

Natara DatePak

Calendar Distribution Tool for Palm OS and Pocket PC handhelds

User Manual

Version 1.6

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1 Introduction

1.1 Introduction to DatePak

DatePak helps your organization distribute calendar and contact information. It does this by producing a calendar package, in the form of a handheld application, that adds events and contacts into a handheld's date and address book.

For example;

- Schools can distribute the school-year calendar to both students and parents. Important administrative contact information can be included that will be added to the address book.
- A health club could provide the exercise class schedules with instructor contact information to customers.
- Clubs can distribute their meeting schedules and dates of special events. Club officer contact information would also be included.
- Sports leagues or individual teams can distribute schedules to participants and spectators.

What makes DatePak a better choice;

- The calendar package is a single file, less confusion for distribution or download.
- Generates both Palm OS and Pocket PC applications.
- Recipient can select individual events or groups of events to add to their date book.
- The recipient continues to use their date book application of choice.
- Does not require that the recipient use Windows, or even that they synchronize with a desktop.
- Customized launcher icon and logo provide an attractive spokesperson for your organization.

The date book is the most important application for most handheld users. One of the reasons it is not used to its fullest is the time intensive transcription of an organization's paper schedule into the device. By distributing your organization's schedule and contact information as a DatePak calendar package, you guarantee that handheld users will have your organization's schedule close at hand.

1.1.1 DatePak Terminology

Calendar Package Definition

The calendar package definition is what you edit using the DatePak Windows application. The definition is stored in an XML (eXtensible Markup Language) file. The XML file is a text file.

Calendar Package

The calendar package is the file that is distributed to the members of the organization. DatePak creates both Palm OS and Pocket PC handheld applications that contains all the calendar information and the program to run on the handheld. For Palm OS, this is stored in a file with the extension PRC just like other Palm OS applications. A CAB file is created for distribution to Pocket PC's.

Group

Groups are used to organize events and contacts. For example, a calendar package for a health club might use a group for each aerobics class. A customer would only add the class of interest to their date book.

Welcome Screen

The first screen displayed when a calendar package is launched on the handheld. The welcome screen can display your organization's logo and a brief description.

1.1.2 Basic steps

Here are the basic steps for using DatePak.

1. Define your calendar package.
 - Launch the DatePak Windows application.
 - The DatePak wizard will start you off by collecting initial information.
 - Add the events and contacts that make up your organization's schedule.
 - Customize the package with your own icon and image.
2. Generate the calendar package.
 - One click in DatePak will generate the handheld application from your definition.
3. Distribute the calendar package to your organization.
 - Post the package to your organization's web site.
 - Email the package to your organization.
 - Beam the package at a meeting or class.

1.2 Installation

Steps for installing DatePak.

1. Unzip the download into a temporary location.
2. Run the Setup.exe to begin the installation.
3. You can usually accept all the defaults during setup.
4. We strongly recommend that you view the example calendar package definition as suggested at the end of the setup.

1.3 Requirements and Limitations

1.3.1 Requirements

DatePak has the following requirements.

- Windows 98 or higher.
- Microsoft XML Services (MSXML)
- DatePak generates Palm OS applications that require Palm OS 3.1 or higher.
- DatePak generates Pocket PC applications that require Pocket PC 2002 or higher.

1.3.2 Limitations

DatePak has the following limitations.

- Only standard resolution images are supported on welcome screen.
- The default Palm OS small launcher icon can not be replaced.
- Importing of events that repeat does not support exception days.

The unregistered version of DatePak is fully functional. However, the generated calendar package is not licensed for distribution. You may test the calendar package on your own handheld device to determine if DatePak meets your needs before purchasing a license.

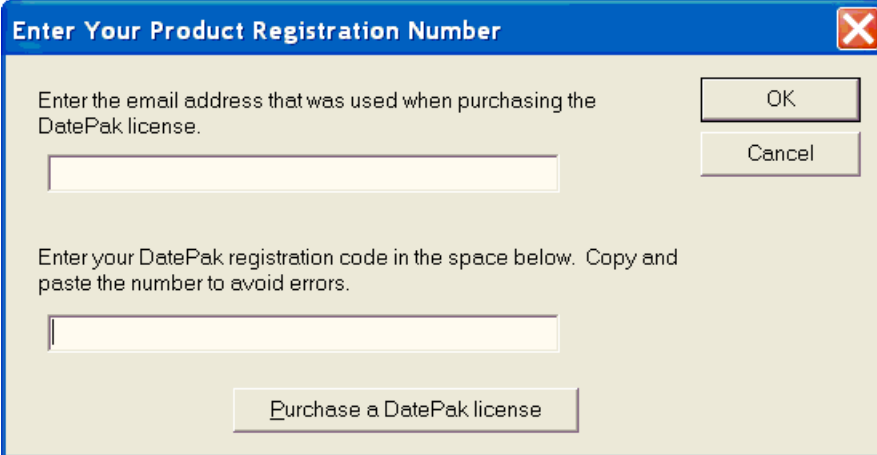
1.4 Purchase a License

DatePak has three licensing options depending on your needs;

- The Small Group license is for organizations of less than 30 members. DatePak can be installed on a single Windows machine, and the generated calendar packages distributed to up to 30 handhelds.
- The regular DatePak license permits unlimited distribution of the generated calendar packages from a single Windows machine.
- The Site License permits the use of the DatePak calendar package tool on any number of Windows machines at a single site.

You can purchase a license for DatePak from the Natara website at <http://www.natara.com/datepak/purchase.cfm>.

After purchasing a DatePak license, you will receive a registration number by email (usually within 24 hours). Follow the instructions in the email to enter your registration number into the DatePak Windows application.



Enter Your Product Registration Number

Enter the email address that was used when purchasing the DatePak license.

Enter your DatePak registration code in the space below. Copy and paste the number to avoid errors.

OK

Cancel

Purchase a DatePak license

If you misplace your registration number, visit the Natara web site <http://www.natara.com/Support.cfm> to request your registration number.

1.5 Uninstall

The DatePak install script places an entry in the Windows Control Panel Add-Remove Software document. Find DatePak in the list of installed applications and start the uninstall from there.

2 DatePak User Interface

2.1 Calendar Wizard

The calendar wizard is displayed when a new calendar package definitions started. The topics in this section cover each page of the wizard.

Click on the Calendar Properties toolbar button to make changes to the information on the calendar wizard pages after the wizard is closed. The [wizard pages](#) are displayed as tabbed dialog.

2.1.1 Calendar Package Name

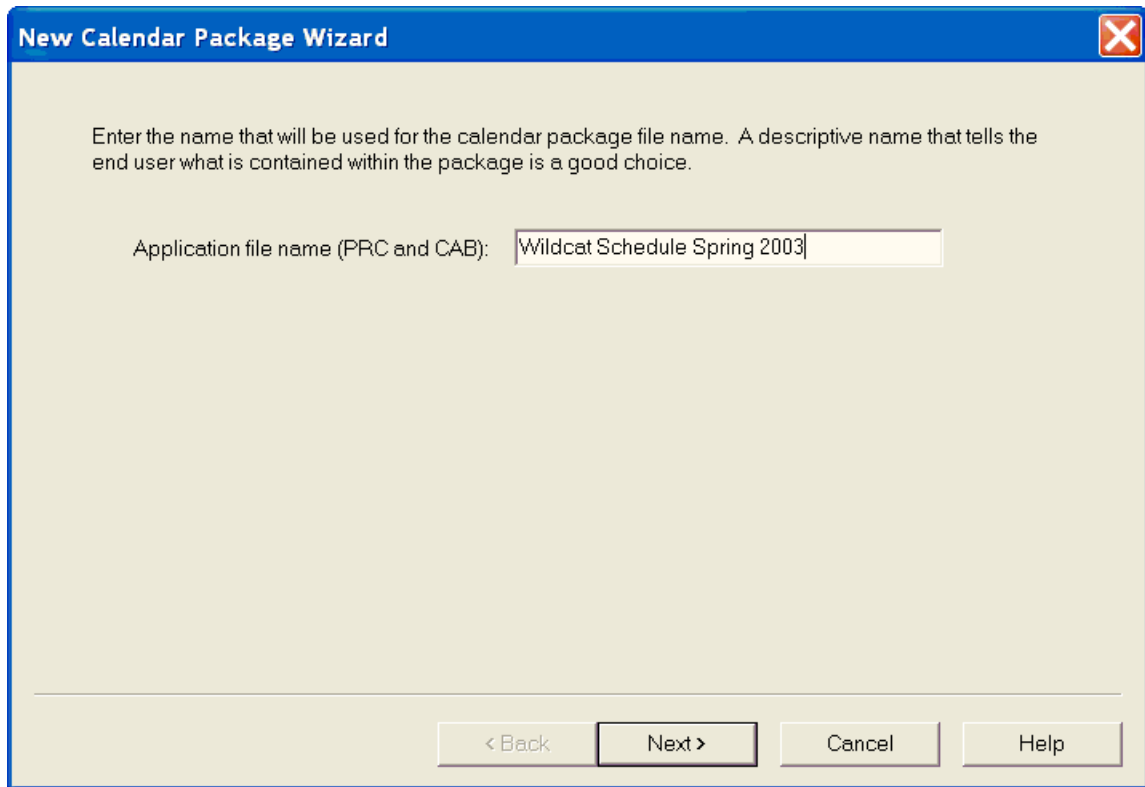
This is the first page displayed by the new calendar wizard. The name entered here is used for the calendar package file name. For Palm OS, this name is also used for the application database name on the handheld.

A descriptive name for the calendar package is important. It is not uncommon for less experienced handheld owners to misplace downloads. A descriptive name will go a long way in locating the file.

Although the handheld database name is not usually visible to the handheld user, it is very important that it be unique on the handheld. Do not use a name that is likely to

collide with other databases on the handheld. DatePak will warn you if you attempt to use one of the common database names.

The maximum name length is 32 characters.

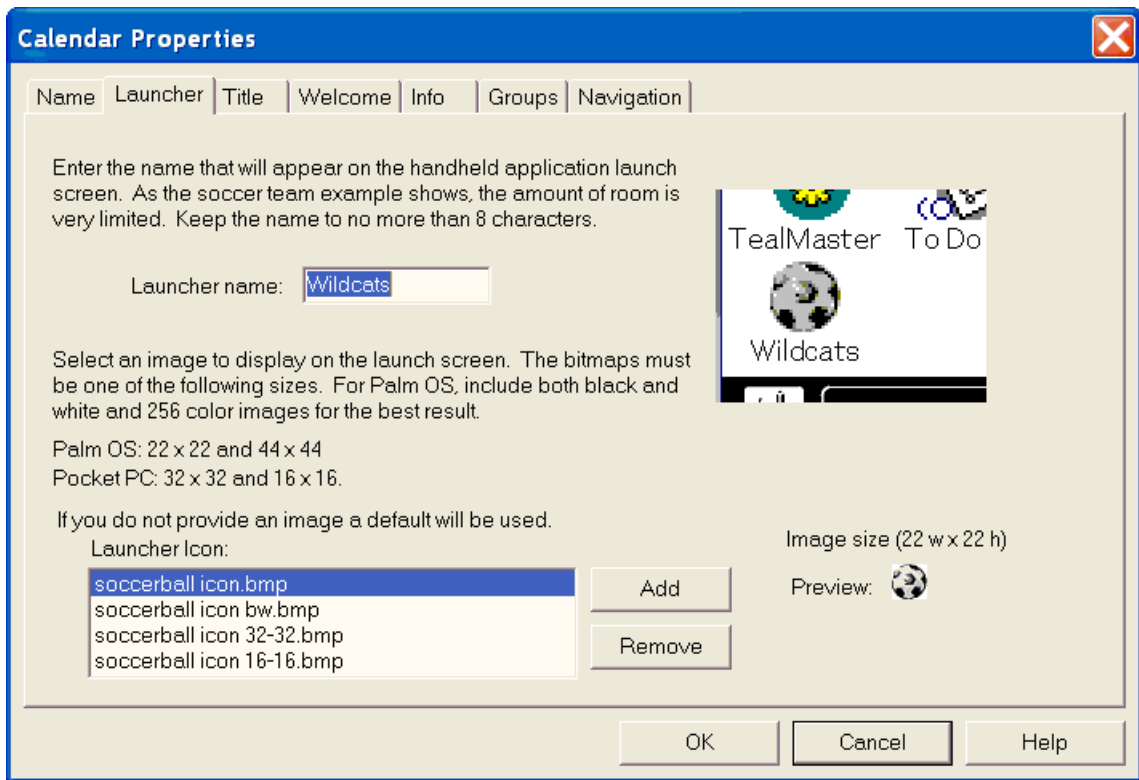


2.1.2 Launcher Name and Icon

This wizard page is used to specify the name and icon shown on the handheld's [application launcher](#).

The space for the application name is very limited. It's best to keep the name below 8 characters in length.

DatePak has a default icon that it uses for the application. Replacement icons must be a specific size to each handheld type. Icons for Palm OS must be 22 pixels wide by 22 pixels high or 44 wide by 44 high for high density. Icons for Pocket PC must be 32 x 32 for the large icon, and 16 x 16 for the small icon. The icons must be in Windows bitmap format. See the [Bitmap Tips](#) topic for more information.



2.1.2.1 Bitmap Tips

DatePak uses Windows bitmaps as input. Something as simple as Microsoft Paint, or a high end application like Photoshop, can be used to create the bitmaps.

For color icons, use the color white for areas that should be transparent. DatePak saves the file name of the icons in the calendar package definition. If the icon is changed with a bitmap editor, the updated icon will be included in the calendar package the next time it is built.

It is best to place the image files in the same directory as the calendar package definition file. When this is done, DatePak will use a relative path in the calendar package definition that will remain valid if the files are moved as a group to another directory.

Palm OS Specific Hints

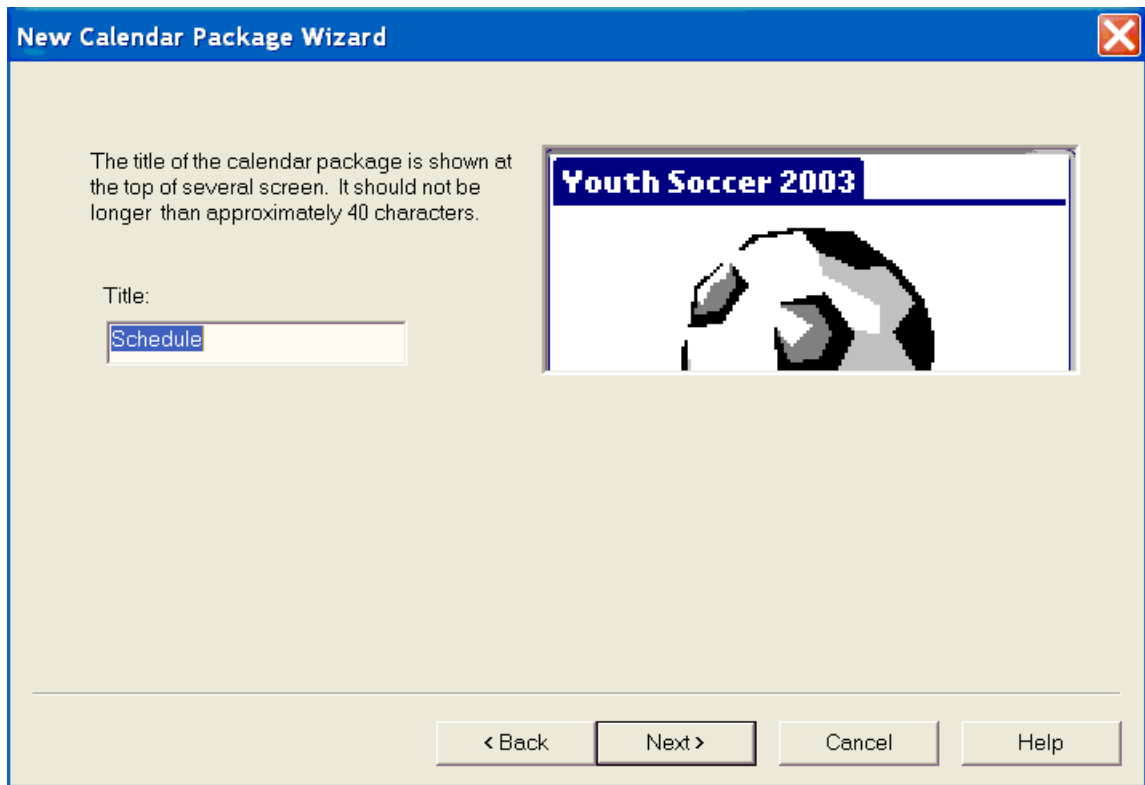
It is best to supply both a monochrome and a color bitmap. The monochrome bitmaps are important if you distribute the calendar package to older black and white devices. Failure to provide a monochrome image will cause a black and white device to crash. Remember, its not just that the bitmap only uses black and white, the file format must also be monochrome. When using Windows Paint, use the Save As command to determine what color depth is being used.

For the launcher icon, supply both low (22x22) and high density (44x44) icons.

2.1.3 Calendar Package Title

This wizard page is used to define the title of the calendar package. The title is shown on both the [welcome](#) and [group](#) screens.

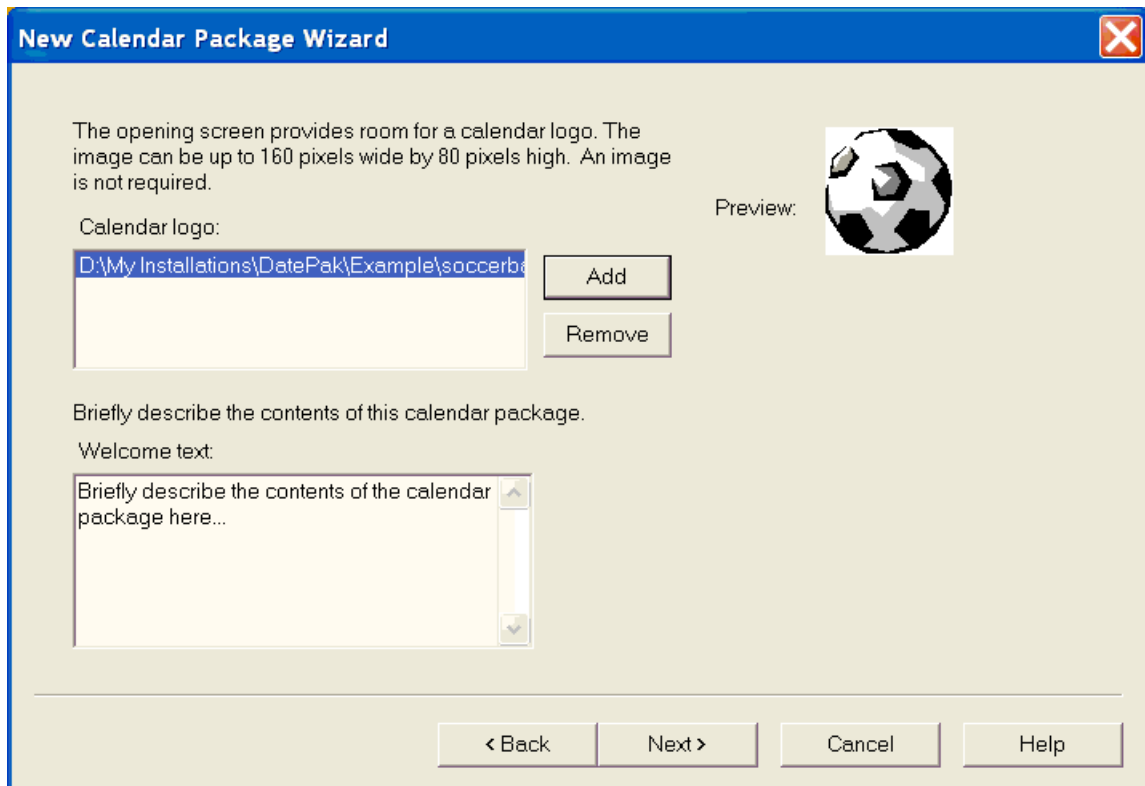
The title should be kept to under 40 characters.



2.1.4 Welcome Text and Logo

This page is used to define what is shown on the [welcome screen](#).

The maximum size permitted for the images is 160 pixels wide by 80 pixels high and must be in Windows bitmap format. See the [Bitmap Tips](#) topic for more information.

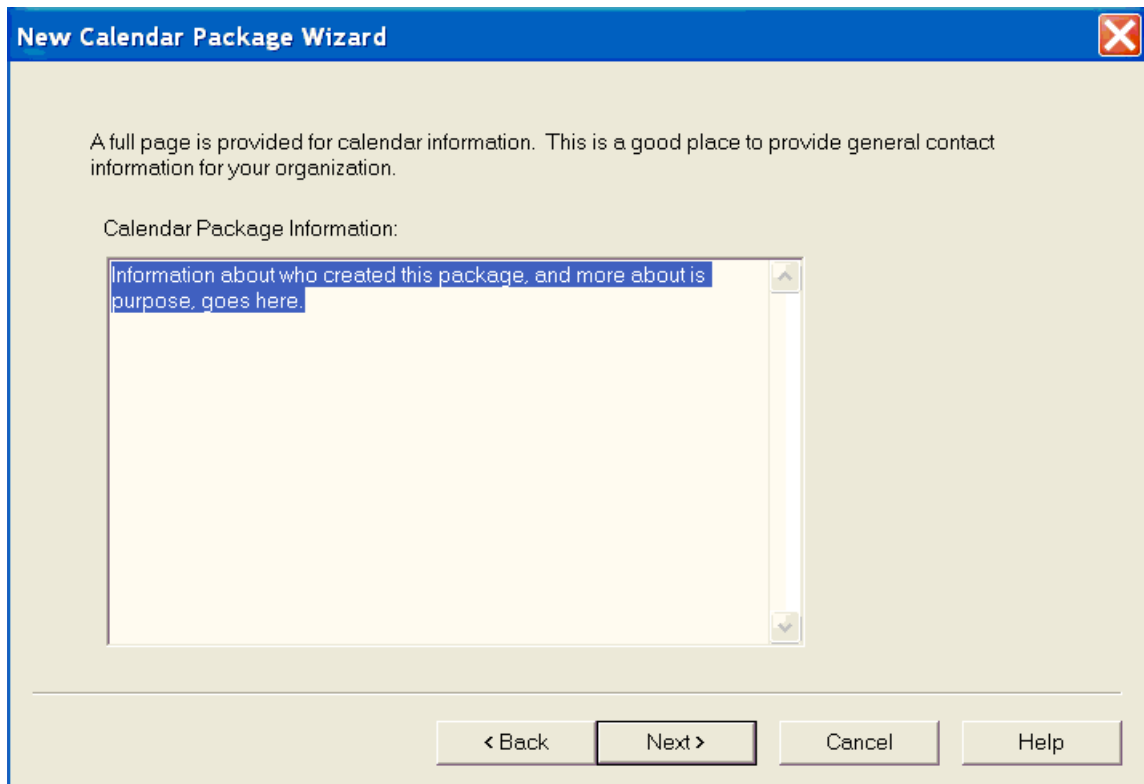


2.1.5 Calendar Package Information

This wizard page is used to define the text that is displayed when the Info button on the [welcome screen](#) is tapped.

This is a good place to include general organization information and a way of contacting the calendar package owner.

You may wish to include your copyright of the calendar material.



2.1.6 Groups

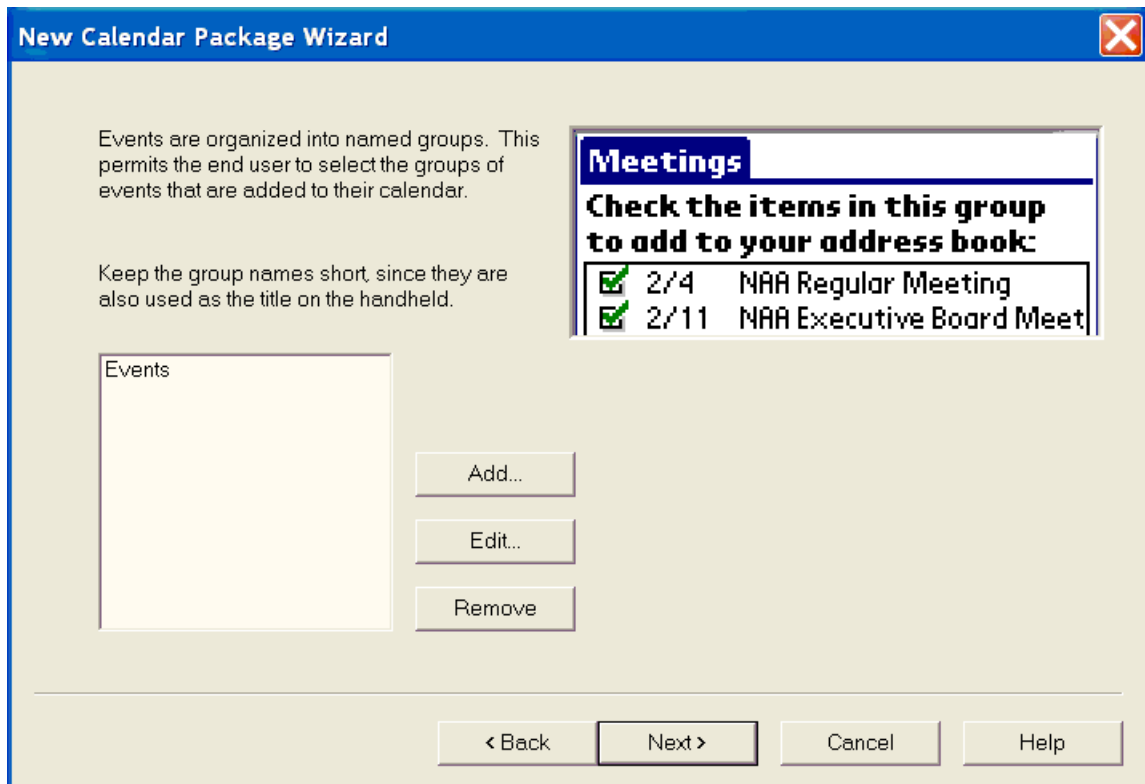
This wizard page is used to define the calendar package groups. Groups are used to organize similar events and contacts. For example, the calendar package for a sports team could place all the games in one group, and the practices in another. That way, a person who attended the games as a spectator would add only the games group to their date book. And a team member would add both the practice and games groups to their date book.

The group names and descriptions are shown on the [groups](#) screen. The group names are used as the title of the [events and contacts](#) screen, so they should also be kept short.

Each event must be assigned to one and only one group. An events is assigned to a group on the [event general](#) tab of the events details dialog.

A contact may be a member of zero or more groups. A contact is assigned to groups on the [contact and groups](#) tab of the contact details dialog.

There must be at least 1 group defined.

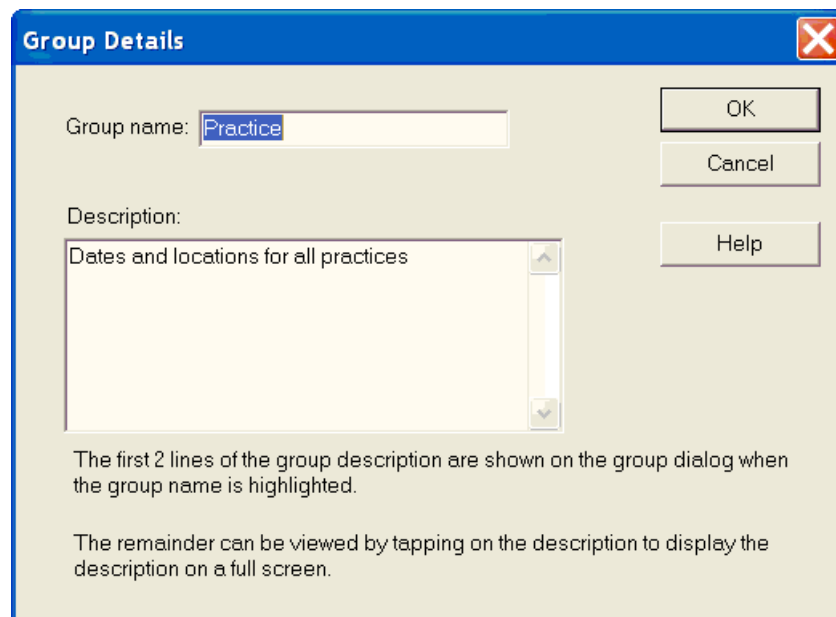


2.1.6.1 Group

This dialog is displayed when adding or editing a group.

Remember to keep the group names short, since they are also used as the title on the handheld when viewing the [group details](#).

The group description is shown in 2 locations on the handheld. On the [Groups Screen](#), the first 2 lines are shown below the group names when a group is highlighted. Tapping on the group description, or selecting Info from the menu, will display the entire group description.



Group Details

Group name:

Description:

OK

Cancel

Help

The first 2 lines of the group description are shown on the group dialog when the group name is highlighted.

The remainder can be viewed by tapping on the description to display the description on a full screen.

2.1.7 Navigation

This wizard page is used to specify the level of navigation given to the calendar package user.

The navigation levels are listed on the page from least restrictive to most restrictive.

Individual events and contacts can be selected.

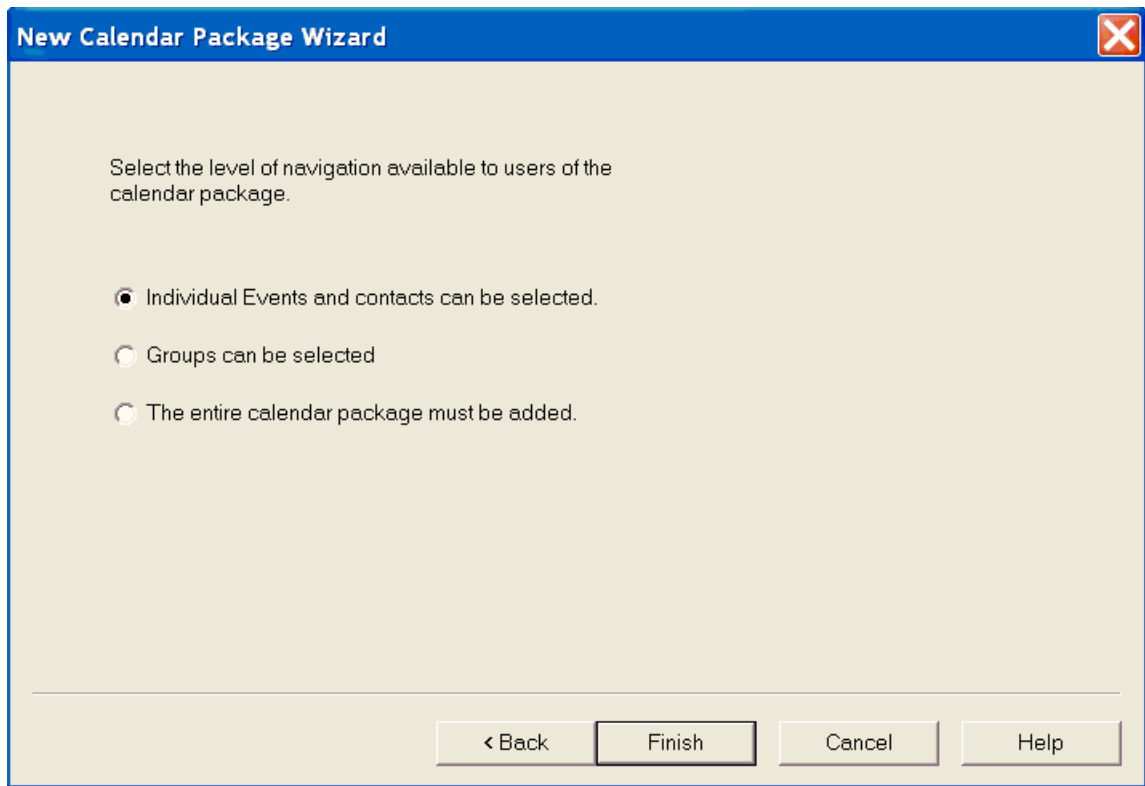
When this option is selected the calendar package user can view the package down to the event and contact level. They can select and deselect individual events and contacts on the [events and contacts](#) screen.

Groups can be selected.

When this option is selected the calendar package user can only select and deselect at the group level. The details button on the [groups](#) screen is hidden.

The entire calendar package must be added.

When this option is selected the calendar package user can not advance past the [welcome](#) screen. The only option is to add the entire contents of the calendar package to their date and address book. This is a useful option for small packages, or with less experienced users.



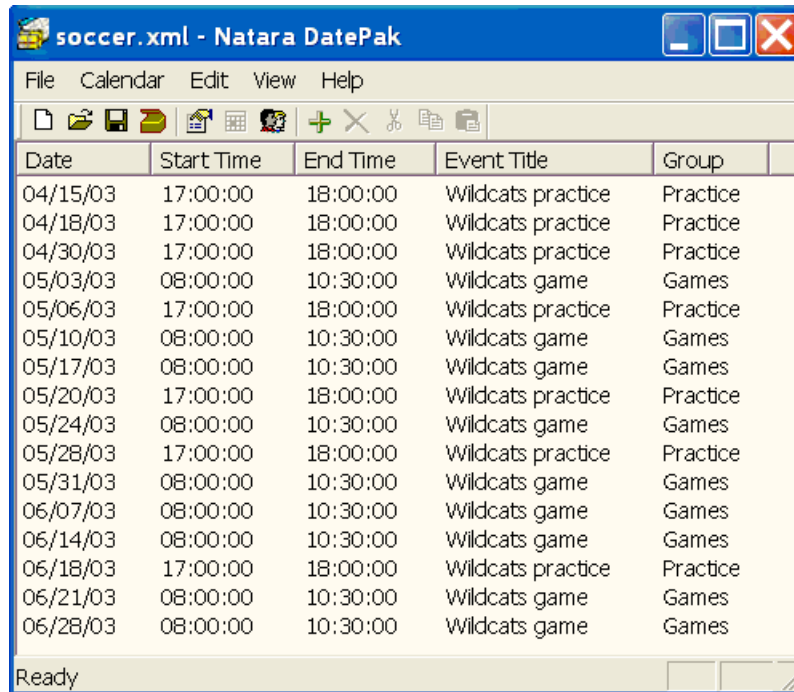
2.2 Main View

2.2.1 List of Events

The main DatePak view is a list of all the events in a calendar package.

Basic editing commands are available to cut, copy, paste, and delete the events.

Double-click on an event to display its [details](#).



The screenshot shows a window titled "soccer.xml - Natara DatePak". The window has a menu bar with "File", "Calendar", "Edit", "View", and "Help". Below the menu bar is a toolbar with icons for file operations and editing. The main area contains a table with the following data:

Date	Start Time	End Time	Event Title	Group
04/15/03	17:00:00	18:00:00	Wildcats practice	Practice
04/18/03	17:00:00	18:00:00	Wildcats practice	Practice
04/30/03	17:00:00	18:00:00	Wildcats practice	Practice
05/03/03	08:00:00	10:30:00	Wildcats game	Games
05/06/03	17:00:00	18:00:00	Wildcats practice	Practice
05/10/03	08:00:00	10:30:00	Wildcats game	Games
05/17/03	08:00:00	10:30:00	Wildcats game	Games
05/20/03	17:00:00	18:00:00	Wildcats practice	Practice
05/24/03	08:00:00	10:30:00	Wildcats game	Games
05/28/03	17:00:00	18:00:00	Wildcats practice	Practice
05/31/03	08:00:00	10:30:00	Wildcats game	Games
06/07/03	08:00:00	10:30:00	Wildcats game	Games
06/14/03	08:00:00	10:30:00	Wildcats game	Games
06/18/03	17:00:00	18:00:00	Wildcats practice	Practice
06/21/03	08:00:00	10:30:00	Wildcats game	Games
06/28/03	08:00:00	10:30:00	Wildcats game	Games

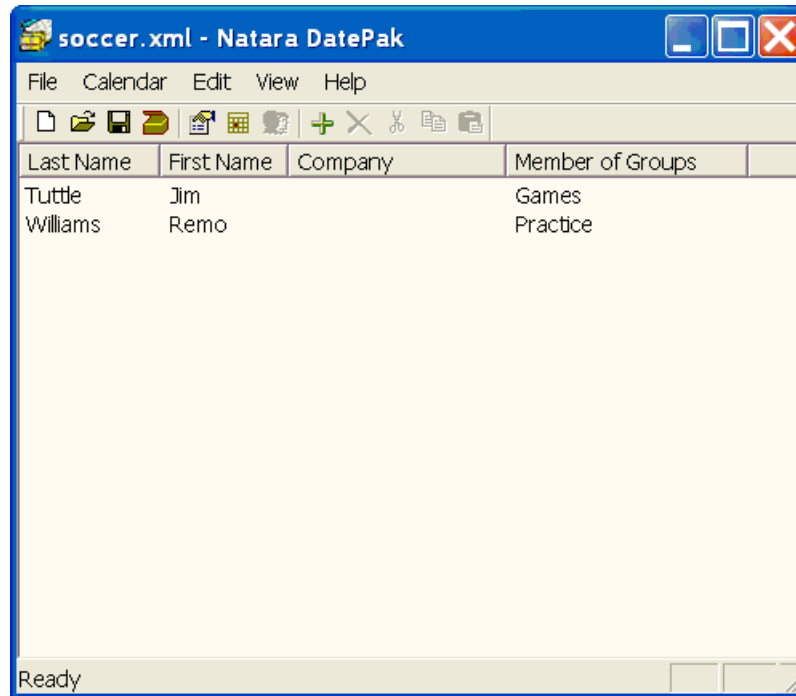
The status bar at the bottom of the window displays "Ready".

2.2.2 List of Contacts

The main DatePak view is also used to view a list of all the contacts.

Basic editing commands are available to cut, copy, paste, and delete the contacts.

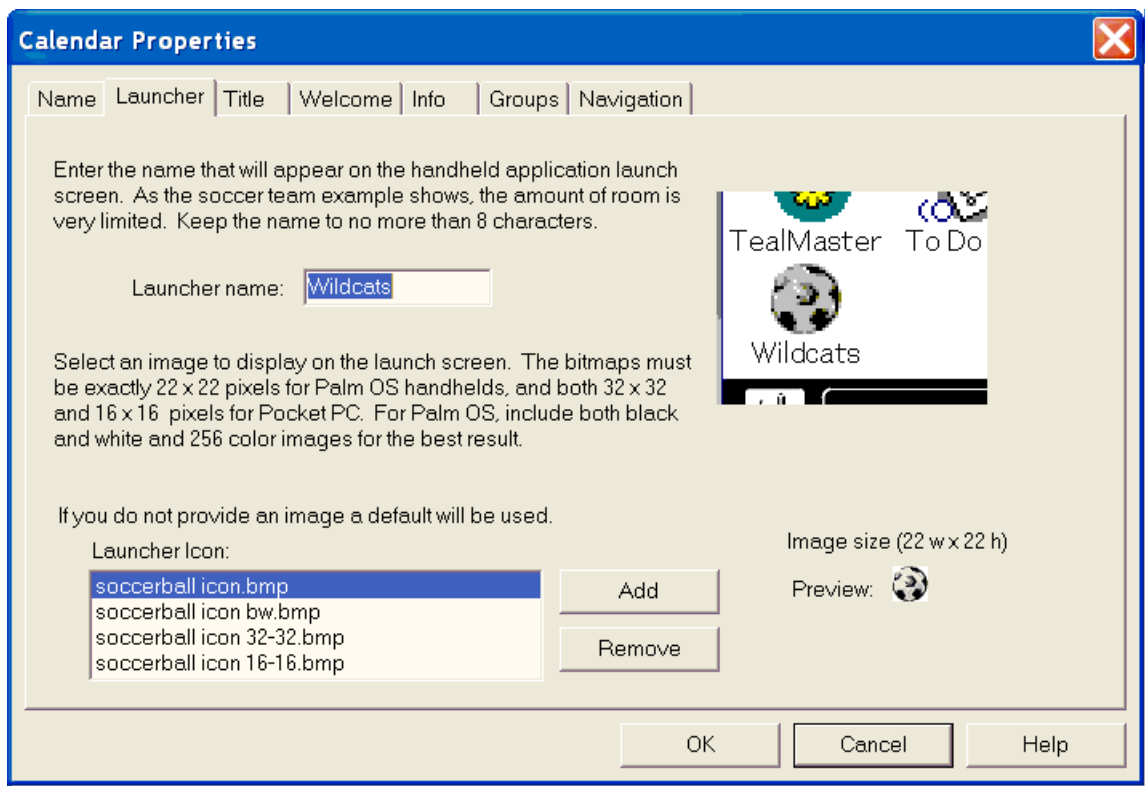
Double-click on a contact to display its [details](#).



2.3 Dialogs

2.3.1 Calendar Properties

The pages of the New Calendar Wizard are available by clicking on the Calendar Properties toolbar icon.



2.3.2 Event Properties

2.3.2.1 Event General Tab

This tab is used to define the general properties of an event.

Event Details

General | Repeat | Note

Wildcats practice

Date: 4/15/2003

April, 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

All day event

Time: 5:00:00 PM to 6:00:00 PM

Group: Practice

OK Cancel Help

2.3.2.2 Event Repeat Tab

DatePak supports events that repeat. Use this tab to define how often the event occurs.

Even though an event repeats, the event will only be shown once in the [list of events](#).

Event Details [Close]

General | Repeat | Note

Select how often this event should repeat:

Week

Every: 1 Week(s)

No end date

End on: 7/31/2003

Repeat on:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

OK Cancel Help

Event Details [Close]

General | Repeat | Note

Select how often this event should repeat:

Month

Every: 1 Month(s)

No end date

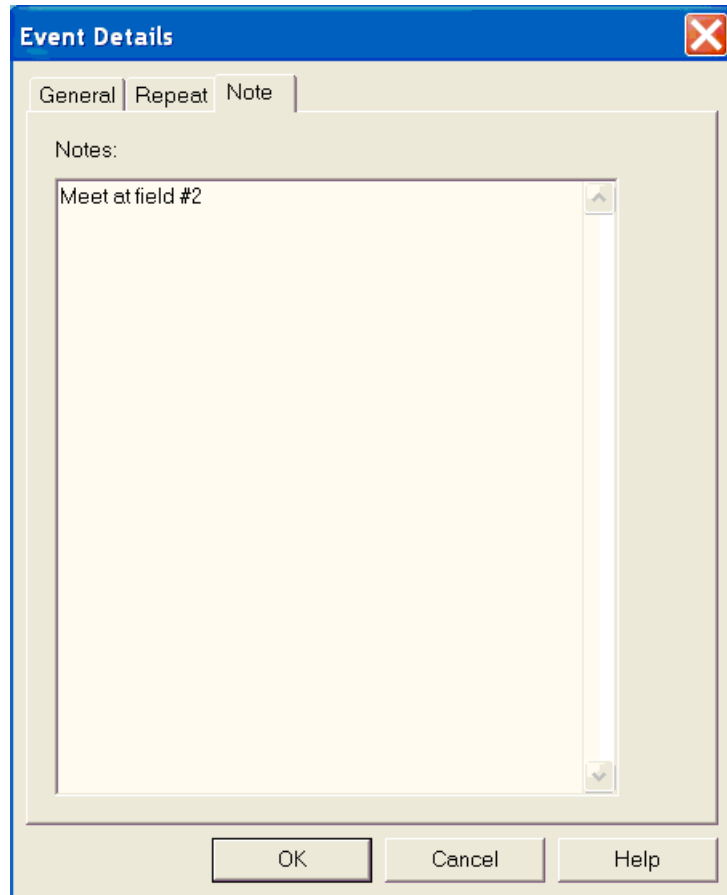
End on: 7/31/2003

Day of the month (for example: 2nd Tuesday)

Date of the month (for example: the 18th).

2.3.2.3 Event Note Tab

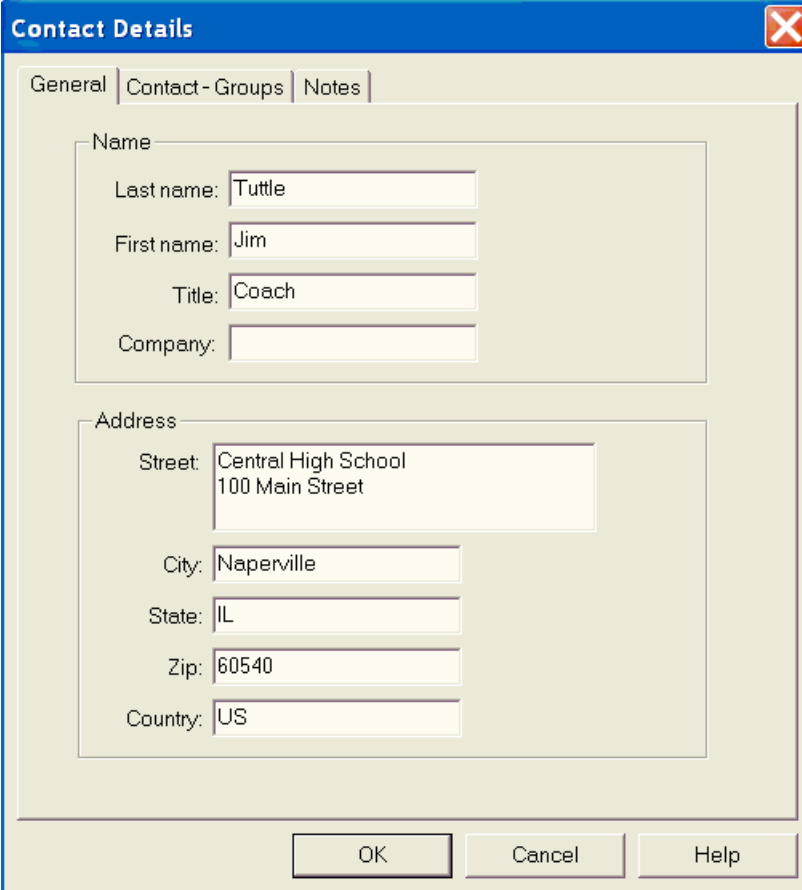
This tab contains notes for the event.



2.3.3 Contact Properties

2.3.3.1 Contact General Tab

This tab is used to enter the general properties of a contact. Most of the fields are not required. However, at least one of the Last, First, or Company name fields must not be blank.



The screenshot shows a dialog box titled "Contact Details" with a close button (X) in the top right corner. The dialog has three tabs: "General", "Contact - Groups", and "Notes". The "General" tab is selected. The form is divided into two main sections: "Name" and "Address".

Name Section:

- Last name: Tuttle
- First name: Jim
- Title: Coach
- Company: (empty)

Address Section:

- Street: Central High School
100 Main Street
- City: Naperville
- State: IL
- Zip: 60540
- Country: US

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

2.3.3.2 Contact and Groups Tab

This tab is used to assign the contact information (phone numbers and email addresses) for a contact. It is also used to specify what groups the contact belongs to.

Here is an example of a contact belonging to more than one group. A calendar package for a gym might place each aerobics class in a group. A customer would then be able to select a class and add all sessions to their date book, along with a contact for the class. Instructors would likely be assigned to more than one class. Using this dialog, the instructor contacts would be placed in the groups representing the classes they lead.

Contact Details

General | Contact - Groups | Notes

Contact Info

Work	630-555-0958
Email	coachjim@natará.com
Mobile	630-555-1204

Group membership

Member of:

- Games

Available groups:

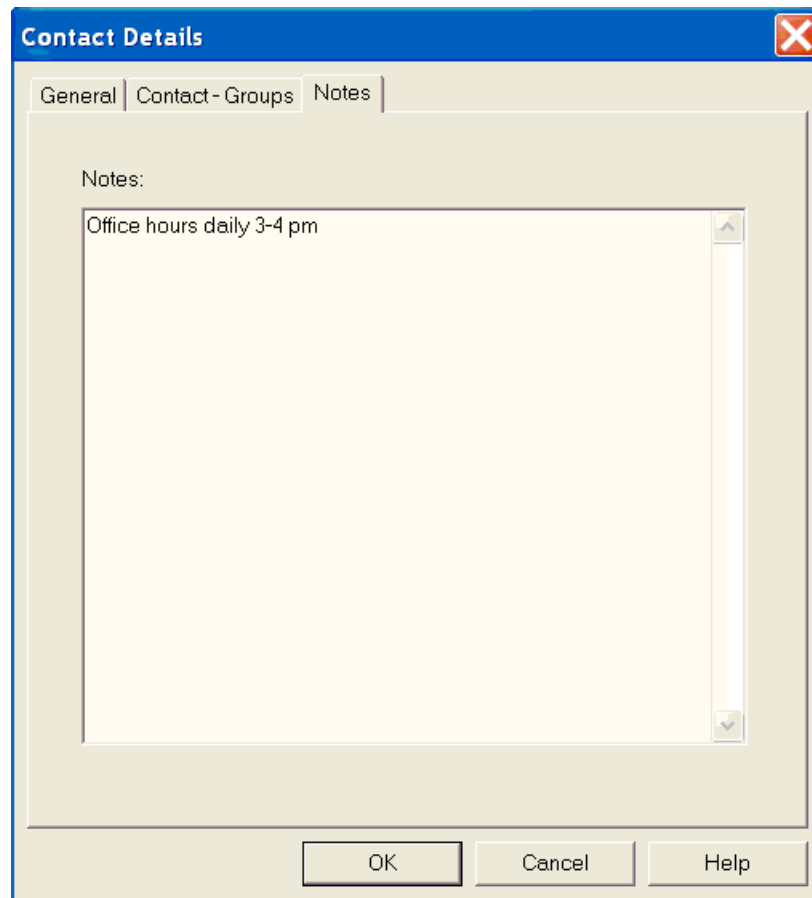
- Practice

Buttons: Add, Remove, OK, Cancel, Help

Pocket PC devices are limited to 2 work, home, and email address per contact. Whereas, with a Palm OS handheld you could assign 3 work numbers.

2.3.3.3 Contact Notes Tab

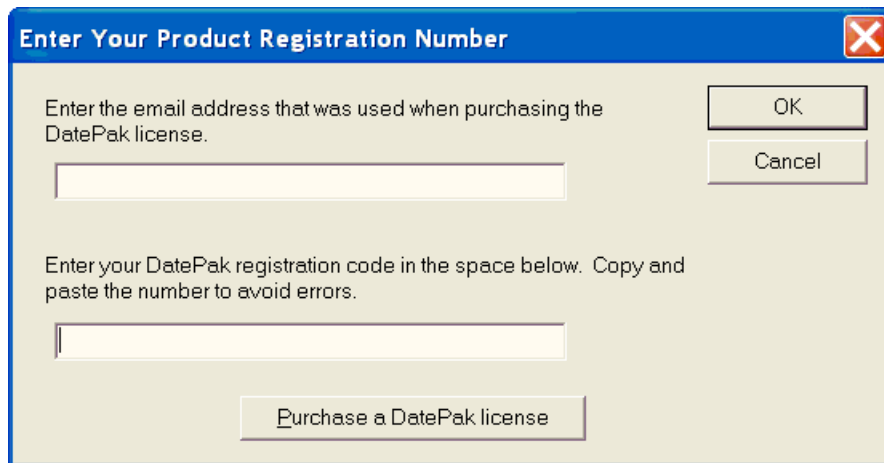
This tab contains notes for a contact.



2.3.4 Registration

When you receive your DatePak registration code, open the Registration dialog (on the Help menu), and enter the email address and registration code.

For information on where to purchase a license, see the [purchase](#) help topic.



2.3.5 Calendar Package Created

This dialog is displayed after the calendar package is built. It lists the file names of the Palm OS and Pocket PC applications that should be distributed.

Use the Palm Install Tool to load the calendar package PRC file onto the handheld. After it is installed it will appear on the [application launcher](#) screen.

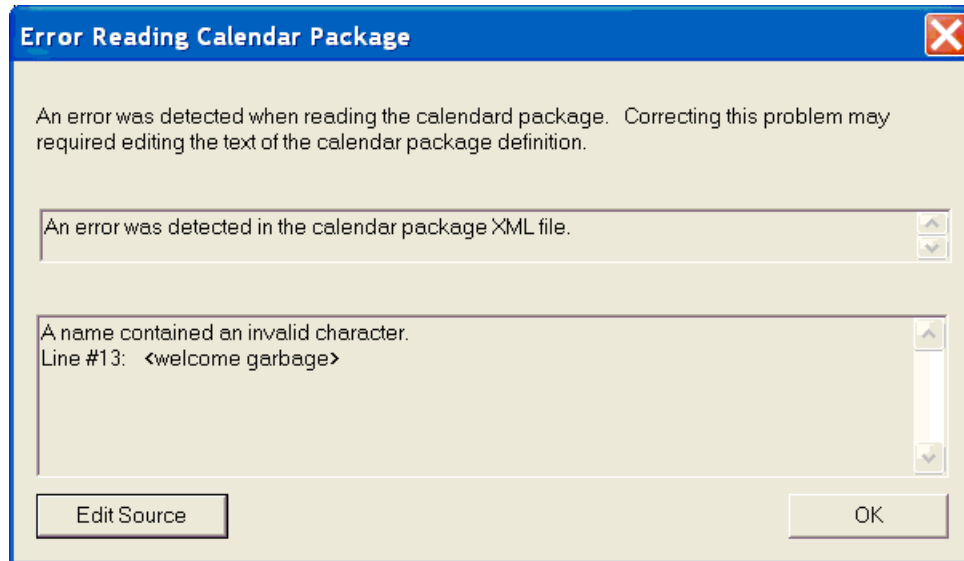
The Pocket PC CAB file should be copied onto the handheld. The root directory of "My Pocket PC" is a convenient place. Once on the handheld, run File Explorer (under Programs) and find the CAB file. Tap on the CAB file to complete the installation. After installation is completed, the calendar package will appear under the Programs listing.



2.3.6 Read Package Failed

DatePak stores the calendar package definition in a file using XML. If this file is damaged, or an error is introduced by hand editing the file, an error will likely occur when opening the definition. This dialog will be displayed to provide details of the error.










Clicking on the Edit Source button will open the calendar definition in Windows Notepad.







2.4 Toolbar

Most of the DatePak commands are available on the toolbar.



-  Start a new calendar package definition. Displays the [wizard](#).
-  Open an existing calendar package definition.
-  Save the open calendar package definition.
-  Generate the calendar package (handheld PRC and CAB files). This will overwrite the existing files from a previous generate. A [dialog](#) is displayed after the packages are generated.
-  Display the [details](#) of the calendar package definition (the wizard pages as a tabbed dialog).
-  Display the [event list](#) (active when contact list is displayed).
-  Display the [contact list](#) (active when event list is displayed).
-  Display the details of the selected [event](#) or [contact](#).
-  Add a new [event](#) or [contact](#).

-  Cut the selected events or contacts.
-  Copy the selected events or contacts.
-  Paste previously copied events or contacts.
-  Delete the selected events or contacts.

2.5 Menus

The commands available from the menu are;

File

New

Starts a new calendar package definition using the [wizard](#).

Open

Open an existing calendar package definition. The standard Windows file open dialog will be displayed.

Save

Save the current calendar package definition.

Save As

Save the current calendar package definition under a new name. Useful when starting a new calendar package using an existing package as a starting point.

Build Calendar Package

Generates the calendar package (handheld PRC file).

Calendar

Properties

Displays the [calendar wizard](#) pages as a tabbed dialog.

Import

Import existing events from a Palm Desktop Archive (DBA) or vCalendar (VCS) file.

Edit

Cut

Deletes the selected events or contacts and places them in the DatePak clipboard.

Copy

Copies the selected events or contacts to the DatePak clipboard.

Paste

Copies the events or contacts from the DatePak clipboard into the calendar package definition.

Delete

Deletes the selected events.

Select All

Selects all the displayed events or contacts.

Group

Change what [group](#) the selected events or contacts are assigned to. Contacts can be a member of several groups, so this menu item will add all the selected contacts to the group, or if all the contacts are already in the group, it will remove them from the group.

New

Adds a new event or group. Displays the details dialog to collect the attributes of the [event](#) or [contact](#).

View**Toolbar**

Toggles the display of the [toolbar](#).

Status Bar

Toggles the display of the status bar.

Contacts

Switches the view to show the [list of contacts](#).

Events

Switches the view to show the [list of events](#).

Details

Opens the details dialog for the selected [contact](#) or [event](#).

Help**Register**

Displays the [registration](#) dialog.

DatePak Help

Opens this help file.

About DatePak

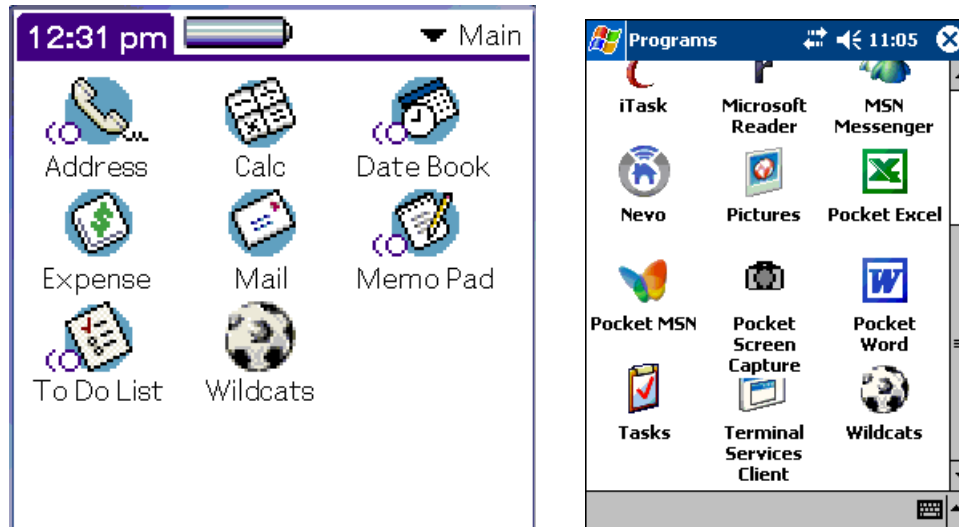
Displays the about box. View this dialog to see the version and build number of the product.

3 Handheld User Interface

3.1 Application Launcher

The schedule package generated by DatePak will appear on the application launcher screen.

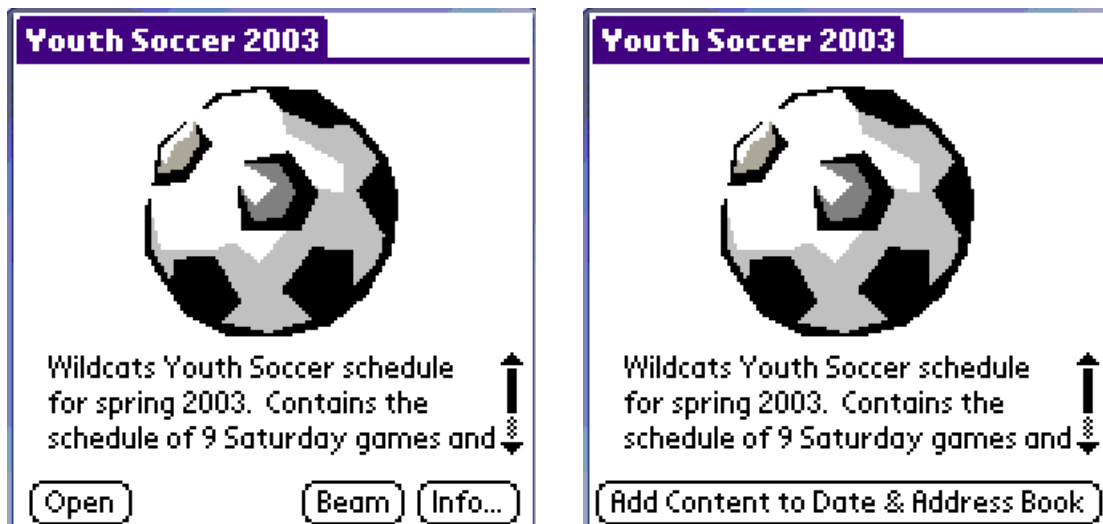
The icon and text that appear are defined on the [Launcher](#) wizard page.

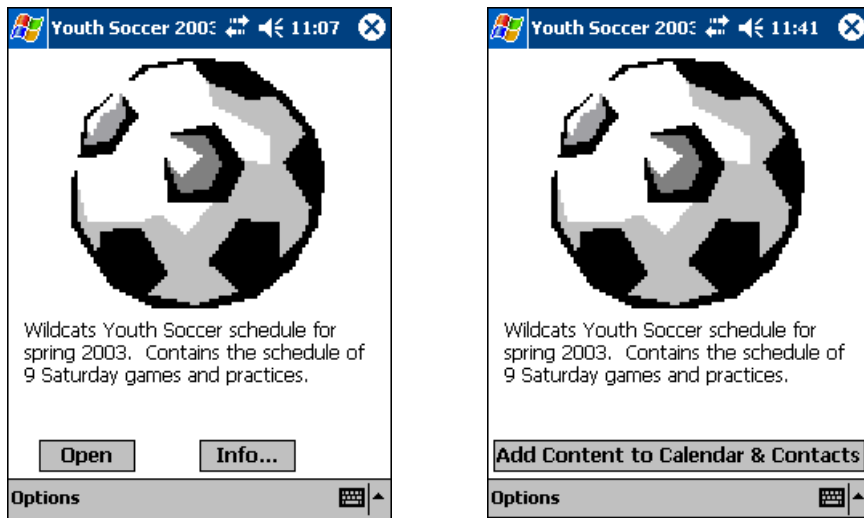


3.2 Welcome Screen

This is the view that is displayed when a calendar package is launched. The logo image and text are defined on the [Welcome](#) wizard page. The title is defined on the [Title](#) wizard page.

The example on the right shows a calendar package with [navigation](#) set to the lowest level.





Menu items available on this view:

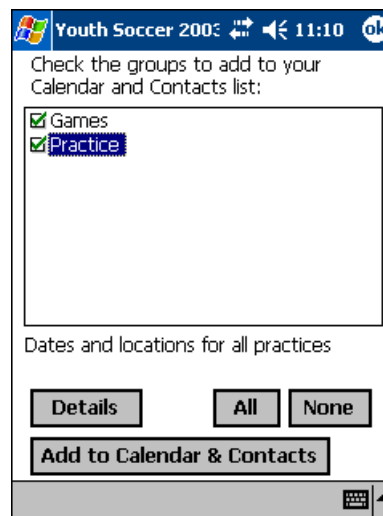
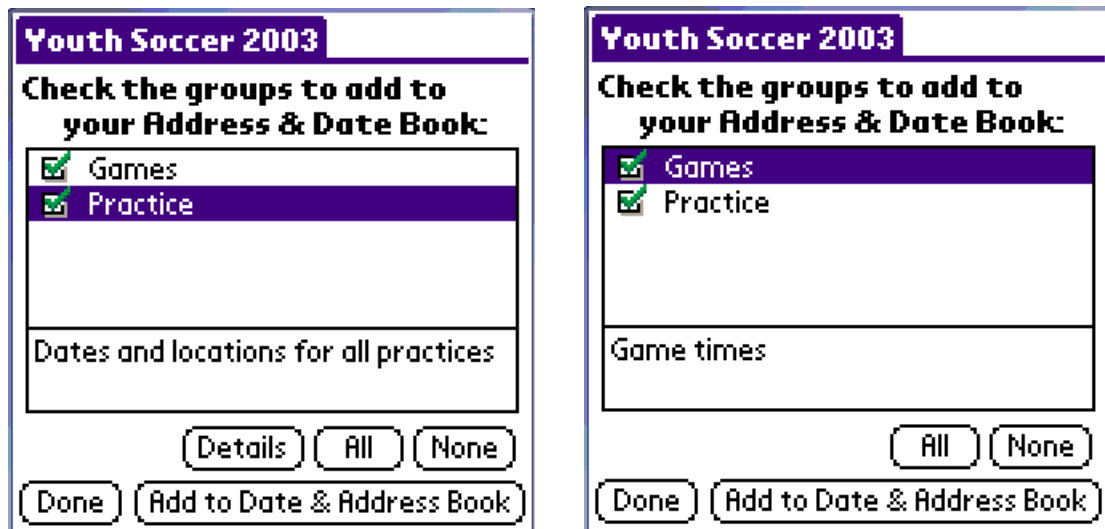
Menu	Description
Add Contents	Adds the entire contents of the calendar package to the date book and address book.
Remove Contents	Removes date book and address book entries that match the contents of the calendar package. If a date book or address book entry has been modified (title, date, or time) it will not be removed.
Remove Selected	Removes the currently selected items from the calendar and contact list (Pocket PC only). This menu item is available if the navigation level is not set to the lowest level.
Info...	Displays information defined on the Calendar Package Information page of the wizard
Open	Displays the Groups Screen . This menu item is only added if the navigation level allows individual group or event selection.
Beam	Beams this calendar package. (Palm OS only)
Exit	Exits the application (Pocket PC only)
About	Displays the about dialog.

3.3 Groups Screen

This is the view that is displayed when the Open button is tapped on the [welcome](#) screen. The check list displays the names of all the groups. The names and

descriptions of the groups are defined in the [Groups](#) wizard page.

The example on the right shows a calendar package with the [navigation](#) set to allow selection of groups, but not events or contacts.

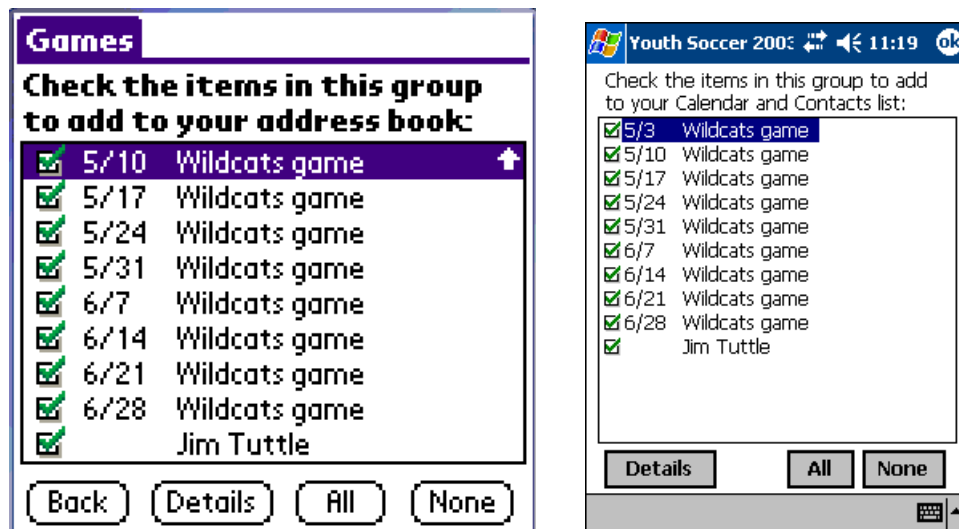


Menu items available on this view (Palm OS only):

Menu	Description
Add Selected	Adds the selected groups to the date book and address book.
Remove Selected	Removes date book and address book entries that match selected items of the calendar package. If a date book or address book entry has been modified (title, date, or time) it will not be removed.
Info	Displays the group description text of the highlighted group in a full screen window.
About	Displays the about dialog.

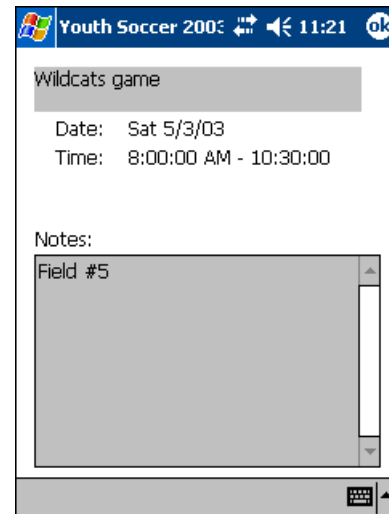
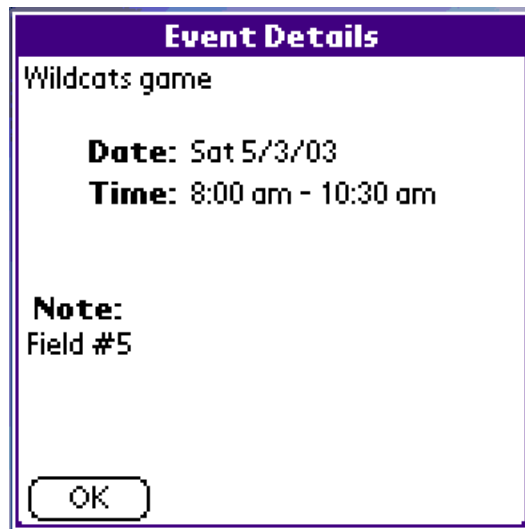
3.4 Events and Contacts Screen

This view is displayed when the Details button on the groups view is tapped. The check list displays all the events and contacts within the group. The name of the group is shown as the title on Palm OS handhelds.



3.5 Event Details Screen

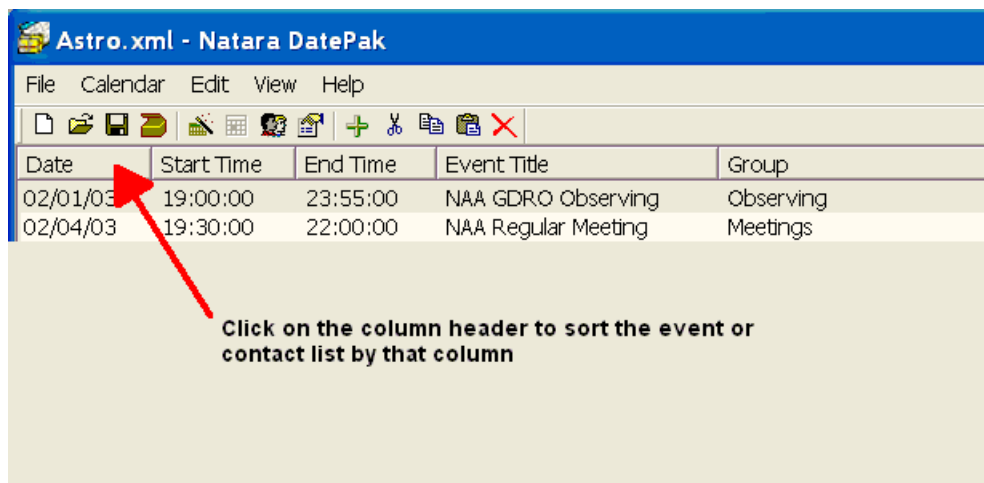
This dialog is displayed when the Details button is tapped on the Events and Contacts view.



4 How Do I ... ?

4.1 Sort the events and contacts

Click on the column headers to sort the list of events or contacts. DatePak will remember the sort column and use it the next time.



4.2 Copy events and contacts

Select contacts and events by clicking on the list. Use Ctrl-Click to select individual items. Use Shift-Click to select a range of items. Then use the Cut or Copy icons on the toolbar, or edit menu.

4.3 Import Events

To import events into DatePak, either drag and drop the file onto the DatePak window, or use the Import command on the Calendar menu.

DBA and VCS

DatePak can import events from both a Palm Desktop Archive (DBA), or a vCalendar (VCS) file. The events will be placed in the first group alphabetically.

CSV

DatePak can also import events from a CSV (Comma Separated Values) file. Along with other calendar applications, [Microsoft Outlook](#) can export in this format. DatePak requires that the first line in the file specify the column names. The column names are not case sensitive. Here is an example from an MS Outlook export of events.

```
"Subject", "Start Date", "Start Time", "End Date", "End Time", "All day event"
...
```

Each following line should contain information about a single event.

DatePak will make the following column assignments to event fields. Note that some column names map to the same event field. This is to accommodate imports for different sources.

Header Text	Event Attribute
"SUBJECT"	Title
"TEXT"	Title
"START DATE"	Date of event
"DATE"	Date of event
"START TIME"	Start time
"END TIME"	End time
"ALL DAY EVENT"	Values of "TRUE" or "FALSE" to mark event as all day or not.
"UNTIMED"	Any non-blank value if event is an all day event.
"DESCRIPTION"	Note
"NOTE"	Note
"GROUP"	Group
"CATEGORIES"	Group. If multiple categories are present and separated by the character ';', the first name is used.

If a group column is not provided, the events will be placed in the first group alphabetically.

4.3.1 Import from Outlook

Here are the steps to copy events from Microsoft Outlook 2002 into a DatePak package. Other versions of Outlook may use slightly different terms.

1. In Microsoft Outlook, click on the Calendar.
2. Select 'Import and Export' from the File menu.
3. Select Export in the list of operations, click Next.
4. Select Comma Separated Values (Windows), click Next.
5. The Calendar node should be selected in the tree, click Next.
6. Select a file name for the temporary CSV file, click Next.
7. No changes are required in the mapping, click Finish.
8. Pick a date range for the events you want to export, click OK.
9. The CSV file is created.
10. Run DatePak and start a new package, or open the package you are working on.
11. Select Import from the Calendar menu
12. Select CSV from the "Files of Type" list.
13. Find the CSV file that was exported from Outlook, select the file and click Open.

4.4 Import Contacts

DatePak can import contacts from a vCard (VCF) file. Either drag and drop the file onto the DatePak window, or use the Import command on the Calendar menu.

5 Reference

5.1 DatePak Builder

When DatePak generates the calendar package (PRC and CAB file) for distribution, it calls the DatePak Builder application. The DatePak Builder application takes the definition XML file and generates the application files.

Someone proficient with XML would be able to generate the calendar package definition file using other tools. Even something as simple as Windows Notepad.

The command line interface for the builder is;

```
DatePakBuilder <package def>.XML <package out> [ /ERR <log file name> ] [ /PALM ] [ /WINCE ]
```

For example;

```
DatePakBuilder soccer.xml soccer /ERR soccer.txt /PALM /WINCE
```

The above example would create both a 'soccer.prc' and a 'soccer.cab' for distribution to Palm OS and Pocket PC handhelds respectively. Any errors would be recorded in the file soccer.txt.

5.2 FAQ

5.2.1 Installation

Q: Do I have to reinstall when I get my DatePak registration code?

A: No. Your installation of DatePak can be converted from the a trial to a registered version by entering the registration code. Enter the registration code into the [Registration](#) dialog.

Q: I lost my registration number, what should I do?

A: There's a form on our web site for requesting your registration number.

Q: Can I get a CD with the program on it?

A: Natara Software **does not** ship any CD's. The latest versions of all the Natara Software products are available online.

5.2.2 Misc.

Q: What happens when my 30 day trial runs out?

A: After 30 days, you must either purchase a license, or uninstall the product.

Q: What does Natara charge for new versions of the application?

A: Natara Software has provided all updates to its registered customers free of charge. We will continue to offer free updates, but reserve the right to charge for a major release in the future.

Q: I have suggestions for feature enhancements to one of your products. What is the best way to let you know about them?

A: You should join and post your feature requests on the [Natara User Forums](#). Each product forum section has a "Feature Request" thread. By posting your request there, others can also see your suggestions and Natara can get a better feel for the overall demand for particular enhancements.

5.2.3 More FAQs

For an up to date list of FAQ's, please visit the Natara web site.

5.3 Contacting Natara Software

Questions, comments, or bug reports?

Email: support@natara.com

Online: <http://www.natara.com>

Forums: <http://www.natara.com/forums> (this is a great place to keep in touch with Natara and other DatePak users!)

Phone: (630) 579-0958 (9 am - 5 pm Central time M-F)

Mail: 909 E. Ogden Ave.
Suite C
Naperville, IL 60563-2885
USA

Note: When reporting problems, be sure to be as specific as possible.

Include:

- Which product you are having trouble with (DatePak) .
- Palm OS or Pocket PC version (3.1, 3.5, 2003, etc.).
- What desktop operating system (Windows 2000, XP, Windows ME, etc.)
- Steps to reproduce the problem.

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