

# Schedules4Team Help

## Table of Contents

1	Startup & About.....	2
1.1	View end – user license agreement (trial, full version).....	3
1.2	What’s New in Schedules4Team .....	5
1.3	How to buy .....	6
1.4	How it works .....	7
1.5	Features.....	8
1.6	System Requirements.....	9
1.7	Schedules4Team Versions .....	11
1.8	Software Update & Activation .....	12
1.9	Installation .....	14
2	Working with Schedules4Team .....	17
2.1	Definitions .....	18
2.2	Getting started with Schedules4Team .....	20
2.3	Using Grid, Toolbars & Filters.....	22
2.4	Schedules4Team Options .....	25
2.5	How to.....	29
2.5.1	Open Schedules4Team folder .....	29
2.5.2	Create a New Group.....	30
2.5.3	Add a new Group member .....	31
2.5.4	Share Calendar with new Member.....	33
2.5.5	Change Member’s Role & Sharing status.....	34
2.5.6	Create Group appointments and meetings from Personal Calendar.....	35
2.5.7	Create & Edit group appointments and meetings from grid .....	36
2.5.8	View Group appointments and meetings from Grid.....	38
2.5.9	Make all appointments Private by Default .....	39
2.5.10	Close or expand windows .....	40
2.5.11	Make an exception in the Outlook Rules list .....	41
3	FAQ, Tips & Troubleshooting.....	42
3.1	Tips & Troubleshooting .....	42
3.2	Frequently Asked Questions (FAQ) .....	43
3.3	Trial Version Expired .....	46
3.4	Backup & Restore .....	47
3.5	Product Update.....	48
3.6	To Uninstall: .....	49
4	Other 4Team and partner products: .....	50
5	Report Problem, Suggestions.....	51
6	Support, Contact us .....	52

## 1 Startup & About

**About Schedules4Team** (for Microsoft® Outlook® 2000/2002/2003)

**Schedules4Team® Version 3.0**

**Schedules4Team** is a cost-effective solution for workgroup and personal use that has been designed as an add-on for Microsoft Outlook. This documentation will help workgroup/team members use the Schedules4Team software in order to be able to easily access a common workgroup calendar and share their appointments, meetings, events and resources with or without Exchange Server using just e-mail features.



Tucows.com



ShareUp.com



Sofotex.com



FileTrasit.com

We would like to extend our special thanks to many customers in the USA, United Kingdom, Australia, Belgium, Germany, Switzerland, France, Singapore, and other countries that have implemented our program for their everyday business needs: from personal and family use for sharing purposes, to real management solutions for Medical and Law Offices, Religious Services, technology or software production companies.



©2006 4Team Corporation, All rights reserved

## **1.1 VIEW END – USER LICENSE AGREEMENT (TRIAL, FULL VERSION)**

BY RECEIVING AND/OR USING 4TEAM CORPORATION (ALITTERA LTD INC DBA) USER LICENSE AGREEMENT YOU ACKNOWLEDGE THAT THIS IS A BINDING LEGAL AGREEMENT BETWEEN ALITTERA LTD INC AND USERS OF SOFTWARE AND PRODUCTS BELONGING TO 4TEAM CORPORATION, WHICH IS DBA NAME OF ALITTERA LIMITED, INC.

IF YOU DO NOT INTEND TO HONOR THIS AGREEMENT, TERMINATE THE SOFTWARE INSTALLATION NOW.

### **DISCLAIMER**

THIS PROGRAM (SCHEDULES4TEAM) IS PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESSED OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW (AND, THEREFORE, THE FOLLOWING MAY NOT APPLY TO YOU), 4TEAM CORPORATION DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. 4TEAM CORPORATION DOES NOT REPRESENT OR WARRANT THAT THE FUNCTIONS CONTAINED IN THE PROGRAM WILL BE UNINTERRUPTED OR ERROR-FREE OR THAT DEFECTS WILL BE CORRECTED. 4TEAM CORPORATION DOES NOT MAKE ANY WARRANTIES OR REPRESENTATIONS REGARDING THE USE OF THE MATERIALS IN THIS PROGRAM IN TERMS OF THEIR CORRECTNESS, ACCURACY, ADEQUACY, USEFULNESS, TIMELINESS, RELIABILITY, OR OTHERWISE.

### **RIGHT TO USE AND DISTRIBUTE THE SOFTWARE**

4TEAM CORPORATION, IN ACCORDANCE WITH THIS AGREEMENT, GIVES YOU THE RIGHT TO:

**TRIAL VERSION:** USE AND DISTRIBUTE ONLY AMONG YOUR COMPANY (TEAM) MEMBERS. THIS SOFTWARE MAY BE USED FOR YOUR PERSONAL OR BUSINESS PURPOSES FOR A 14-DAY PERIOD. YOU ARE ALLOWED TO INSTALL AND OPERATE THIS SOFTWARE ON YOUR COMPUTER SYSTEM. WHEN THIS SOFTWARE IS STORED IN YOUR SYSTEM'S MAIN MEMORY OR OTHER STORAGE DEVICES, IT IS ASSUMED THAT "YOU ARE USING THE SOFTWARE".

**FULL VERSION:** USE AND DISTRIBUTE THIS SOFTWARE FOR PERSONAL OR BUSINESS PURPOSES ONLY AMONG YOUR COMPANY (TEAM) MEMBERS. YOU AND YOUR COMPANY (TEAM) MAY USE ONLY THE NUMBER OF COPIES THAT YOU HAVE PURCHASED FROM 4TEAM CORPORATION OR ITS DISTRIBUTORS AND THAT IS GRANTED BY THE LICENSE. WHEN THIS SOFTWARE IS STORED IN YOUR SYSTEM'S MAIN MEMORY OR OTHER STORAGE DEVICE, IT IS ASSUMED THAT "YOU ARE USING THE SOFTWARE".

THE TRIAL VERSION MAY BE FREELY DISTRIBUTED, PROVIDED THAT SUCH DISTRIBUTION INCLUDES ONLY THE ORIGINAL ARCHIVE SUPPLIED BY 4TEAM CORPORATION. YOU MAY NOT ALTER, DELETE, OR ADD ANY FILES IN THE DISTRIBUTION ARCHIVE.

### **COPYRIGHT**

THE COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS OF THIS SOFTWARE AND ANY ATTACHMENTS TO THIS SOFTWARE ARE OWNED BY 4TEAM CORPORATION AND PROTECTED BY THE COPYRIGHT LAWS OF THE STATE OF FLORIDA, USA AND INTERNATIONAL INTELLECTUAL PROPERTY RIGHT TREATIES. YOU THEREFORE CANNOT COPY ANY PORTION OF THIS SOFTWARE IN ANY FORM, EXCEPT FOR USING OR COPYING IT FOR BACKUP PURPOSES. IN ADDITION, YOU CANNOT TRANSFORM THE CONTENTS OF THE SOFTWARE OR CHANGE THE FILE NAMES.

### **LIMIT OF WARRANTY**

4TEAM CORPORATION DOES NOT WARRANT THAT USING THIS SOFTWARE WILL FIT ALL USERS' PARTICULAR PURPOSES AND IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE USE OF THIS SOFTWARE.

### **SUPPORT**

4TEAM CORPORATION IS SOLELY RESPONSIBLE FOR CUSTOMER SERVICE. EVERY EFFORT SHALL BE MADE TO PROVIDE A SOLUTION FOR TECHNICAL QUERIES ABOUT PROBLEMS CAUSED BY THE INSTALLATION OR USE OF THE SOFTWARE INSTALLED IN A USER'S SYSTEM. ALL CUSTOMER SERVICE MATTERS SHALL BE DEALT WITH ONLY VIA E-MAIL (AND/OR PHONE IF SPECIFICALLY NOTIFIED). QUESTIONS SHOULD BE ADDRESSED TO [support@outlook4team.com](mailto:support@outlook4team.com), OR LIVE HELP/CHAT IS AVAILABLE ON THE WEB SITE <http://www.4team.biz>. ANY QUESTIONS, COMPLAINTS, COMMENTS, OR SUGGESTIONS SHOULD BE SENT TO [info@outlook4team.com](mailto:info@outlook4team.com).

### **ACKNOWLEDGEMENT**

HAVING READ AND UNDERSTOOD THIS USER LICENSE AGREEMENT, YOU ACKNOWLEDGE ITS PRIORITY TO ANY ORDER, ENGAGEMENT, OR ADVERTISEMENT, AND AGREE TO ITS TERMS.

SCHEDULES4TEAM® IS A PROGRAM THAT IS NOT AFFILIATED WITH ANY MICROSOFT® PRODUCTS. MICROSOFT®, OUTLOOK®, OFFICE®, WINDOWS®, AND THE WINDOWS® AND MICROSOFT OFFICE® LOGO ARE TRADEMARKS OR REGISTERED TRADEMARKS OF MICROSOFT® CORPORATION IN THE UNITED STATES AND/OR OTHER COUNTRIES.

## 1.2 WHAT'S NEW IN SCHEDULES4TEAM

### + New features and changes in version 3.0:

- ✓ **Totally new version**, with new independent from Outlook sharing technology that allows you to avoid initiating synchronization process when you make updates in your Personal Calendar or Schedules4Team folders.
- ✓ **Faster processing of updates** including a large amount of Calendar items.
- ✓ Error log size limited up to 1 MB.
- ✓ Full synchronization is only needed if there are mismatches between your Personal Calendar and Schedules4Team folders.

**Note:** If active Group Members are detected after installing the updated version of Schedules4Team, the software will offer you to initiate full synchronization. This option is applied in order to ensure correct & full sharing process with your Group Members.

### + New features and additions in version 2.5-2.6:

- ✓ Tested with **Microsoft Outlook 2003**.
- ✓ New light toolbar and menu interface.
- ✓ **Quick Start Guide** for first-time users.
- ✓ Improved procedure for adding Members.
- ✓ Management of Member Groups. Now you can easily change Member status in any Group in one dialog.
- ✓ Updated synchronization mechanism.
- ✓ **Scheduling** for Contacts (Members) **without sharing**, or even **without an e-mail address** (great tools for corporate team scheduling). Now you can make plans for your employees without sending information to them, or just print out their schedules if you need.
- ✓ Scheduling for mixed Group Members (with and without sharing).
- ✓ The new "Add New Member" wizard allows adding Members to multiple Groups, and managing their roles and sharing status.
- ✓ Management of sharers' e-mail addresses for Members with multiple e-mail addresses.
- ✓ Edit Members options: Display as, E-mail address.
- ✓ Options:
  - ↳ Do not show All Day Events of the selected Categories;
  - ↳ Do not show progress bar when receiving updates;
  - ↳ Ignore Birthdays and Anniversaries, and/or Holidays;
  - ↳ Advanced Options.

### 1.3 HOW TO BUY

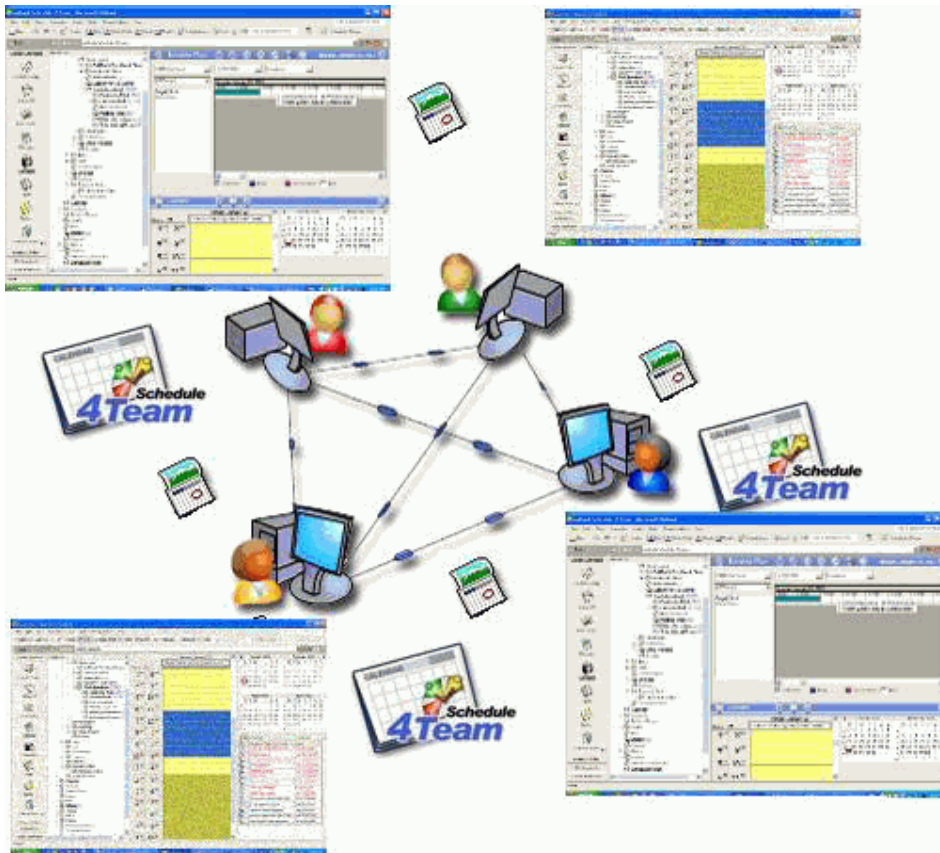
→ To **buy the license**, please visit the website: [http://www.4team.biz/purchase\\_schedules.asp](http://www.4team.biz/purchase_schedules.asp)

- You can use your Credit Card, PayPal, wire transfer, 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 that contains installation files and Documentation, which are sent by regular mail.
- An Activation Code will be e-mailed to you shortly after the purchase.
- All customers who purchase the program or add 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 e-mail with your order number, product name, and the number of licenses you wish to purchase.
- For more information please check our [product website](#).

## 1.4 HOW IT WORKS

► **Schedules4Team** add-on tool for Microsoft Outlook is based on functionality of electronic messaging (e-mailing).

When you or your teammates add Calendar items (meetings, appointments, events) to Outlook Personal Calendar, this add-on tool converts them into e-mail messages. Microsoft Outlook sends them out to your teammates, and upon the receipt of these messages Schedules4Team converts them back into Calendar items viewable in the Schedules4Team folder in regular Calendar View or specially designed Timeline Grid. You can also use Timeline Grid for scheduling your Group Members free/busy time without actual sharing, even if these Members do not have e-mail addresses at all.



## 1.5 FEATURES

### ✓ Fully integrated with Microsoft Outlook

All events recorded in Schedules4Team folder will automatically appear in Microsoft Outlook Personal Calendar and Group Members' Calendars. Furthermore, you and your Group Members can use Microsoft Outlook 2000, 2002 (XP) and 2003 simultaneously.

### ✓ Easy to use and manage

In order to employ Schedules4Team, you do not require any special skills: if you know how to work with Microsoft Outlook, you will be able to work with our software using the skills that you have already developed.

### ✓ Share Microsoft Outlook Calendar without a server

Using Schedules4Team software, you will not need a server for sharing and synchronizing Outlook Calendar items as all data is sent back and forth with the help of special e-mail messages automatically converted into Outlook items (Appointments, Meetings, All Day Events, etc.). You can also use Schedules4Team in a local network (Intranet) only, by locating your e-mail server there.

### ✓ Automatically synchronize data with your teammates

You can synchronize Outlook Calendar data with your teammates automatically by adjusting time interval of the "Send/Receive" feature in Microsoft Outlook, or you can send the updates manually by simply clicking "Send/Receive". Additionally, you may synchronize data between Personal Calendar and Schedules4Team folders for the selected period of time.

### ✓ Work both online or offline

You can change any data in the Calendar and synchronize it later, when connected to the Internet or your company's network. Whether you work over the local network, dial-up Internet or over a dedicated line, you can use this product as an ideal instrument for remote companies and groups.

### ✓ Create, manage and sort out the view of multiple sharing groups

You can create any number of Groups with separate access rights for certain users (Manager, Assistant, Member) that correspond to your business purposes, such as managing projects between companies or different groups of people. Furthermore, you can also create schedules for Members who do not have e-mail addresses or you are not going to share your Group activities (appointments, meetings) with them by e-mail.

### ✓ Share your data comfortably

You can share the preferred data with your teammates by simply adding objects to Personal Calendar or Schedules4Team folders in the manner you add Outlook appointments and meetings using "right-clicking" or Outlook toolbar buttons and menus.

### ✓ Utilize special Timeline Grid view

Each of your Group Member Calendar is displayed in two different views - standard Outlook Calendar and Timeline Grid view with zoom feature sorted by Members for effective navigation and easy creation of appointments and meetings using "right-clicking".

### ✓ Make use of **Free/Busy** time coloring and **Meetings Labels**

### ✓ Employ the **Find Free Time** feature

A simple **Find Free Time** feature helps you find a free zone in members' very busy schedules in just one mouse click. Also, it helps you find a selected stretch of time.

### ✓ **Sort Group Calendar information**

You can sort Group Calendar information by Location (useful feature for your conference rooms or office planning), by Groups, by Members, or use any combinations of these filters.

### ✓ **Distinguish your private appointments**

Mark your meetings or appointments as "**Private**", and they will be seen by other members without any description, with free/busy time labels.

### ▶ **Examples of use:**

You can plan to use Schedules4Team for conference rooms and multiple offices, share family Calendar, create internal company Calendar or share Calendar between different companies and groups, and you may adjust this software in many more ways so it would meet your special needs.



## 1.6 SYSTEM REQUIREMENTS

### ▶ **Software:**

- ✓ Microsoft Windows 98/NT4/2000/XP
- ✓ Microsoft Outlook version **2000** (SP3), **2002**/XP (SP-2), **2003**
- ✓ Internet Explorer 5.5 or later
- ✓ Type of E-mail account: POP3, IMAP, Microsoft Exchange
- ✓ **Incompatible with Outlook Express, or Outlook versions prior to 2000**

### ▶ **Hardware:**

**CPU:** at least Celeron 500 MHz

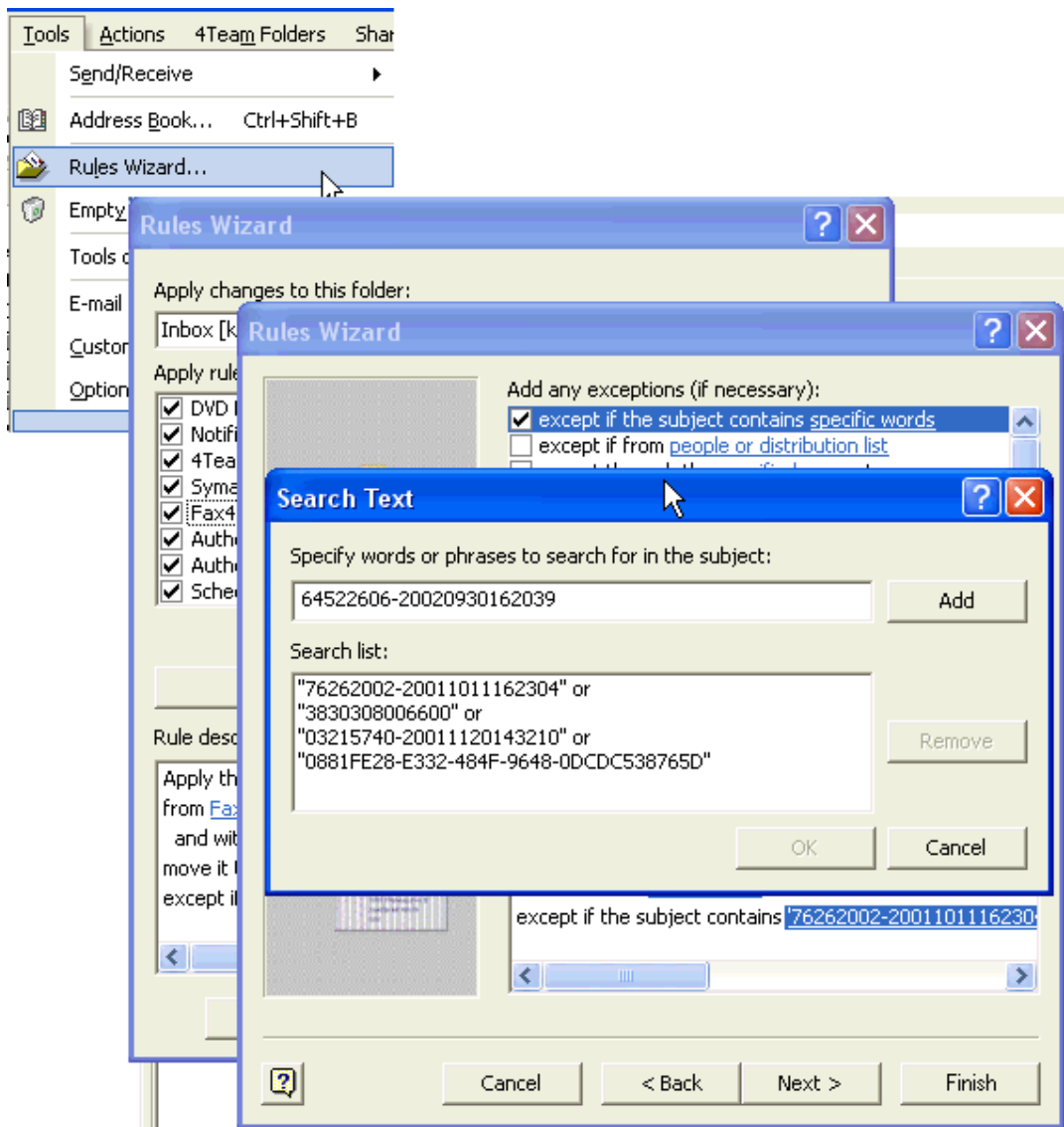
**Memory:** minimum requirement is 64MB (256MB recommended)

### ▶ **Minimum requirements** for optimum functioning of the program are:

- ✓ Windows **Administrator rights** in order to install Schedules4Team.
- ✓ At least **one e-mail account** per team member set up in Microsoft Outlook (Outlook **Tools** menu→ E-mail Accounts...) for Calendar sharing.

### ➔ **Rules setup, modification:**

You can use any type of e-mail account. The general requirement is as follows: your **incoming e-mail messages** from the account you use with Schedules4Team must be **received to the default "Inbox" folder** in Microsoft Outlook. If the messages are received to a different folder, you will need to set up the rules to receive them to "Inbox" or add exceptions to every rule. You can set the **Rules** or **Exceptions** in every rule in Outlook (Outlook **Tools** menu→ Rules Wizard...) for messages containing this text in the subject field: **64522606-20020930162039**



## 1.7 SCHEDULES4TEAM VERSIONS

- ▶ Trial - a fully functional 14-day trial version
- ▶ Full - a fully functional version.

**Important:** There is no difference in functionality between these two versions.

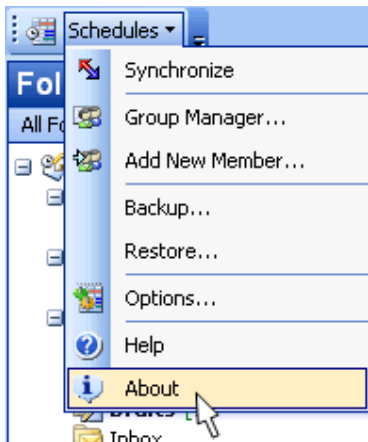
## 1.8 SOFTWARE UPDATE & ACTIVATION

### ▶ [What happens if you don't activate your copy of the product?](#)

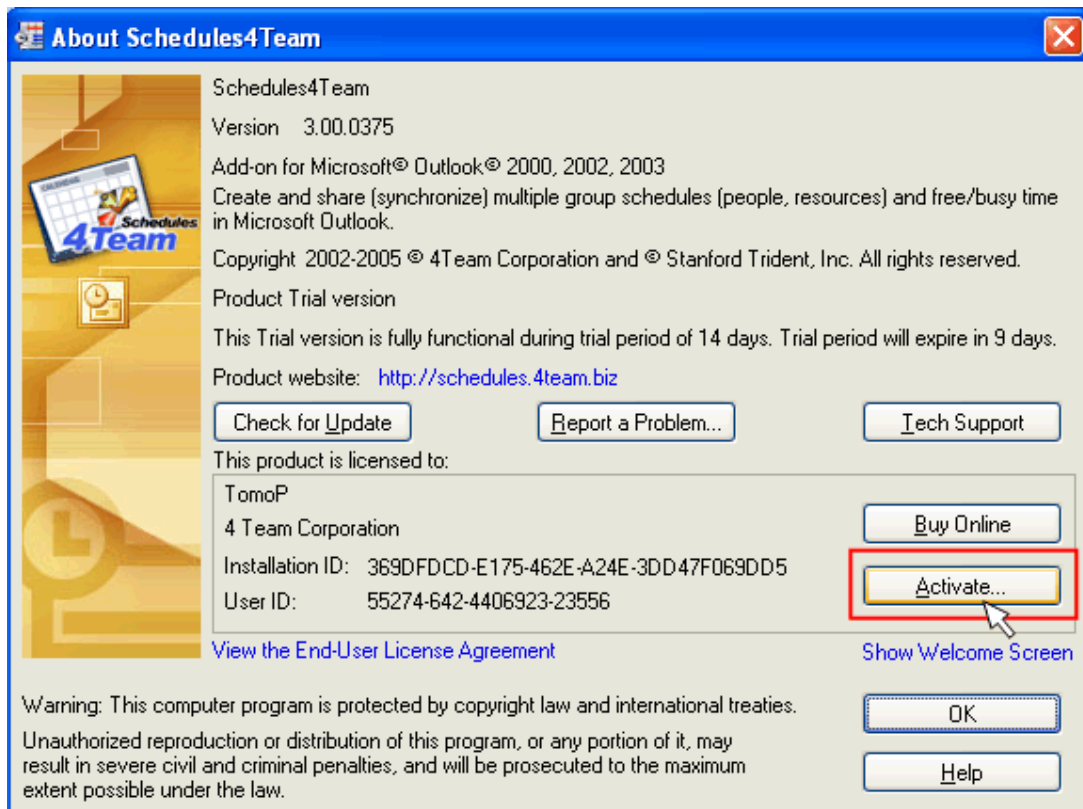
Before you activate Schedules4Team, you may run it for a limited amount of time (trial version). Schedules4Team will go into **Reduced Functionality Mode** when this trial period expires. In Reduced Functionality Mode, you will not be able to view and change Schedules4Team content. No existing Outlook items or documents will be harmed, and you can easily get Schedules4Team out of this mode after activation.

### ▶ **Product Activation:**

1. **Connect** to the Internet.
2. To activate the full version of Schedules4Team, you will need your **Activation Code** (Order ID). An Activation Code will be sent to you by e-mail right after the purchase of this software.
3. Go to **Schedules4Team** menu on Outlook toolbar and select **About**.



4. Click the **Activate...** button on "**About Schedules 4Team**" form.



5. Enter your Activation Code\* in the **Activation Code:** field.
6. Click **Next >**.

The program will continue functioning as a full version.

If you receive the **Schedules4Team - Activation failed** dialog, click **< Back** and reenter your Activation Code. If this does not help, please contact our **Customer Support** by e-mail, over the phone or via Live Help.

\* In order to activate the product, you need to purchase it and obtain the Activation Code. Click the **Buy Online** button on "About Schedules4Team" form to go directly to the product website: [http://www.4team.biz/purchase\\_schedules.asp](http://www.4team.biz/purchase_schedules.asp)

#### ► **Software Update**

1. **Connect** to the Internet.
2. Go to **Schedules4Team menu** on Microsoft Outlook toolbar and select **About** on the drop-down menu.
3. Click the **Check for Update** button on "About Schedules4Team" form.
4. If a new version of the product has been released, **download** and **install** it on your workstation.
5. After updating Schedules4Team to a newer version, we recommend running onetime synchronization to make sure all the "Schedules4Team" folder data is fully synchronized with your Outlook Calendar folder.

**Note:** All your data will be saved and securely translated into the new version. Your Activation Code (your Order ID) is **not required**.

**Attention!** If you are upgrading Schedules4Team from version 2.xx to 3.xx, you do not need to uninstall the old version of application prior to updating it to a new one.

#### ► About product activation

After the trial version period is over, you will need to activate your copy of Schedules4Team in order to continue using it. Activation 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 the software Activation Code used to activate the product has not been used on more personal computers than intended by the software 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.

## 1.9 INSTALLATION

### ▸ **Prior to installation:**

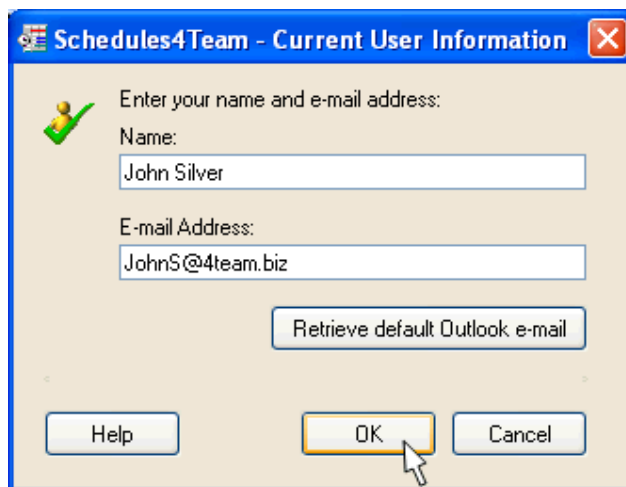
1. You need to have **Windows Administrator rights** in order to install **Schedules4Team**.
2. Please check that you are running Microsoft Outlook 2000 (SP-3), 2002 or 2003 since Schedules4Team is **incompatible** with any **Outlook** version **prior to 2000 (SP-3)**; check other System Requirements as well. You can update your Microsoft Outlook version on the website: <http://office.microsoft.com/officeupdate/default.aspx>.
3. Download the latest version of the Schedules4Team setup file from the [Schedules4Team website](#) or [member area](#), save it in your preferred location and distribute it among your team members.

### ▸ **Installation steps:**


1. **Close** Microsoft Outlook and all open programs.
2. **Remove** the **previous version** of Schedules4Team by going to Control Panel→ Add or Remove Programs→ Schedules4Team→ Remove.
3. **Open** the **setup file** from the preferred location. Schedules4Team Installation Wizard will lead you through the process of installation.
4. The software will copy and synchronize appointments between Calendar and Schedules4Team databases. This may take up to 2 minutes, depending on the active appointments and quantity of all-day events. Please, make sure you select **Yes** in the "**Allow access**" notification:



5. To complete the installation, click **Finish**.
6. **Start** Microsoft Outlook. "**Schedules4Team – Current User Information**" dialog will appear for selection of the appropriate e-mail address:

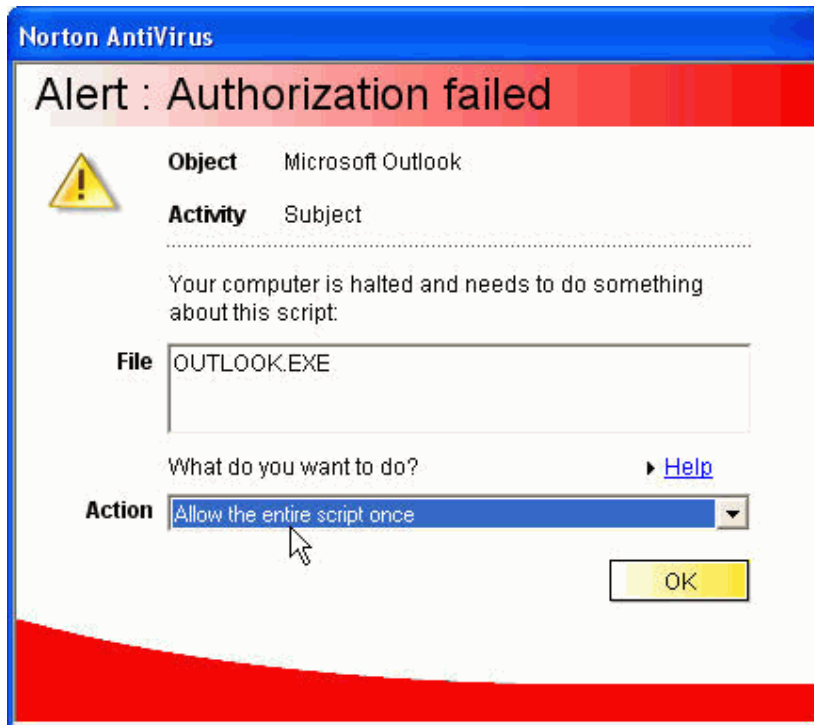


7. If the address displayed in the "**E-mail Address:**" field is the one you want to use for sharing Outlook Calendar items with your teammates, click **OK**. In case you prefer using the default Outlook address, click the **Retrieve default Outlook e-mail** button, and then click **OK**.
8. Afterwards, Schedules4Team "Welcome screen" will pop-up. Click the **Quick Start** button to start configuring and sharing your calendar.

9. **Schedules4Team** icon  and toolbar menu will appear on Microsoft Outlook toolbar.
10. If you have already purchased Schedules4Team and received an Activation Code, activate the latest version of this software using your Activation Code.
11. Repeat all the process on your teammates' workstations.

**You are now ready to start sharing and scheduling!**

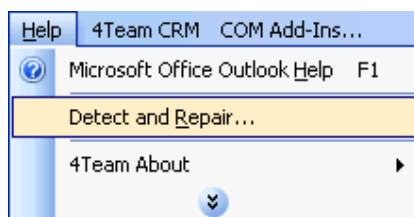
**Note:** If you have an **antivirus program** running on your computer and you've received a warning during the first opening of Outlook after installing Schedules4Team, please **allow the script to run:**



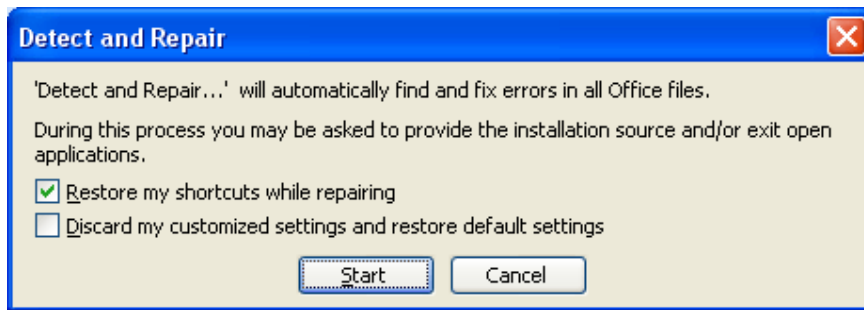
▶ If installation was interrupted or incomplete.

...the problem might be related to the integrity of Microsoft Outlook. Prior to reinstalling Schedules4Team, please perform the following:

- Uninstall Schedules4Team (Start→ Control Panel→ Add or Remove Programs).
- Use the **Detect and Repair** feature in the 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 contact the [Microsoft support team](#) or [IT professionals](#). The installation of 4Team software will not be possible until the integrity of Microsoft Outlook is restored.



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



- Please refer to the FAQ, Tips & Troubleshooting section of this Help documentation.
- **For IT professionals in order to restore the integrity of Microsoft Outlook:**
  - Use the "Detect and Repair" feature in Microsoft Outlook (you may need the original Microsoft Office or Microsoft Outlook CD-Rom). If this step is successfully completed, 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.
  - Find the SCANPST.EXE file on your hard disk. Launch the program by clicking on SCANPST.EXE.
  - 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, contact the [Microsoft support team](#).

Our **customer support** will be happy to answer all your questions regarding product installation and functionality by e-mail: [support@outlook4team.com](mailto:support@outlook4team.com), through Live Help Chat/Feedback on our Web site at: <http://schedules.4team.biz/>, or over the phone at: (954) 796-8161.



## 2 Working with Schedules4Team

### Introducing Schedules4Team for Microsoft Outlook 2000/2002/2003

Scheduling and Calendar sharing is an important part of management and collaboration. Unfortunately, software products that provide this functionality are usually too expensive and overcomplicated for small companies and personal use. Schedules4Team is a comprehensive solution for companies of any size, offering features from family Calendar sharing to scheduling resources (meeting rooms, etc.), meeting management and free/busy time control.

#### Our priorities are:

- **Easy deployment** and administration, with or **without a server** and IT people, using only Microsoft Outlook 2000/2002/2003.
- An easy-to-use and **intuitive interface** integrated into Microsoft Outlook that **provides** the functionality to share and schedule your Outlook Calendar and, altogether, allows saving time on long training. There is no difference in how you use your Personal Outlook Calendar and scheduling.
- **Mobility**. Any network and any type of connectivity will do.

Designed to work with Microsoft Outlook 2000, 2002 or 2003, this add-on tool is a perfect solution for Calendar sharing and scheduling without a server. Select the workgroup members to access your Outlook Calendar, and enjoy the benefits of Schedules4Team™ collaboration.



Tucows.com



ShareUp.com



Sofotex.com



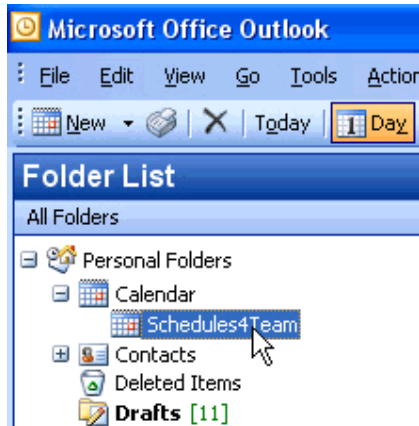
FileTrasit.com

## 2.1 DEFINITIONS

**Schedules4Team** is a program designed for personal or company group calendaring (scheduling), based on Microsoft Outlook, without the need to enter data in more than one folder and without a server.

▸ **Group Objects:** Members, Appointments, Meetings.

- **Schedules4Team Folder** is located in Microsoft Outlook Personal Folders list (Calendar subfolder):

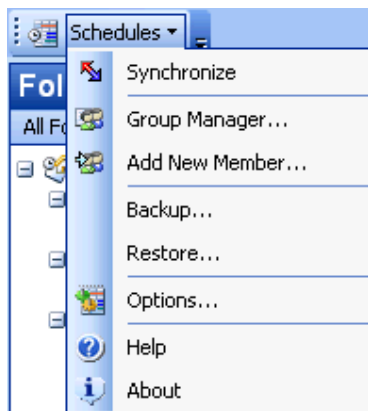


It stores information about Group Members' activities. This folder is divided into two windows: **Timeline Grid View** and **Calendar View**. They can be expanded and closed by clicking the buttons



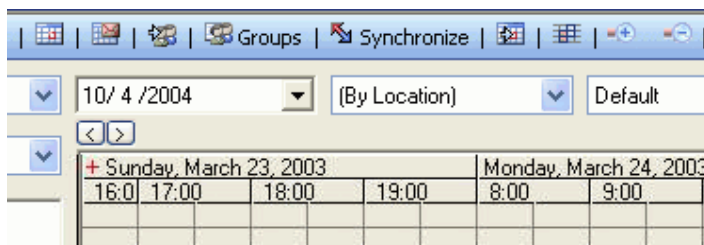
located on the Grid & Calendar View toolbars.

- **Schedules4Team toolbar menu** is located in Microsoft Outlook toolbar:



It can be used for quick access to Schedules4Team folder as well as most-used functions and options.

- **Timeline Grid View** is available in Schedules4Team Folder:



It is designed to show free/busy time for the Groups. Additionally, Group Calendar can be sorted or filtered by location, name, or group in the Timeline Grid view.

#### ▶ **Users and groups:**

**Groups:** Using Schedules4Team, all the users who intend to share data within certain teams must be organized into Groups. Objects entered in one Group Calendar are not available for editing to other Groups. Nevertheless, you can see the appointments and meetings of the Members from all Groups by selecting "(All Groups)" in the Group Filter at the Timeline Grid View window.

**Note:** You are not allowed to rename any Group.



#### ▶ **Group users' roles:**

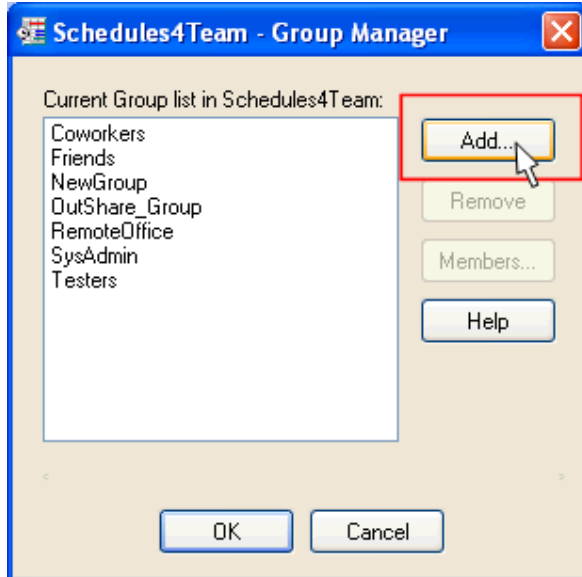
- **Manager** is the Group organizer. Only a Manager can delete the Group. He/she can add, change and delete any data in the Group.
- **Assistant** can add, change and delete any data in the Group.
- **Members** can only add new information and delete the data they have entered themselves.
- **Member without E-mail** is a Group Member with whom Calendar/Schedules4Team data is not shared and/or he/she does not have an e-mail address.
- **Role:** Manager, Assistant, Member, Member without E-mail.

**Note:** It does not matter in which folder (Personal Calendar or Schedules4Team) you create your meetings and appointments. The other folder will automatically show all the entered data.

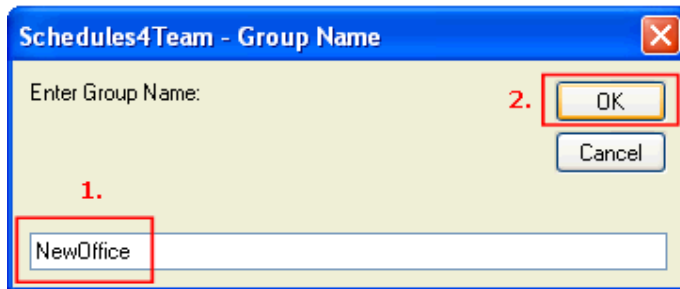
## 2.2 GETTING STARTED WITH SCHEDULES4TEAM

### ▶ Step 1: Create a Group (on the Manager 's PC)

1. Click the **Schedules4Team** icon  or open **Schedules4Team** folder on Outlook Personal Folders list.
2. Click the **Groups** icon  on the **Grid View** toolbar.
3. Create new group by clicking the **Add** button on the "**Schedules4Team - Group Manager**" dialog:

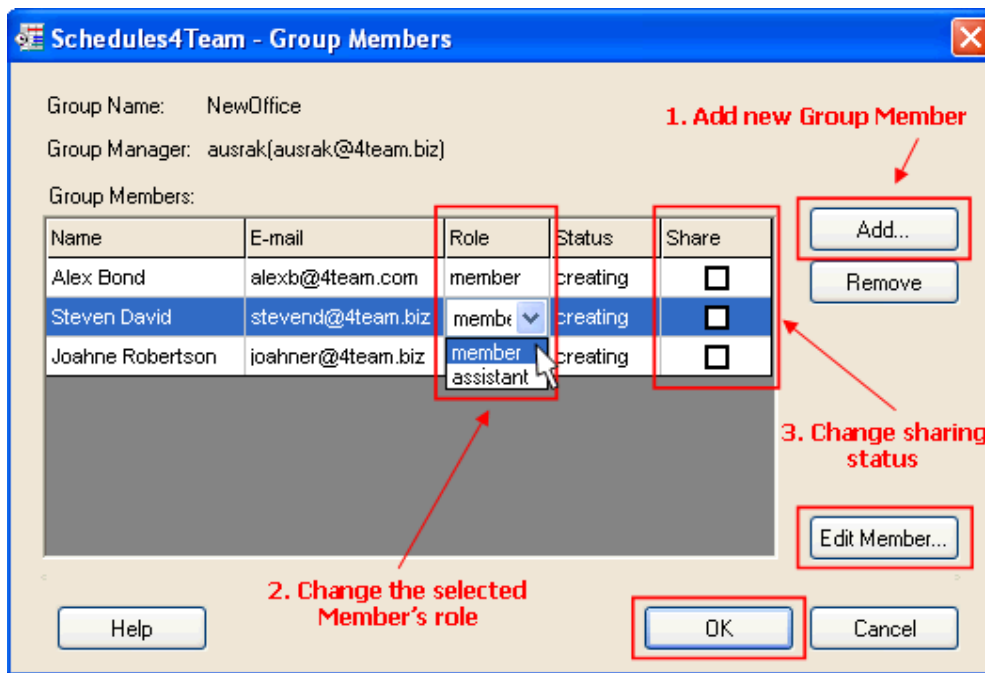


4. Afterwards, enter the name of a newly created group on the "**Schedules4Team - Group Name**" dialog:



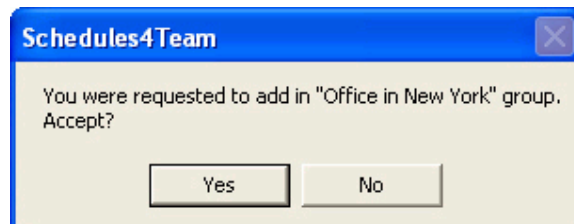
### ▶ Step 2: Add Group Members, define the Members' roles, sharing status, and synchronize Calendars

1. Select the Group from the list in "**Schedules4Team - Group Manager**" dialog and click the **Members...** button to initiate adding new Members to the selected Group.
2. Click the **Add** button on the "**Schedules4Team - Group Members**" dialog to open the standard Outlook "**Select Contacts**" form and choose the members to be added to the Group.
3. When the contact is added to the Group, you can define or change the role and sharing status of the new member:



4. Click **Synchronize** on Schedules4Team toolbar menu to start sharing and synchronizing the Calendar with the other Group Members.
5. Click **Send/Receive** on the standard Outlook toolbar, or press **F9** on the keyboard of your PC. An Invitation to share will be sent to the added Group Members.

**Note:** You will not be able to change the Role of new Members after closing the "Schedules4Team – Group Members" dialog until they accept your invitation to join the Group:



▶ **Step 3: Synchronize Calendars on the other Members' workstations**

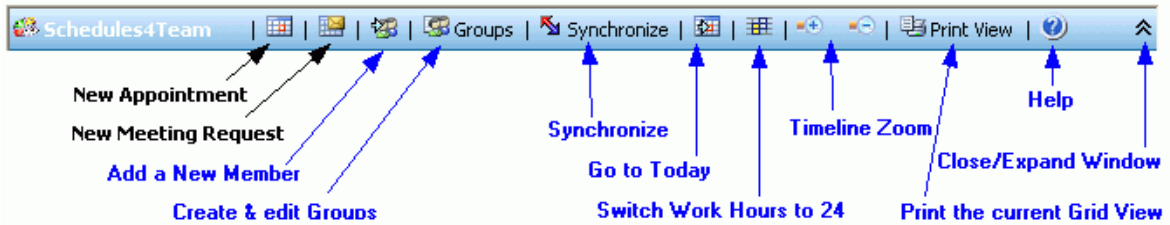
1. Click **Send/Receive** on the standard Outlook toolbar and **accept** the invitation to join the Group. Click **Send/Receive** or **F9** once again.
2. Click **F9** on the Group Manager's workstation.
3. Check the Schedules4Team folder. All shared Calendar information and Group Members should appear in the Group Member List.


**You are all set to start using the program in your teamwork!**

**Note:** You can also add Members who **do not have e-mail addresses**, or you are not going to share your Group activities (appointments, meetings) with them by e-mail. Simply uncheck the "Share" checkbox under the selected members in the "Schedules4Team – Group Members" dialog.

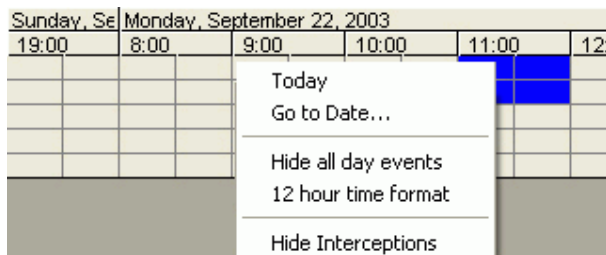
## 2.3 USING GRID, TOOLBARS & FILTERS

### ▶ Using Grid View toolbar



Toolbar button	Description
<b>New Appointment</b>	Opens a new appointment form.
<b>New Meeting Request</b>	Opens a new meeting request form.
<b>Add New Member</b>	Adds a new Member to the selected Group(s).
<b>Groups</b>	Opens the Group Manager form to create or edit Groups, Members, assign or change their roles and sharing status.
<b>Synchronize</b>	Initiates manual synchronization.
<b>Today</b>	Changes the Timeline start date to Today.
<b>Switch Work Hours</b> (Work Hours/24 Hours Grid)	Switches the view between work hours and 24 hours in Timeline Grid view. This function is applicable when you want to view events after the work hours.  <b>Note:</b> You may also use  icon in Grid View to change the view between work hours and 24 hours grid.
<b>Timeline Zoom</b>	Expands/compresses the Timeline Grid view.
<b>Print View</b>	Prints out the current Grid (Schedule) View.
<b>Help</b>	Opens Schedules4Team Help Documentation.
<b>Close/Expand Window</b>	Closes/expands Grid View Window.

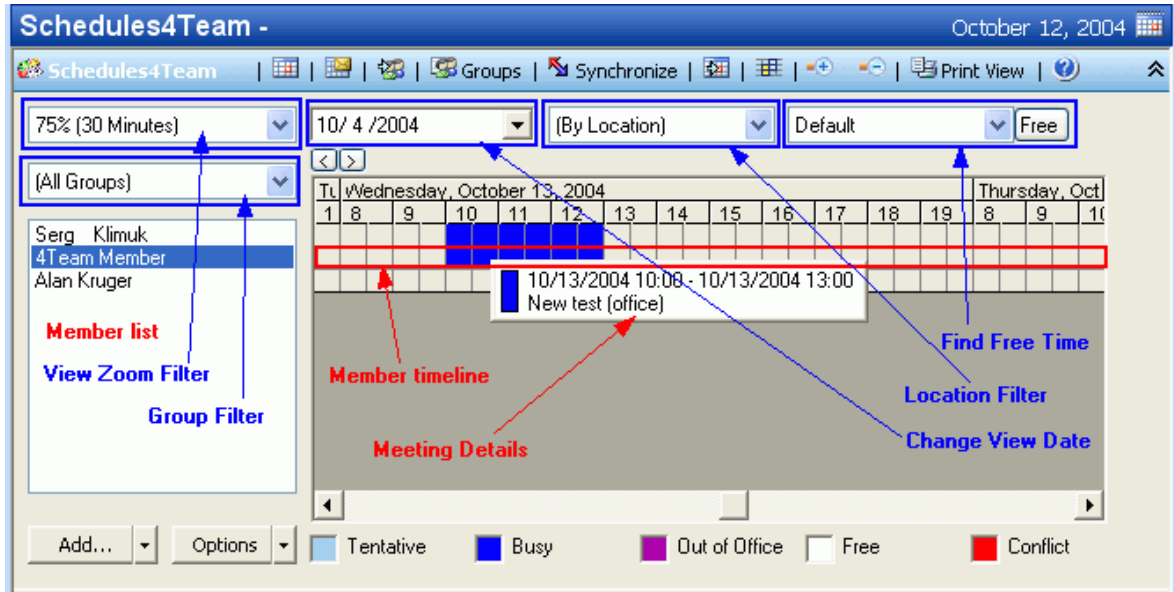
### ▶ Using Grid View right-click menu



Menu item	Description
<b>Today</b>	Changes the start date of current view in the Timeline to Today.
<b>Go to Date...</b>	Changes the start date of current view in the Timeline to the selected one.

<b>Hide All Day Events</b>	Hides/shows all day events.
<b>12 Hour time format</b>	Switches the Timeline format to 12/24 Hour.
<b>Hide Interceptions</b>	Hides/shows meeting interceptions.

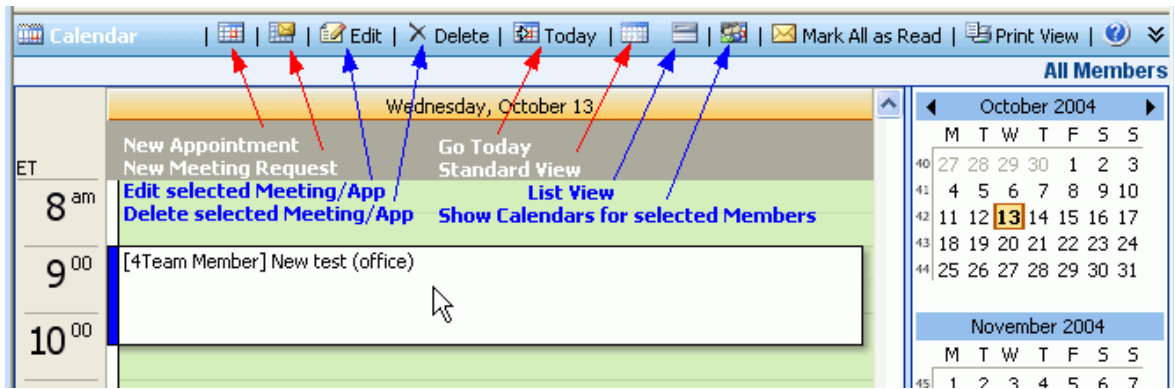
► **Using Grid View Filters**




In the **Member list**, you can use left-clicking to select members, and right-clicking to send messages to a selected Group or Member, create meeting requests or print out the current Group schedule.

Grid View filters	Description
<b>View Zoom Filter</b>	Changes the view from 5 minutes to a week per Timeline block.
<b>Group Filter</b>	Allows easy switching between groups.
<b>Change View Date</b>	Changes the start date of current view in the Timeline.
<b>Location Filter</b>	Allows viewing meetings and appointments only in a certain Location in one mouse click on <b>(By Location)</b> .
<b>Find Free Time</b>	<p><b>Find Free Time</b> feature is applied to Group calendar in the Timeline Grid view window in the following way:</p> <ol style="list-style-type: none"> <li>1. Use <b>left-clicking + Ctrl</b> to select members in the Member List.</li> <li>2. Select the preferred time frame and click the "<b>Free</b>" button.</li> <li>3. Timeline blocks displaying free time of the selected Members will be marked green.</li> </ol>

► **Using Calendar View Toolbar**



Using Schedules4Team, you may also view each of the Group Members' calendars in standard Microsoft Outlook **Calendar view**. Simply select the preferred Group Members from the Member list in Grid View and click the **Overview** icon  to create their Calendar views. You can select multiple Members if you want to view their Calendars simultaneously.

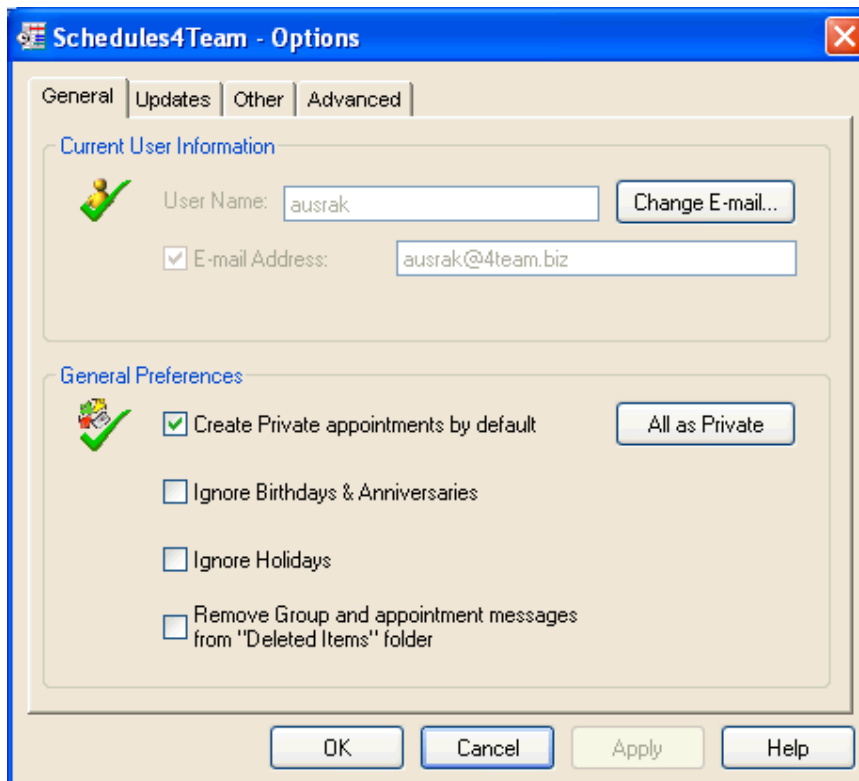
**Note:** The number of displayed Member Calendars cannot be more than 5.



## 2.4 SCHEDULES4TEAM OPTIONS

Schedules4Team options are arranged to 4 tabs:

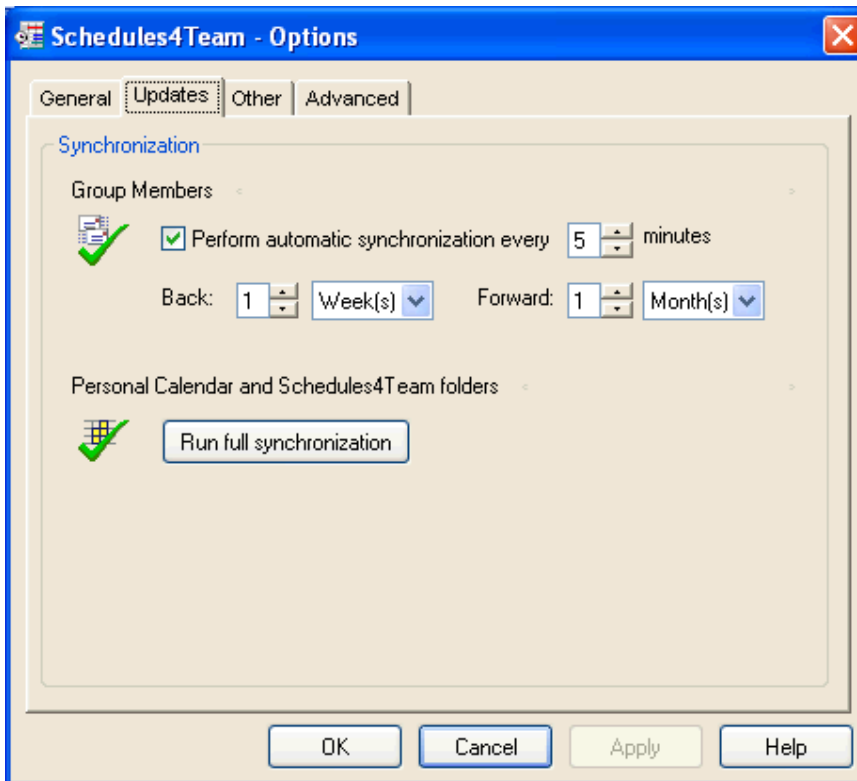
### ▸ General tab



On this tab you can view and change options for the current user:

- **Change** the current **e-mail address** used for sharing Schedules4Team Calendar;
- **Create** Private appointments by default or **set** all the existing user's appointments as "**Private**";
- Share or ignore birthdays, anniversaries, and holidays;
- Delete Group and appointment messages from "Deleted Items" folder.

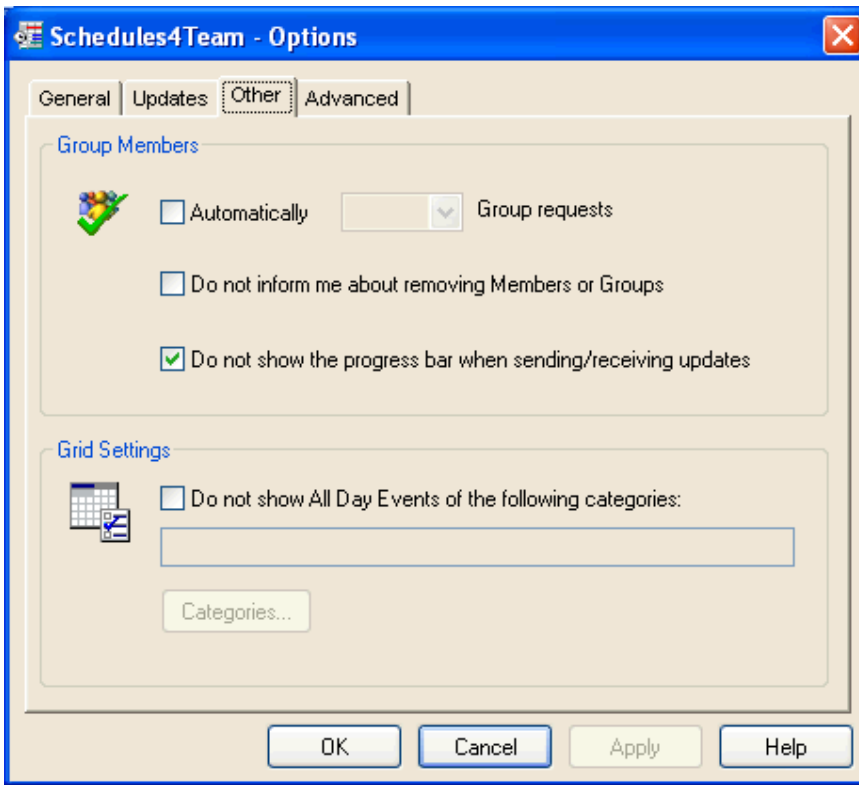
### ▸ Updates tab



On this tab you can define options for synchronization of appointments:

- **Change the time interval of automatic synchronization.** During synchronization your new inputs are checked and the updates are automatically sent out to your Group Members.
- **Run Full Synchronization.** This option initializes the synchronization of data between Personal Calendar and Schedules4Team folders for a selected period of time. We recommend using this feature if you have a very busy schedule in order to avoid mistakes.

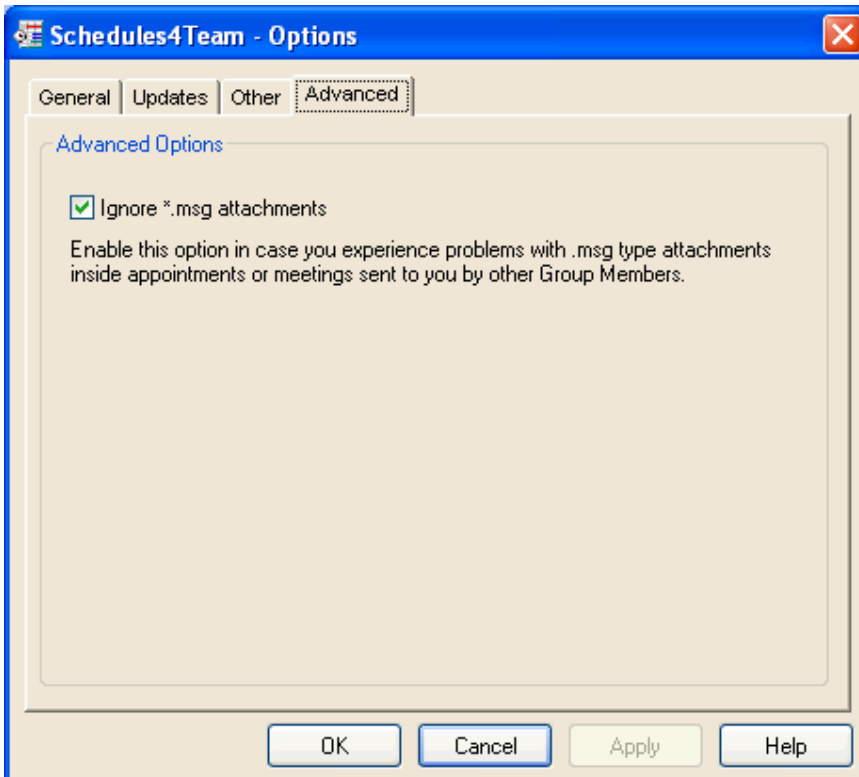
▶ **Other tab**



On this tab you can define options for synchronization of Groups and customize Grid View settings:

- Automatically accept/decline new Member/Group requests;
- Receive/ignore the information about **removing Members and Groups**;
- Show/hide **progress bar** when receiving updates;
- Do not display **All Day Events** of the selected Categories in **Grid View**.


► **Advanced tab**

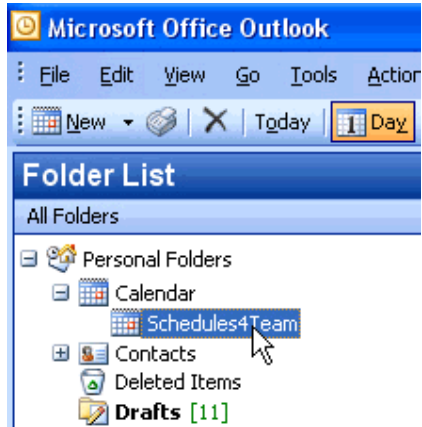


On this tab you can choose to **ignore .msg attachments**. We recommend enabling this option in case you experience problems with .msg type attachments inside appointments or meetings sent to you by other Group Members.

## 2.5 HOW TO...


### 2.5.1 OPEN SCHEDULES4TEAM FOLDER

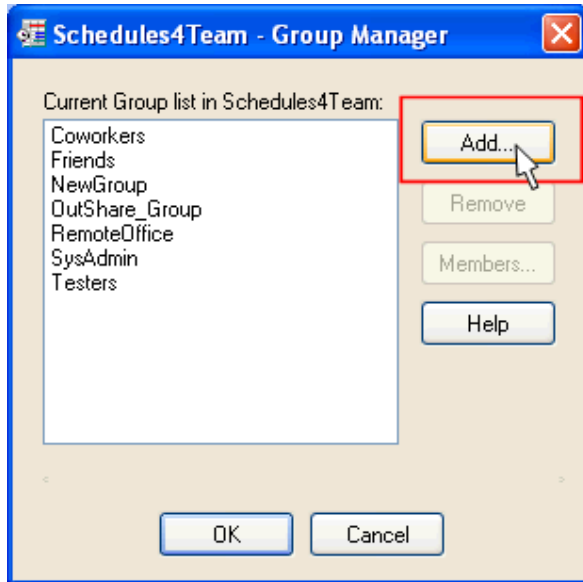
To open Schedules4Team folder, click the **Schedules4Team icon**  on Outlook toolbar or select **Schedules4Team folder** in Outlook Personal Folders list.



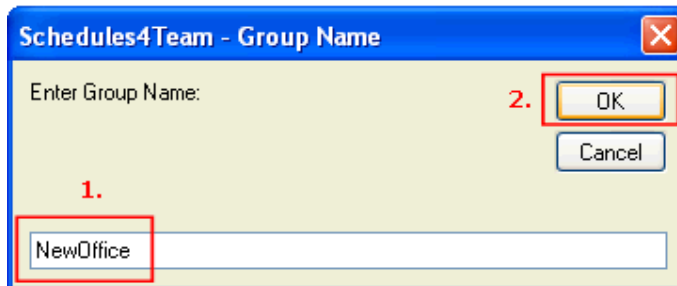
## 2.5.2 CREATE A NEW GROUP

In order to create a new Group, perform the following steps:

1. Open Schedules4Team folder.
2. Click the **Groups** icon  on the Grid View toolbar.
3. To create a new Group, click the **Add** button on the "**Schedules4Team - Group Manager**" dialog.



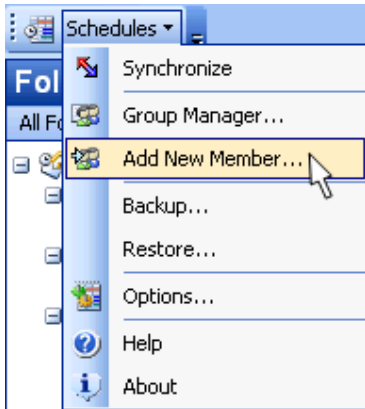
4. Enter the name of a newly created group on the "**Schedules4Team - Group Name**" dialog and click **OK**.



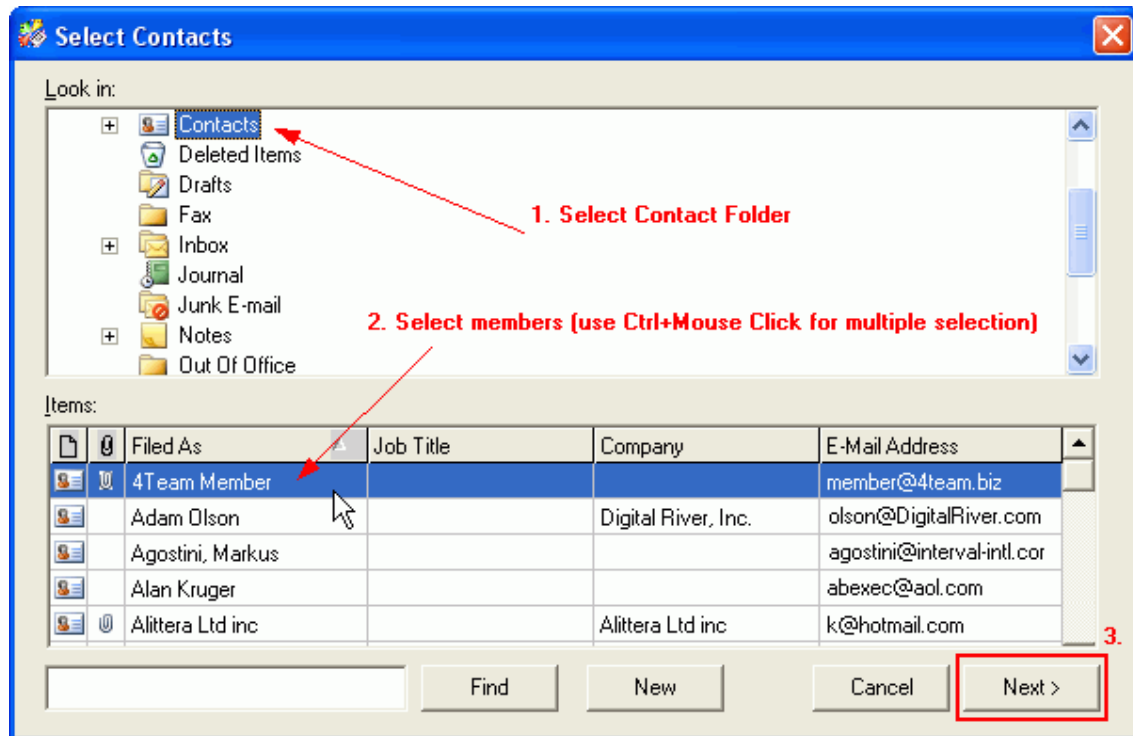
### 2.5.3 ADD A NEW GROUP MEMBER

To add a new Member to a certain Group, perform the following steps:

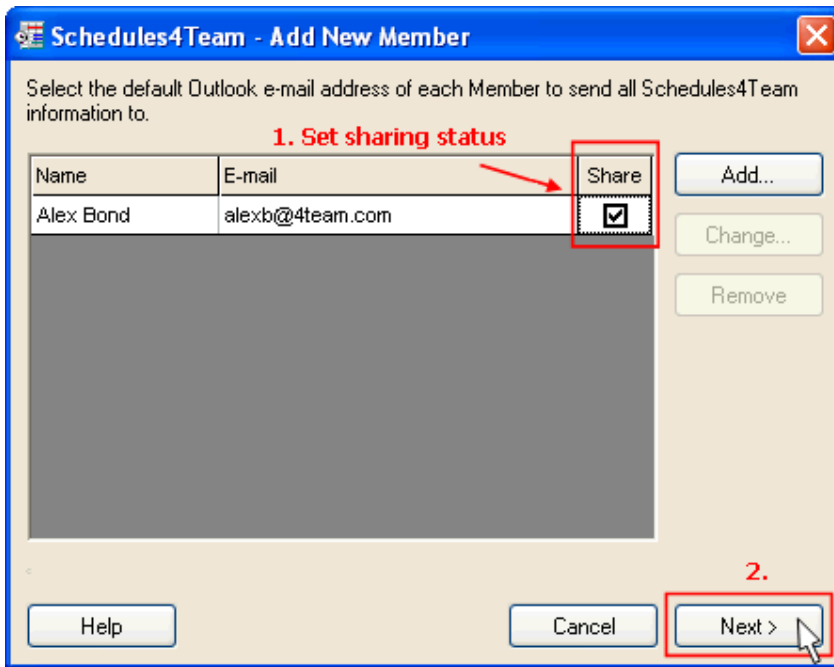
1. Select "**Add New Member...**" on Schedules4Team toolbar menu.



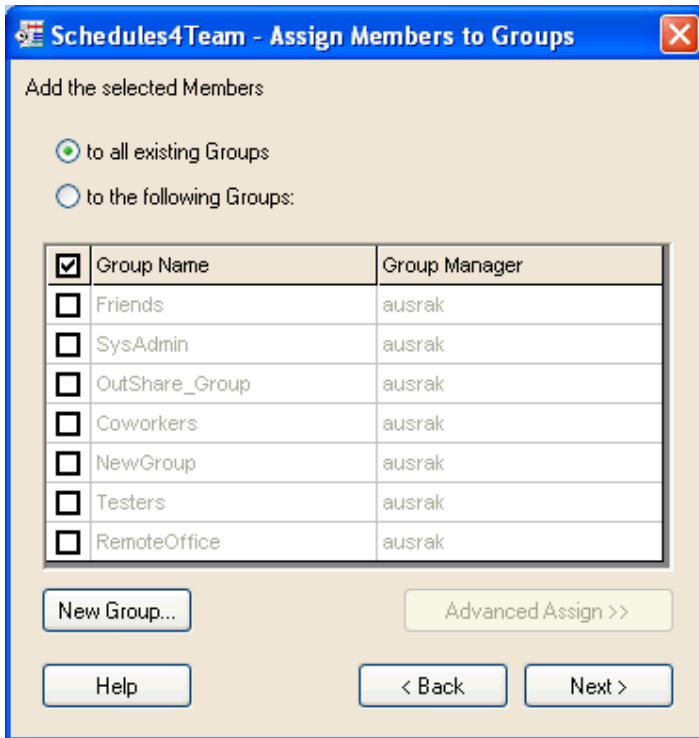
2. Select the preferred Contact on the "**Select Contacts**" form and click **Next >**.




3. Set the appropriate sharing status for the new member on the "**Schedules4Team - Add New Member**" dialog and click **Next >**.



4. Assign the new Member to the appropriate Groups on the "**Schedules4Team - Assign Members to Groups**" dialog and click **Next >**.





5. Click **Finish**.

You may also add a new Member to a particular Group by selecting the needed Group on the Group filter and clicking the "**Add New Member**" icon , or using right-clicking in the Group Member list.



## 2.5.4 SHARE CALENDAR WITH NEW MEMBER

To share Group Calendar with a new Member, perform the following steps:

1. Add a new Member to any Group , or create a new Group for your member.
2. Click  **Synchronize** on Schedules4Team Grid View toolbar or toolbar menu.
3. Click **Send/Receive** on all Group Members' workstations.

### 2.5.5 CHANGE MEMBER'S ROLE & SHARING STATUS

You can change the Member's role and sharing status by performing the following actions:

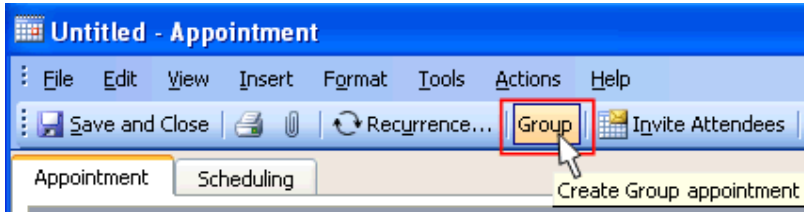
1. Right-click on the selected Member in the Grid View Member list and select "**Manage Member Groups**".
2. Change the Member's role in various Groups he/she belongs to.
3. On this dialog you may also change the Member's sharing status by checking/un-checking the "**Share**" checkbox.

**Note:** Member's role can be changed only after a Member accepts your invitation to join your Group.

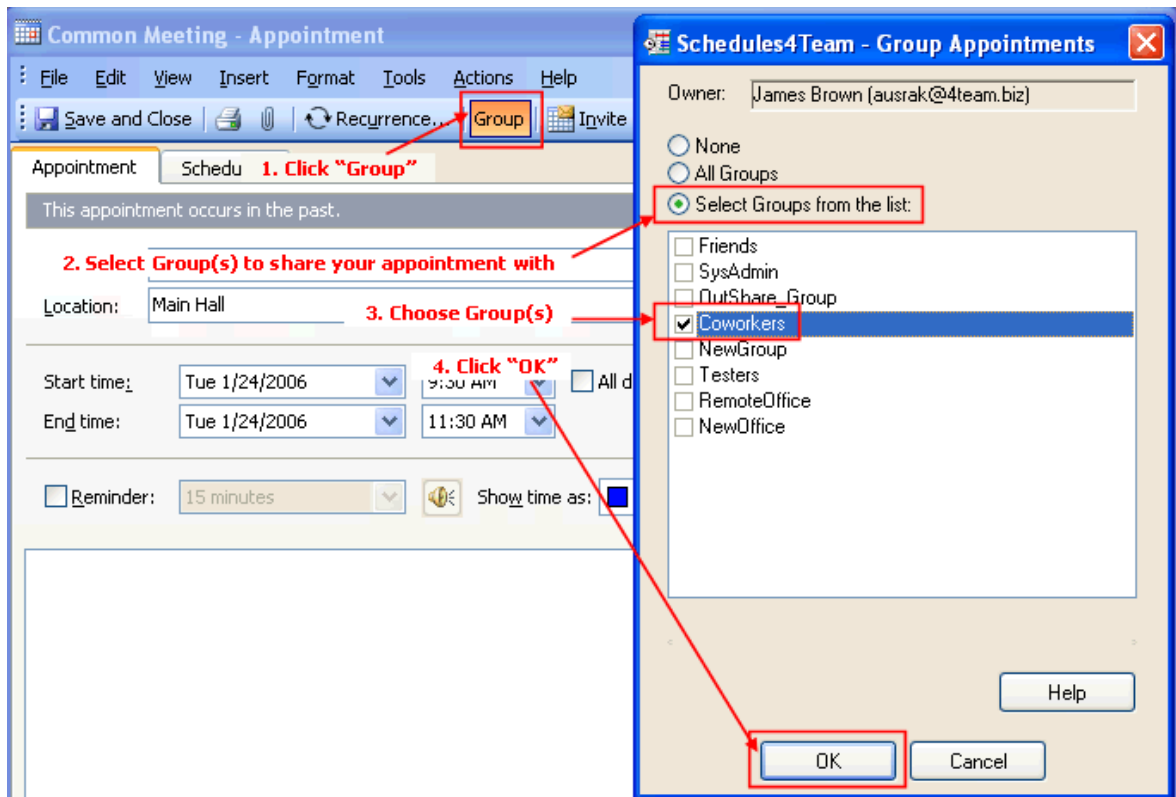
## 2.5.6 CREATE GROUP APPOINTMENTS AND MEETINGS FROM PERSONAL CALENDAR

To create Group appointments and meetings from the Personal Calendar folder, do as follows:

1. Open a **New Appointment/Meeting** form.
2. Click the **Group** button on the appointment form toolbar:



3. Select the "**Select Groups from the list**" radio button on the "**Schedules4Team - Group Appointments**" dialog.
4. Choose the Group to share your appointment with from the list of available Groups and click **OK**.



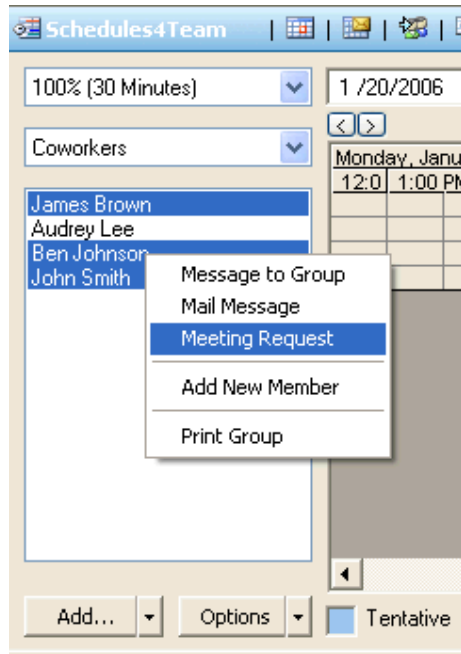
**Note:**

- You are not able to link this appointment to the existing **Members without E-mail**.
- You can create Group appointments and meetings from Schedules4Team Calendar the same way as you do it in Personal Calendar.

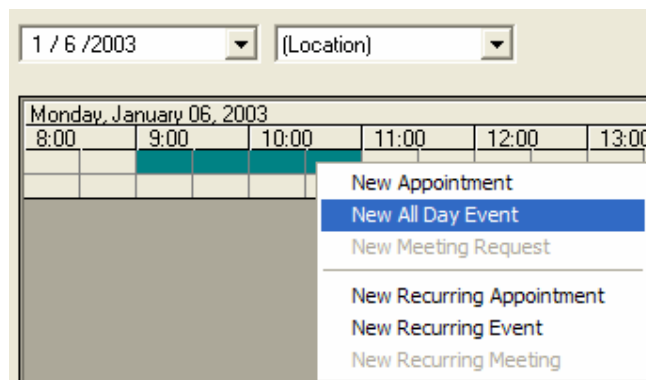
## 2.5.7 CREATE & EDIT GROUP APPOINTMENTS AND MEETINGS FROM GRID

There are several ways to create and edit appointments and meetings from Schedules4Team Timeline Grid view.

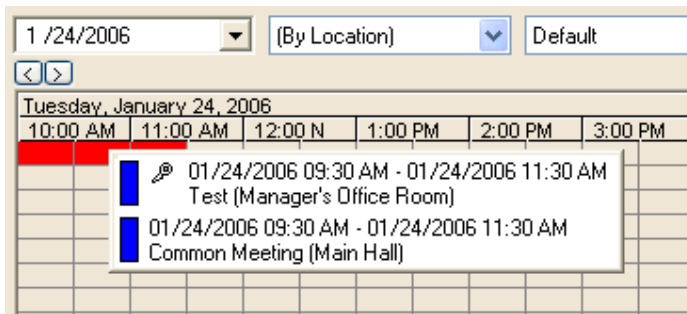
- ▶ Select Members from the Group Members List (you can select several Members using left-clicking + Ctrl), right-click on the selected Members, and choose the preferred option from the drop-down menu.



- ▶ Mark the required time stretch by selecting the Timeline blocks, and right-click to create appointments, meetings or meeting request for selected Members and Groups by choosing the appropriate menu item.



- ▶ To edit appointments and meeting from Timeline Grid view, position the mouse pointer over the Timeline block that is marked as Busy/Tentative/Out of Office. In a moment a label displaying the meeting/appointment details appears. When you click on the appeared label, selected meeting/appointment is opened to edit it as a usual Outlook Calendar item.



**Note:**

- If you create an appointment for Member without E-mail, the user's name will appear in the left bottom corner of the Appointment form in the **Contacts...** field.
- You can open and edit Group Calendar items in accordance with your assigned role.

## 2.5.8 VIEW GROUP APPOINTMENTS AND MEETINGS FROM GRID

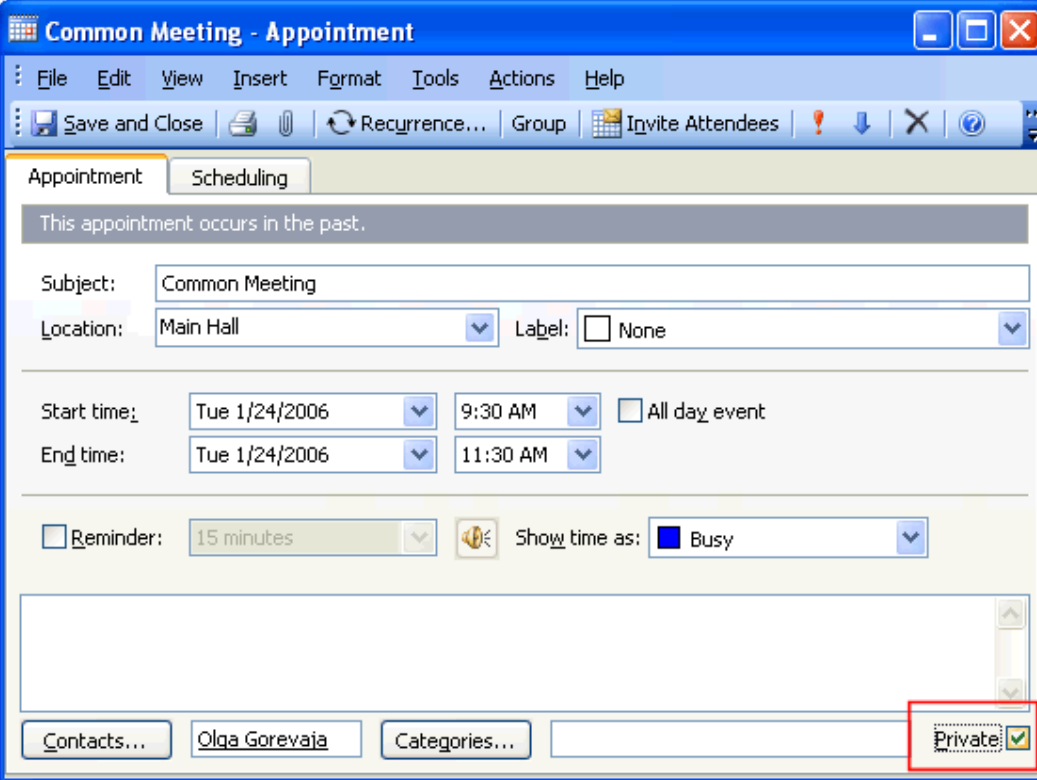
All your appointments, meetings, and events are located in the Timeline Grid and displayed in 4 different colors depending on the appropriate free/busy time (Busy, Tentative, Free, Out of Office). Conflicting zones of appointments and meetings will be marked red.

In order to view meeting details (time, subject, and location), position the mouse pointer over the colored Timeline block of a Group Member attending the meeting.

The screenshot displays the Schedules4Team application window. The title bar shows "Schedules4Team -" and the date "October 12, 2004". The interface includes a menu bar with "Schedules4Team", "Groups", and "Synchronize". Below the menu bar are several control elements: a zoom filter set to "75% (30 Minutes)", a date selector for "10/4/2004", a location filter set to "(By Location)", and a status filter set to "Default" with a "Free" button. A dropdown menu on the left shows "(All Groups)" and a list of members: "Serg Klimuk", "4Team Member" (highlighted), and "Alan Kruger". Below this list are labels: "Member list", "View Zoom Filter", and "Group Filter". The main area is a timeline grid for "Wednesday, October 13, 2004", showing hours from 8 to 19. A blue block represents a "New test (office)" meeting from 10:00 to 13:00. A red horizontal bar indicates a conflict zone. Labels with arrows point to "Member timeline", "Meeting Details", "Find Free Time", "Location Filter", and "Change View Date". At the bottom, there is a legend for appointment colors: Tentative (light blue), Busy (dark blue), Out of Office (purple), Free (white), and Conflict (red). Buttons for "Add..." and "Options" are also visible.

## 2.5.9 MAKE ALL APPOINTMENTS PRIVATE BY DEFAULT

Private appointments are usually entered from the Personal Calendar folder. It is important to note that using Schedules4Team all your appointments are not defined as **Private by default** and will **be automatically shared**, unless you change their status by checking the **"Private"** checkbox in the bottom right-hand corner of appointment or meeting form.





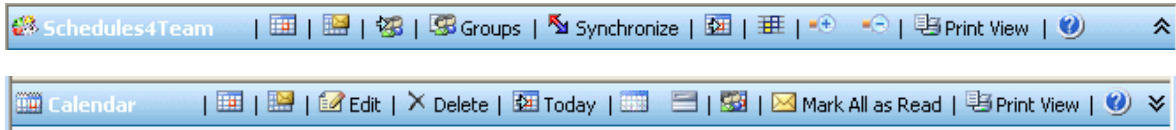
The screenshot shows the 'Common Meeting - Appointment' dialog box. The 'Appointment' tab is selected, and the 'Scheduling' sub-tab is active. The form contains the following fields and options:

- Subject: Common Meeting
- Location: Main Hall
- Label: None
- Start time: Tue 1/24/2006, 9:30 AM
- End time: Tue 1/24/2006, 11:30 AM
- Reminder: 15 minutes
- Show time as: Busy
- Private:

**Important:** If you prefer to change the default status of your appointments to **Private**, mark the **"Create private appointments by default"** checkbox on the **General** tab of the **"Schedules4Team - Options"** form.

### 2.5.10 CLOSE OR EXPAND WINDOWS

To close or expand windows displayed in Schedules4Team folder, use the   buttons on the Grid & Calendar View toolbars.

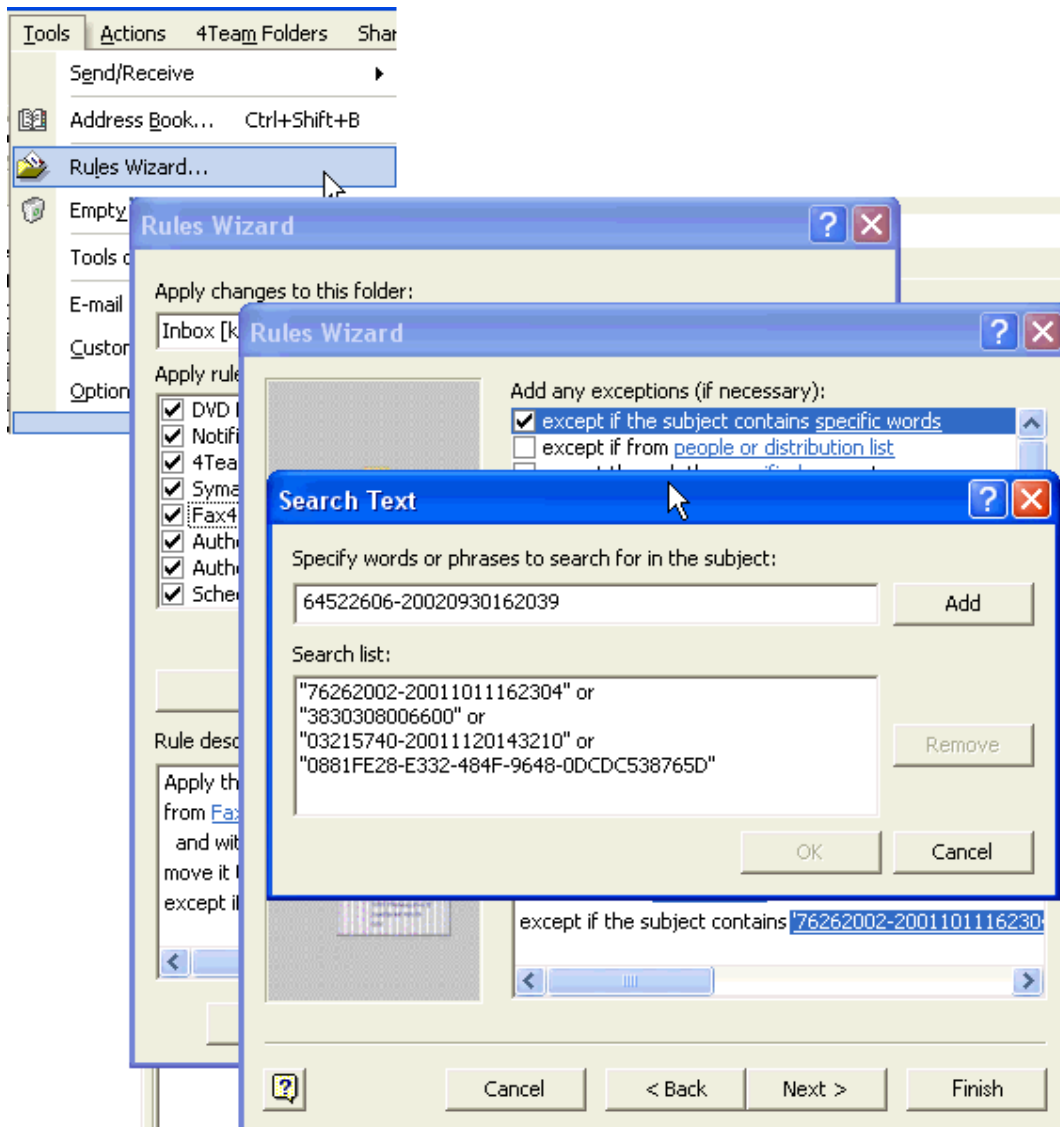




## 2.5.11 MAKE AN EXCEPTION IN THE OUTLOOK RULES LIST


Using Schedules4Team, it is required that your incoming e-mail messages from the account you use with Schedules4Team are received to the default "Inbox" folder in Microsoft Outlook. If the messages are received to a different folder, you will need to set up the rules to receive them to "Inbox" or add exceptions. To add the appropriate exceptions, please perform the following steps:

1. Select **Rules Wizard...** in Outlook **Tools** menu.
2. In the Rule description box, select the Exception List or create an exception by clicking the **"Modify..."** button in every Outlook Rule.
3. Select the checkbox **"except if the subject contains specific words"**.
4. Copy and paste this numeric row to the first edit field in the **Search Text** form: **64522606-20020930162039**
5. Click the buttons **"Add"**, **"OK"** and **"Finish"**.



### 3 FAQ, Tips & Troubleshooting

#### 3.1 TIPS & TROUBLESHOOTING

- Prior to closing Microsoft Outlook, please click " **Synchronize**" to update the Schedules4Team Folder data.
- We recommend that all members use the same version of Schedules4Team. Your version info is available in the Schedules4Team toolbar menu→ About.
- If you are always online, set up your Outlook for automatic e-mail sending after you create new messages (Outlook menu→ Tools→ Options... → Mail Setup tab→ "Send immediately when connected" should be checked).
- Remember about the restrictions of various Internet Service Providers as to the size of files that may be transferred via their e-mail. When using Schedules4Team, do not try to transfer documents (as Appointment attachments) of bigger sizes than ISPs allow (usually 2Mb). We recommend using "FTP" for voluminous files.
- It is absolutely not important what network your teammates are linked to and how they are connected to the Internet: via intranet, dial-up connection or broadband, and whether or not this network is secured by a firewall.
- All your input will become accessible to your teammates after you press the **Send/Receive** button, or in accordance with the automatic mail delivery schedule set up in Microsoft Outlook (Outlook menu→ Tools→ Options... → Mail Setup tab→ Send/Receive... → "Schedule an automatic send/receive every "... minutes"). You may review and manage all Schedules4Team Folder data offline (without the Internet) or online.
- When Microsoft Outlook asks your permission to access your folders in Schedules4Team, please allow it and select a schedule for this access, thus increasing your security.
- If you are assigned as Invitee (Attendee) to your meeting or appointment, these objects will appear in your Outlook Personal Calendar folder.
- To buy the license if your team grows, please [click here](#).
- Be sure that your computer is online (connected to the Internet) if you want to use this page for orders and support.

## 3.2 FREQUENTLY ASKED QUESTIONS (FAQ)

### ▶ 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 e-mail 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 e-mail Activation Codes within 24 hours after the purchase. But on workdays we usually send Activation Codes within 1 hour. Please send us an e-mail 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 e-mail or call us after the purchase, and we will send you a new Activation Code.

### ▶ Licensing:

#### 1. Are the licenses per User or Per PC or a combination?

The licenses are per user (per e-mail address) per workstation. Every machine should have a separate e-mail account and e-mail address. The license will not work for 2 PCs with the same e-mail address.

#### 2. How many licenses should I have if I want to share information between my work and home computer?

You need to have 2 (two) licenses, one license per each computer. Please note that you will need separate e-mail accounts on your PCs.

### ▶ 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 phone, e-mail and Live Help support in order to install and tune-up the program properly. Please check the **Support** part of this 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 Schedules4Team.

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

**No.**

#### 4. I'm installing Schedules4Team on a new PC. Is there a way to transfer Groups to that computer?

Yes, you should backup these Groups to XML file (Schedules4Team menu→ Backup...), move this file to the new computer and restore the data on that computer (Schedules4Team menu→ Restore...).

### ▶ Compatibility:

#### 1. Does your product work with Microsoft Exchange?

Yes, it does. Schedules4Team works on Exchange type profiles. Please also check other system requirements as well.

#### 2. I need to be able to share Outlook Calendar among the team members who use Outlook 2000, 2002 as well as 2003. What should I do?

Schedules4Team will do the job as this software supports Outlook versions 2000, 2002 and 2003. Therefore you will be able to share Calendar among the users of different Outlook versions (2000, 2002 and 2003).

#### 3. I have a firewall (or antivirus) that blocks certain attachment types in the e-mails. What attachment type does your program send upon synchronization?

Schedules4Team sends .zip attachments upon synchronization. Please allow this attachment type in your firewall (or antivirus) so Schedules4Team could work properly.

4. Norton AV did not like running the script to add the logo.

You should allow this script to run otherwise you won't be able to use our program.

▶ **Trying out Schedules4Team:**

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 contact our customer support by phone, [e-mail](#), or via [Live Chat](#) to get information about possible extension of your trial period.

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 phone, e-mail or via Live Help.

3. I have downloaded the trial version of Schedules4Team and it says that I need to activate the program.

The 14-day trial version does not require any activation. If you do get this message immediately after installing, please contact our customer support for help.

▶ **Updating Schedules4Team:**

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

You need to **download** the latest version of Schedules4Team from the [product website](#) and **install** it on your workstation. After updating Schedules4Team to a newer version, we recommend running onetime synchronization to make sure all the "Schedules4Team" folder data is fully synchronized with your Outlook Calendar folder.

**Attention!** If you are upgrading Schedules4Team from version 2.xx to 3.xx, you do not need to uninstall the old version of application prior to updating it to a new one.

2. I have just installed the updated version of Schedules4Team. When I open Outlook, a notification appears informing that the Schedules4Team folder no longer includes Calendar items created by other Group members. Why does this problem occur and what should I do to resolve it?

This problem might occur if you uninstall Schedules4Team folder prior to installing the updated version of Schedules4Team on your computer. To resolve this issue, please ask your Group Manager(s) or Assistant(s) to remove and then re-add you to every Group you belong to.

▶ **Using Schedules4Team:**

1. Can I use Microsoft Outlook Free/Busy Options with Schedules4Team calendar?

No, but there is a special time grid in Schedules4Team folder that allows tracking Schedules4Team users Free/Busy time the same way as in Free/Busy Options (except the web view).

2. When I receive a meeting request I cannot see "Accept" or "Decline" buttons in the invitation e-mail. I'm using Outlook 2000.

Please open Outlook Tools menu→ Options→ Calendar Options and check "Send meeting requests using iCalendar by default". Afterwards, recreate the meeting requests.

3. Can I synchronize Schedules4Team Calendar with my PDA or IPAQ device?

Standard PDA (or IPAQ) software (like ActiveSync and HotSync) only allows the synchronization with standard Microsoft Outlook folders. But if you create an appointment or meeting in Schedules4Team folder, it automatically appears in your Personal Calendar folder, and you will be able to synchronize them with your PDA (or IPAQ). Please note that if another person adds you to a meeting as an attendee, the meeting item will also appear in your Personal Calendar folder.

4. Can I share "Show Time As" and "Label" colors with Schedules4Team?

Only "Show Time As" colors are allowed to be shared.

5. Is it possible to synchronize subfolders of main calendar folder using Schedules4Team?

Unfortunately, no. Only the main Calendar folder can be synchronized using Schedules4Team.

6. After receiving some e-mails one of my Outlook folders is gone. What's wrong?

If you have a lot of e-mail messages in your Inbox and many rules, you may accidentally move your folder to another location and turn it into a subfolder. We recommend trying Advanced Find available from Outlook Tools menu. After you locate your folder, drag-and-drop it to its previous location.

7. I continuously get the following message: "A program is trying to access e-mail addresses you have stored in Outlook. Do you want to allow this?" Is there a way of getting rid of this message?

Yes, you must allow this access. This event is implemented by Microsoft for the security reasons. You can install a small utility called "Express ClickYes" downloading it from our web site: <http://www.outlook4team.com/download.asp?catID=14>

"Express ClickYes" is a tiny program that sits in the System Tray and clicks the "Yes" button on behalf of you when Outlook's Security Guard opens prompt dialog saying that a program is trying to send an e-mail with Microsoft Outlook or access its address book. ("Express ClickYes" is a free utility provided by [ExpressSoft, Inc.](#))

8. What is the difference between 4Team for Microsoft Outlook, ShareO and Schedules4Team products?

**ShareO** allows you to share only the Personal Folders information and display it in the same folders. **Schedules4Team** is designed for sharing only your Personal Calendar information by Groups, Free/Busy time and displaying it in a special Grid View.

**4Team for Microsoft Outlook** is a project management tool. It allows you not only to share and organize your projects data (Calendar, Tasks, Contacts, Documents), but also effectively track your team members' activity, organize Project discussions and [much more](#)).

9. I have recently noticed that some of the Calendar items created by other Group Members are absent from my Schedules4Team folder. How can I resolve this problem?

To receive all the items created by other Group Members, please ask the Group Manager(s) or Assistant(s) to remove and then re-add you to every Group you belong to.

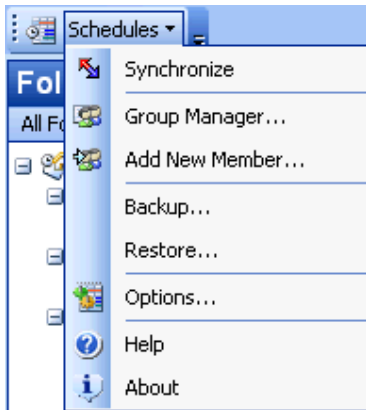
### **3.3 TRIAL VERSION EXPIRED**

Your trial version will expire in 14 days.

If you do not activate the trial version that is about to expire, all data stored in Schedules4Team folder during the trial period will stop being available. To restore the data, you should [purchase](#) the program and obtain a license for its full version. An Activation Code will be e-mailed to you shortly after the purchase.


### 3.4 BACKUP & RESTORE

Use "**Backup...**" and "**Restore...**" on the Schedules4Team toolbar menu to make your work more secure. If, for some reason, you have to reinstall Schedules4Team, just ask the Group Manager(s) or Assistant(s) to remove and then re-add you to every Group you belong to.



### 3.5 PRODUCT UPDATE

To update Schedules4Team to a newer version, please do as follows:

- a. **Connect** to the Internet.
- b. Open **Schedules4Team folder** in Microsoft Outlook.
- c. Click " **Synchronize**" to update the old version data.
- d. Go to Schedules4Team toolbar menu and select **About**.
- e. Click the **Check for Update** button.
- f. If a new version of the product has been released, **download and install** it on your workstation.

After updating Schedules4Team to a newer version, we recommend running onetime synchronization to make sure all the "Schedules4Team" folder data is fully synchronized with your Outlook Calendar folder.

**Attention!** If you are upgrading Schedules4Team from version 2.xx to 3.xx, you do not need to uninstall the old version of application prior to updating it to a new one.



### **3.6 TO UNINSTALL:**

1. Close Microsoft Outlook.
2. Go to Start→ Control Panel→ Add or Remove Programs.
3. Find **Schedules4Team** and click "Remove".

**Attention!** If you are upgrading Schedules4Team from version 2.xx to 3.xx, you do not need to uninstall the old version of application prior to updating it to a new one.

## 4 Other 4Team and partner products:

You can get acquainted with the entire 4Team Product line at [www.4team.biz](http://www.4team.biz).

### ✓ **Groupware and Sharing tools** for Microsoft Outlook:

[4Team for Microsoft Outlook](#) Manage your teams, create and share project workspaces in Microsoft Outlook with or without an Exchange server.

[ShareO](#) Groupware, sharing any personal Outlook folders without server.

[ShareContacts](#) Share and synchronize Microsoft Outlook Contacts folders without a server.

[ShareCalendar](#) Share and synchronize Microsoft Outlook Calendar folders without a server.

### ✓ **Internet/Intranet Groupware & Services:**

[4Team Online Service](#) Web-based project management, group calendaring & collaborative solutions. SharePoint Alternative. Web access for your 4Team software.

[4Team Online Server](#) Your "in-house" server based on 4Team Online Service.

[4Team Server](#) Server-based collaboration among the users of 4Team for Microsoft Outlook.

### ✓ **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 e-mail messages.

[FreeBusy](#) Auto-respond to incoming e-mail, based on your Free/Busy (Out of Office) Status.

[CannedResponses](#) Canned text, templates, emoticons, documents integrated in the Microsoft Outlook e-mail toolbar.

[ReplyWith](#) Simplify the process of replying to repetitive e-mail messages using predefined e-mail templates.

### ✓ **Time saving tools:**

[TabView Organizer](#) Search and organize e-mails, tasks, contacts, and notes in Microsoft Outlook automatically.

[Alphabet4Contacts](#) Alphabet Tabs with Smart filters for your Microsoft Outlook Contacts folder.

[ActualContacts](#) Keep your Microsoft Outlook address book up-to-date, easy and secure.

### ✓ **Import-Export Utilities for Microsoft Outlook:**

[vCard4Outlook](#) allows its users to easily convert (import-export) all their Outlook Contacts information from/to vCard format.

### ✓ **Dashboards for Microsoft Outlook and 4Team:**

[4Team for Microsoft Outlook](#) All Outlook and Project information in one place.

[Personal Folders Dashboard](#) All your Outlook Personal Folders information in one easy-to-navigate window.

### ✓ **Other tools:**

[Mobile4You](#) E-mail checker - forwarder

[DVD Labeler](#) DVD Labeler automatically captures the first frame image out of each DVD chapter and creates scene-indexing labels for your DVD movie.

## 5 Report Problem, Suggestions

▶ **Bug Report:** We would appreciate if you used our **Bug Report** available from the Schedules4Team toolbar menu→ About→ Report a Problem... in order to inform us about the program bugs.

▶ **Report Problem, Suggestion:**

- By Online Support Form: [http://www.4team.biz/support\\_form.asp](http://www.4team.biz/support_form.asp)
- By "Live Help" at <http://schedules.4team.biz> or [www.4team.biz](http://www.4team.biz).
- By e-mail at: [support@outlook4team.com](mailto:support@outlook4team.com).
- By telephone at: +1 (954) 796-8161.

## 6 Support, Contact us

### ➔ Troubleshooting and Support procedure (Get Support):

1. Make sure that you are running the **latest version** of Schedules4Team on your and all your members' or personal PCs. You can download the latest product release from the 4Team Corporation [Schedules4Team 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 (Schedules4Team toolbar menu→ About→ Report a Problem...) to [support@outlook4team.com](mailto:support@outlook4team.com), 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 (Schedules4Team toolbar menu→ **About**).
  - The **operating system and Office/Outlook version** of the computer running the product.
  - **Screenshots** if available (press PrintScr 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@outlook4team.com](mailto:support@outlook4team.com) and [Online Support Form](#).
- By telephone at: +1 (954) 796-8161 (**pre-sale questions, activations, billing**)
- By "Live Help" at <http://schedules.4team.biz> or [www.4team.biz/](http://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 web site](#).

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