

Guest Tracker®  
PDA Module for  
The Palm OS®

Installation  
and Use

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## **REQUIREMENTS**

The Guest Tracker® PDA Module requires at least 2 MB of free space on your PC's hard drive. Your Palm™ device will require 2 MB (2196k) free for installation, but only about 875k will actually remain in use by the program after installation has completed.

Always be sure to back up your Palm™ device before installing any new application.

## **INSTALLATION**

### *CD Installation*

Insert the **Guest Tracker® PDA Module** CD into your CD-ROM drive. After a few seconds, the setup program should start automatically.

If the program fails to auto-run, browse to your CD-ROM drive and double-click on SETUP.EXE to run the installation.

### *Installing from a downloaded file*

The program file (GTPDA.EXE) should be saved to a folder on your hard drive. Make a note of where you are saving it so that you will be able to find it easily.

Once the download has completed, double-click on GTPDA.EXE. The installation files will unzip automatically. Double click on SETUP.EXE to run the installation.

## **CHOOSING YOUR GUEST TRACKER® DIRECTORY**

During installation you will be prompted to select your Guest Tracker® directory from a list of choices. Many properties will have only one choice in this window. Be sure to highlight your main Guest Tracker® directory before clicking SELECT.

If you are uncertain which directory your main Guest Tracker® installation is in, and you have more than one choice, try one of the following options.

- 1) The default directory for Guest Tracker® is x:\TRACKER (where x is the letter of your primary hard drive). If this directory is an option, it is likely to be the correct choice.
- 2) You can verify which directory your installation is in by finding the shortcut that you use to run Guest Tracker®. Instead of double-clicking on it to open the program, right-click on it and then select PROPERTIES from the menu that appears. In the Properties window, go to the SHORTCUT tab and look for the TARGET. This is your main Guest Tracker® directory, followed by "\\TRACKER.EXE". Write down the Target. This is your main Guest Tracker® installation directory.

## **RUNNING HOTSYNC® AFTER INSTALLATION**

After installing, you will be prompted to run HotSync® two times: Once to install the program and then a second time to update the database. If you do not run HotSync® twice, your calendar information will not have been transferred to the Palm™ device.

## RUNNING THE GUEST TRACKER® PDA MODULE

Click the Guest Tracker® icon to begin using the availability calendar.



Once the program starts, you will be greeted by a calendar (Figure 4.1, below) that shows seven days of availability, starting with today.

The screenshot shows a PDA interface for the availability calendar. At the top, there are controls for the year (2002) and month (September), with left and right arrow buttons. Below this is a header row for the days of the week: T, W, T, F, S, S, M. Underneath the header is a row of dates: 17, 18, 19, 20, 21, 22, 23. The main body of the calendar is a grid with 8 rows (01-08) and 7 columns (T-M). The grid contains 'X' marks indicating availability for various units. At the bottom, there is a checkmark icon and the text "Last Sync: 9/17/02 at 14:00".

	T	W	T	F	S	S	M
01							
02	X	X	X	X	X		
03	X	X					
04	X	X					
05		X	X	X	X		
06				X	X		
07		N	N				
08							

Figure 4.1: The Guest Tracker® Palm™ Availability Calendar

The top line of the calendar shows the current year and month being displayed. You can change either by clicking on them to bring down a list of future months to select from. The current year and the next two years are available.

You can also move forward or backward one month at a time by clicking the arrow to either side of the month bar. The PDA Module does not contain any information about previous months.

One week of availability is shown at a time. When opened, the first day will be set to today's date, but you may scroll back and forth a week at a time by using the arrow buttons to either side of the dates (as shown at the top of Figure 4.1, above).

You can also move backward or forward one day at a time by using the UP/DOWN arrows on your Palm™ device.

The left column of the calendar shows your unit abbreviations, just as the unit abbreviations are shown on Guest Tracker's Occupancy Map. Use the arrows at the top and bottom of the column to switch between pages if you have more units than fit on one page.

The calendar grid shows squares with three possible states:

**1. Empty**

If the calendar grid is empty, that means there are currently NO reservations for that unit on that particular date.

**2. Marked with an 'X'**

If there is an X in the grid, that means that there is a reservation in Guest Tracker® for that unit on that particular date. It is not currently possible to see more information about these reservations or to alter them in any way.

**3. Marked with an 'N'**

If there is an N in the grid, that means that there is a NEW reservation that has been made on the Palm™ device since the last HotSync. Information about these reservations can be viewed and the reservations can be deleted until the next time you HotSync your Palm™.

**MAKING A RESERVATION ON YOUR PALM™ DEVICE**

To begin a reservation on your Palm™, tap the grid on the Arrival Date for the unit you wish to reserve. It will highlight the box and then open the reservation screen (Fig 5.1 and 5.2, below).

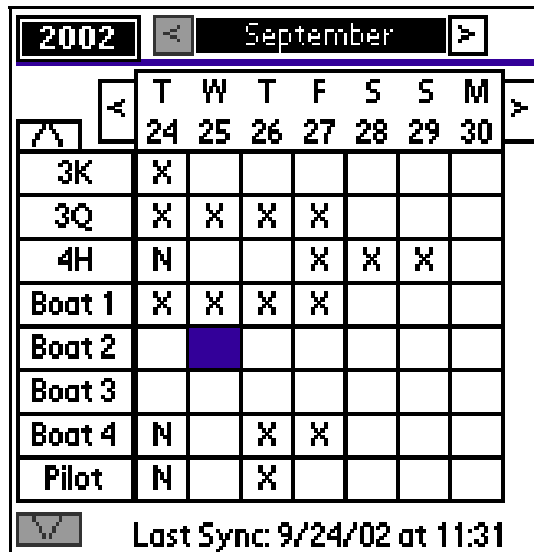


Fig 5.1: Tap grid to highlight a unit/date.

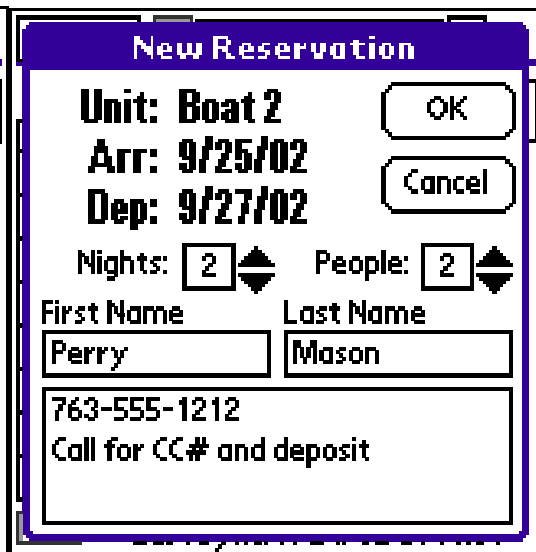


Fig 4.2: The New Reservation screen.

Set the number of nights using the up/down arrows beside the number box. A reservation can be made for any number of nights between 1 and 31. The number of people is set in the same manner, but is limited to a maximum of 9 people.

Next, enter in any information you wish to save about this reservation. You have three fields you can use: First Name, Last Name, and Notes. In Guest Tracker® this will create a Person record with the first and last name you enter in. Any notes will be entered into the Notes field inside the reservation. (Note: You may use graffiti or the Palm™ Device keyboard to enter data.)

If you do not enter any name information, the system will create a Guest Tracker® person named "Res-#, Palm" (where the # is replaced by an actual numeric reservation ID).

## VIEWING RESERVATION INFORMATION

Although details about individual Guest Tracker® reservations are not available on the handheld calendar, you can quickly examine the details of any reservations you have made on the Palm™ which have not been HotSynced into Guest Tracker®.

To view details of a New reservation, tap a grid square with an 'N' inside of it. Once you have highlighted the square, tap the Menu button on your Palm™ device.



Fig. 6.1: Menu Button

This will present you with the choice of Viewing or Deleting the record you have selected. (Note: 'View' and 'Delete' can also be accessed by graffiti shortcuts, if you desire.)



Figure 6.2: The Reservation Menu

Select 'View' to see the details of the reservation (shown in Figure 6.3).

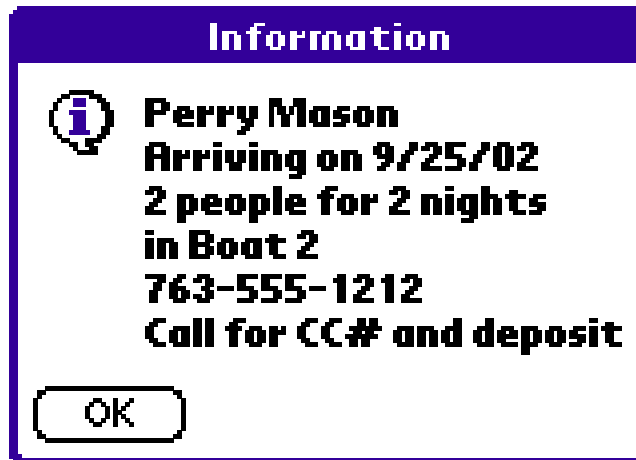


Figure 6.3: Information about a reservation.

## DELETING RESERVATION INFORMATION

Reservations that have been made on the Palm™ which have not been HotSynced into Guest Tracker® yet can be deleted, if you so choose.

To delete a New reservation, tap a grid square with an 'N' inside of it. Once you have highlighted the square, tap the Menu button on your Palm™ device.



Fig. 7.1: Menu Button

This will present you with the choice of Viewing or Deleting the record you have selected. (Note: 'View' and 'Delete' can also be accessed by graffiti shortcuts, if you desire.)



Figure 7.2: The Reservation Menu

Selecting 'Delete' presents you with the screen shown below (Figure 7.3).

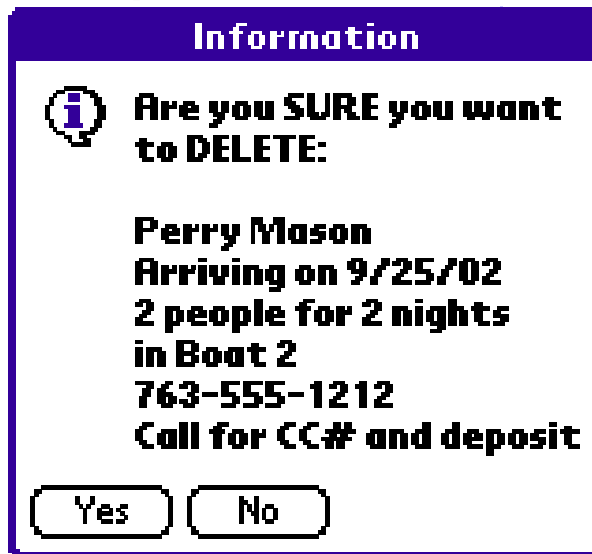


Figure 7.3: The DELETE RESERVATION screen.

**WARNING:** Reservations deleted from the Palm™ are destroyed and cannot be recovered!

## HOTSYNCING DATA WITH GUEST TRACKER®

Synchronizing data from your Palm™ device into Guest Tracker® may be done with the database open or closed.

- ❑ In case of a double booking (where a reservation has been made for the same unit and date in both Guest Tracker® and your Palm™ device), the reservation made in Guest Tracker® will take precedence. If this happens, a note will appear in your HotSync® log, indicating the unit and date of the conflict.

```
HotSync operation started 10/01/02 11:58:09
OK Date Book
OK Address Book
OK To Do List
OK Memo Pad
Guest Tracker Warnings
- DblBook-3D-10/1/2002
End Warnings - Guest Tracker
OK Expense
```

Figure 8.1: A double booking in the HotSync Log.

The reservation made in the Palm™ device will still be transferred to your Guest Tracker® database, but it will have **NO UNITS ASSIGNED** and will have warnings entered in both Reservation Notes and Reservation Requests, which makes it easy to find from the All Reservations screen.

- ❑ If the database you originally synchronized does not exist in the location it originally was in, no data will be updated and your HotSync log will indicate that the database is missing. In this case, any reservations made on your Palm™ will remain in the Palm™.
- ❑ If a unit has been deleted from your Guest Tracker® database (or if a different database has replaced the original database) and a reservation has been made for that unit on your Palm™ device, a warning will be posted in your HotSync® log.

```
HotSync operation started 10/01/02 16:22:39
OK Date Book
OK Address Book
OK To Do List
OK Memo Pad
Guest Tracker Warnings
- UnitID 69 NOT found!
  f:\tracker\tracker.mdb
End Warnings - Guest Tracker
```

Figure 8.2: A unit doesn't exist in Guest Tracker®

The warning displays the missing unit and the database it is synchronizing with. Contact and reservation information are still transferred over, but with no unit assignments.

- ❑ Guest Tracker® contains no database fingerprint that will identify it to the Palm OS® Module. If you HotSync® the wrong database there will be problems. Any units in the Palm™ that have the same ID numbers as units in the wrong database will update those units. Any units that have unmatched ID numbers will behave as if the unit has been deleted in Guest Tracker®.