

# Palm™ Support Knowledge Library

---

[back](#)

[restart](#)

**Solution ID: 25263**

## How to switch between Outlook and Palm Desktop synchronization

The Palm(tm) Tungsten(tm) T3 and Tungsten(tm) E handhelds include new conduits from Palm to synchronize between certain PIM applications (Contacts, Calendar, Tasks, and Memos) on your handheld and Microsoft Outlook on your desktop computer. The Palm(tm) Desktop installer determines which conduits are activated during the installation process.

If you decide to switch synchronization of the PIM applications from Palm Desktop to Outlook, or vice versa, you'll need the original installation CD provided with your handheld.

Insert the CD in your computer CD-ROM drive to launch the CD and perform the following procedure:

1. From the Discover Your Handheld screen select 'Install Microsoft Outlook Conduits'
2. Select Install
  - a. If you are currently using Palm Desktop to manage your contacts, calendar, tasks, and memos you will be asked to confirm you want to change to Outlook. Answer Yes to switch to Outlook.
  - b. If you are currently using Outlook to manage your contacts, calendar, tasks, and memos you will be asked to confirm you want to change to Palm Desktop. Answer Yes to switch to Palm Desktop.

Please note that switching conduits does NOT transfer data between these applications.

Two potential methods for transferring this data:

1. See Exporting/Importing in your Palm Desktop Help and/or Microsoft Outlook Help.
2. Ensure your handheld data is up to date prior to switching conduits, above, then change your new conduits to "Handheld Overwrites Desktop". Perform a HotSync operation to transfer data from your handheld to your desktop.

Remember: Some applications will continue to synchronize with Palm Desktop. Use Palm Desktop to manage application such as Photos and VoiceMemo.