

# FCmobilelife™

## FREQUENTLY ASKED SUPPORT QUESTIONS

### What is FCmobilelife?

FCmobilelife is a real-time calendaring and collaborating solution available on selected mobile devices or on a PC within a web browser.

### What mobile devices can I run FCmobilelife on?

Please see <http://www.fcmobilelife.com/download/> for the list of devices FCmobilelife is known to run on.

### With which phone carriers does FCmobilelife work?

FCmobilelife will work properly with all major US/Canada carriers.

### Do I need any sort of special plan with my phone carrier to run FCmobilelife on my mobile device?

It is highly recommended that you get an unlimited data plan and unlimited text message plan.

### How much memory (on the phone and on the Web client) is required for the installation of FCmobilelife?

The web client does not require any storage for installation with the possible exception of installing Macromedia Flash support if not already present on the system. The Windows Mobile 5/6 client is approximately 1.5 MB. The BlackBerry client is approximately 260 KB.

### How much memory on the phone clients is recommended for optimal performance of FCmobilelife?

The Windows Mobile 5/6 client needs about 8MB of memory available. BlackBerry devices need about 300KB.

### Are there any prerequisites for installing FCmobilelife on my Windows Mobile Phone?

Microsoft Active Sync 4.5 (<http://www.microsoft.com/windowsmobile/activesync/activesync45.mspx>) or above and the Microsoft Daylight Saving Time 2007 Update (<http://www.microsoft.com/windowsmobile/daylightsaving/default.mspx>) are required.

### Are there any prerequisites for installing FCmobilelife on my BlackBerry device?

No.

### During the installation of FCmobilelife on a Windows Mobile Phone, you may be asked to re-install/upgrade your "Microsoft SQL Server 2005 Compact Edition - Core" or "Microsoft .NET CF 2.0". Do I need to install these?

You must answer "Yes" to these questions even if you know that these have been previously installed.

### Can I connect to the FCmobilelife web client using the browser on my mobile device?

It is recommended to use the FCmobilelife application instead to connect from a mobile device.

### What is the maximum resolution of the phone's camera supported by FCmobilelife?

We can support whatever resolution the phone takes. We may reduce the resolution when we send photos to other phones to keep file sizes reasonable.

### How do I verify what version of FCmobilelife I am running?

Web clients will always be on the latest FCmobilelife version. Windows Mobile clients can select "About" from the main screen to view the version. BlackBerry clients can select menu -> "About" from the main screen to display the version.

### Do I need to manually check for patches or updates to FCmobilelife?

No. The web and Windows Mobile clients will upgrade automatically. The BlackBerry client will recognize that an update is needed and direct you through the appropriate steps.

#### Is there a maximum size of the group whose schedules may be coordinated by FCmobilelife?

No, but the application is intended for small groups and the size of the screens on phones would make large groups problematic in terms of selecting recipients, viewing status, etc.

#### What is involved in setting up a collaboration group? Do they opt-in to my group?

You select the members of your team from existing FCmobilelife users (similar to the way that IM contacts are handled). When you select a team member, they are sent an email and have the option of accepting or declining joining your team. When they accept, they will be added to your team and you will be added to their team.

#### Why did the user that I invited to my team never get the email request to join?

It is possible that the message could be marked as spam by either their mail client or mail server. Check the user's Junk folder and/or contact their mail provider.

#### Other than mobile access to information, are there other features of the mobile phone client that are not available to web client users?

In the current release, we do not support voice recording or camera operation directly from the web client (even if your PC has the appropriate hardware). However, you can attach any existing photo file or audio file with the web client.

#### What if my phone loses battery power or my computer crashes, do I lose all my data? How do I make a backup of my phone's data?

All of the data on your phone is backed up automatically by FCmobilelife. If you lose your phone, when you get a new phone you can just install FCmobilelife, login to the server and download all of your data. The web client does not store any data on your PC - whenever you login from any PC, your current data is all accessible.

#### As I use FCmobilelife, I can imagine that I'll accumulate many completed tasks, tasks, and appointments. Is there a way for me to search through them to find out when they were completed, and who completed them?

You can sort any list of actions by any column by clicking on the column heading (from, date, status etc.). This is a useful way to find particular actions. You can also archive or delete older actions to keep your lists manageable.

#### How do I share some information from my FCmobilelife with others, yet preserve my privacy with other information?

You decided which team members you send individual tasks, posts and schedule actions to. In the case of posts and tasks, these are the only team members that will be able to view these actions. In addition, you can mark calendar items as either private (the time slot will appear busy, but the content is not visible) or transparent (completely invisible).

#### What happens to an action that I archive?

If you archive an action, it is moved to your archive list. You can still see it, and it is updated when other users update the action. Other users can see that you have archived the item when they view the status of that action.

#### What happens to an action that I delete?

If you delete an action, it is no longer visible to you and you do not receive any updates to that item. Other viewer of the action can continue to see and update it, but they will see that you have deleted the item when they view the status of that action (and they will know that you will not see any further updates).

#### What happens to a task or schedule that I withdraw?

If you are the sender of a task or schedule, you can withdraw it. If you withdraw a task, you are telling the recipient that they do not have to complete the task. Withdrawing a schedule is the same as canceling it. In both cases you can either leave the action active (so you can still see it), or you can delete it (you won't see any further updates). The recipients will see from your update status that you have withdrawn the action, and either left it active or deleted it.

#### How do I schedule a multi-day meeting?

You can set both the start and end date in a schedule, so you can schedule a single action that spans many days.

#### Can I schedule a recurring meeting with one schedule action?

This is not supported in the current release, but we expect to add this functionality in an update.

#### Must I update my personal goals in FCmobilelife every day?

It is completely up to you when you update your goals. Some goals might be best updated daily, while others could be reviewed and updated less frequently.

#### How is the data I've entered in FCmobilelife kept secure from others?

Customer data is kept on our secure server. Users are responsible for keeping their phones secure and keeping their web client passwords secure.

#### How can I reset the column width of my action list in FCmobilelife for Pocket PC?

To reset the columns of the list to their initial layout you should stop restart the FCmobilelife application on your Pocket PC device by selecting Menu->Exit and then clicking on Programs->FCmobilelife.

#### I have manually switched timezones on my mobile device or am traveling and crossed into another timezone and now my meetings/schedules show an incorrect time. How can I correct this?

It is necessary to restart FCmobilelife after changing the timezone on your device.

#### What is the difference between blocking and deleting a contact?

Block will break the connection (in both directions) between you and that user. You will be removed from each other's team and you will be blocked from sending each other items. You can re-establish your connection by going through another invitation cycle (either party can initiate the invitation). Delete simply removes them from your team, it does not block you from adding them back or block them from sending you new items if they have added you to their team.

#### Are there any prerequisites for installing FCmobilelife on my Windows Mobile Phone?

Please refer to <http://www.fcmobilelife.com/download/windows.php> for installation instructions.

#### Are there any prerequisites for installing FCmobilelife on my BlackBerry device?

Please refer to <http://www.fcmobilelife.com/download/blackberry.php> for installation instructions.

#### Can I connect to the FCmobilelife web client using the browser on my mobile device?

You cannot use the FCmobilelife web client from a phone browser.

#### Which phone operating systems does FCmobilelife work with?

FCmobilelife currently works with Windows Mobile 5/6 and BlackBerry OS 4.0 or later.

#### Is the FCmobilelife information, including calendar events, tasks, posts, photos, etc saved on the phone?

Whenever the phone has a digital connection, there is a copy of most current information on your mobile device, but the primary copy is on our server and it can always be restored to the phone from the server.

#### How do I delete FCmobilelife from my Windows Mobile Phone?

Please refer to <http://www.fcmobilelife.com/download/windows.php> for removal instructions.

#### How do I obtain technical support for FCmobilelife?

FranklinCovey provides a broad range of technical support options. Clicking this link takes you directly to the FranklinCovey website where you may select the support option that best serves your needs. Click [HERE](#) for more information.