

Q & A Handheld Contact

Q: Can I sync to two devices (Blackberry/iPad) with one account? Or do I need to sign up a 2nd time for the 2nd device?

A: You need two accounts.

Q: With the new version of Handheld Contact, do you know if any of the search options have changed? Can you do a look up by city, state, group etc?

A: You can do a look up of all user selectable fields.

Q: My partner bought a mobile with Windows Mobile, he started synchronize it with ACT via CompanionLink. It was very easy, he was satisfied. Now he has changed for a new mobile with Android and tried to use new CompanionLink. It was a big difference in comparison to the older one. We had to install DejaOffice into the mobile. He could use the saved contact for outgoing calls but if somebody called him, the mobile didn't recognized the caller. He uninstalled it and tried to use ACT! Connect. I could see some information about the functionality and instructions how to install it. We tried to install the 30-days free version before buying it, but cannot get through registration process on "connect.act.com". There is a message "Phone number invalid".

What might be the problem, maybe the software is for US and Canada citizens only?

A: Sage's ACT! Connect doesn't work with international phone numbers. Soon Handheld Contact will support Android. It's by far the best option.

Q: So Handheld Contact doesn't support Android yet? Have just picked up an Android phone and updating Contacts thru Outlook onto phone has been painful enough via CompanionLink and DejaOffice. Any idea when Handheld Contact will support Android?

A: By the time you read this Android should be supported.

Q: Actually, you cannot do a lookup with Handheld Contact. One of the few drawbacks I see. You can go to the first letter of the contacts' First Name, Last Name, or Company depending on your settings. However, you still have to then scroll to find the contact you are looking for.

A: Actually, your information is incorrect. Handheld Contact allows you to lookup on any field you sync to the phone and not just by the first letter, on the iPhone and on the iPad and on the Blackberry and on the Windows Mobile 5/6 and soon on the Android.

Here's how on the iOS devices:

Click the top bar (the one that usually has the time on it). This will take you to the top of the list and bring up the search box. Type your query in the search box. This is actually how ALL iOS applications are supposed to work, and most do ... even the standard address book.

Q: Thanks. That seems to only search the First/Last Name or Company, not any other fields. Is there a way to search City, ST, Phone, etc. on the iPad as you mention above?

A: You can add any one field at a time to the Contact List and search index via:

Settings tab - Contacts | Additional Field. The beauty of this is that it displays them on the Contact List.

It's not a good idea to buy a product like this on price. Just be cautious on the difference between **price** and **cost**. The price of Handheld Contact is the highest of the mobile solutions but you can be guaranteed with 99% certainty that the cost of the other current solutions in any given year will be higher.

As soon as your database is corrupted just once (duplication of data/contacts) by the other solutions the cost to clean up your data will be a lot higher than the price of Handheld Contact. Additionally, incorrect handling of dialing rules makes it useless when travelling out of the USA/Canada; if it can't sync over 3G, it will not work for many users; if administrators can't control access, it creates security issues.