

-To **cancel changes**, select the Cancel Changes button at the top of the contact view.

23. How do I create a new contact on my iPhonebook?

From your iPhonebook web address book, select the **Add New Contact** button. Once you have entered the contact, select the **Save Contact** button.

24. How do I delete a contact from my iPhonebook?

From your iPhonebook, select the contact you wish to delete. Then select the **Delete Contact** button.