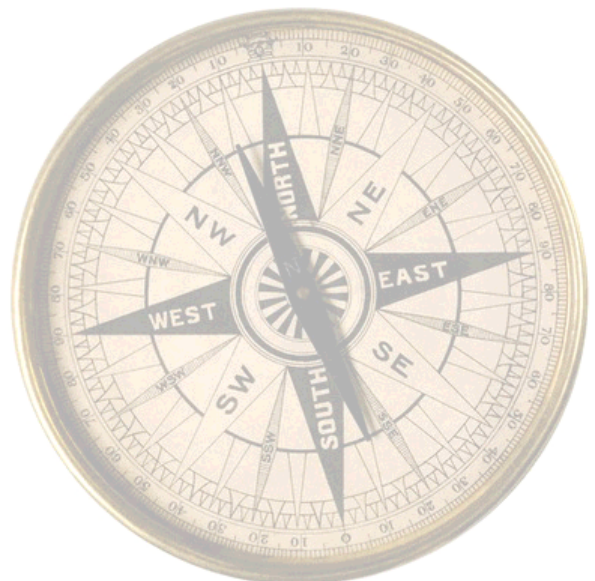


How to Reinstall Plaxo 2.0 Guide

Rev B 5/20/04

Plaxo 2.0



How to Reinstall Plaxo 2.0

Need to upgrade or reinstall Plaxo 2.0? This guide will take you step-by-step through reinstalling Plaxo 2.0 for Outlook or Outlook Express. **Please note that you should not uninstall Plaxo 2.0 first.**

Step 1: Download Plaxo 2.0

Please visit <http://www.plaxo.com/downloads> to download the latest version of Plaxo.

Click on the *Download Plaxo 2.0* button (see Figure 1).



Figure 1: Plaxo Download Page

You may see a Security Warning window pop up which lets you know that you're about to install Plaxo 2.0. Click the Yes button.

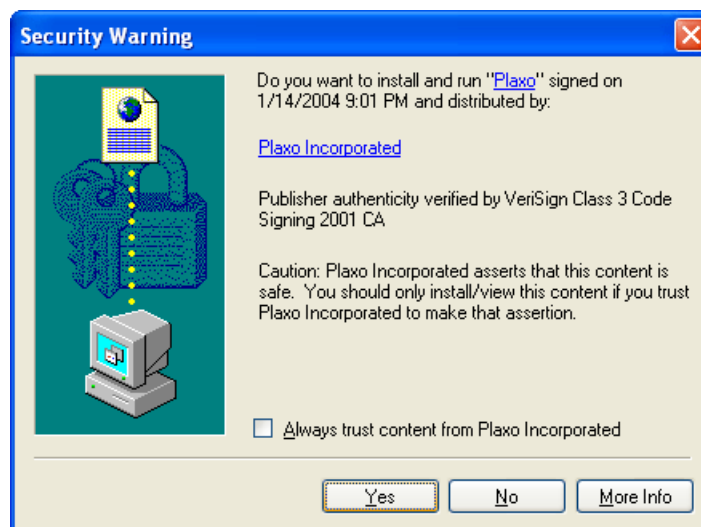


Figure 2: Download Security Warning

Step 2: Install Plaxo 2.0

The Plaxo 2.0 installation process will start automatically. When you see the License Agreement window, please review our Terms of Service. If you agree, click *Accept* (see Figure 3). Please note that the software cannot be installed without your agreement to our Terms of Service.



Figure 3: License Agreement

After accepting our License Agreement, Plaxo 2.0 will download its compressed software components (or “packages”) and uncompress them (see Figure 4). The packages are compressed to make the Plaxo 2.0 download quick and efficient.



Figure 4: Downloading and Uncompressing

Step 2 (cont'd)

If Outlook or Outlook Express is running during this installation, Plaxo 2.0 will ask to restart the program (see Figure 5). Please select the program you use and click the *Continue* button.



Figure 5: Restart Outlook

Step 3: Sign In to Plaxo 2.0

Once Outlook or Outlook Express starts, you may be asked to set up your account by signing in (see Figure 6). If you already have a Plaxo account, please select "I already have a Plaxo account" and click *Continue*. If you don't see this step, please go to Step 4: Synchronization Setup Wizard.

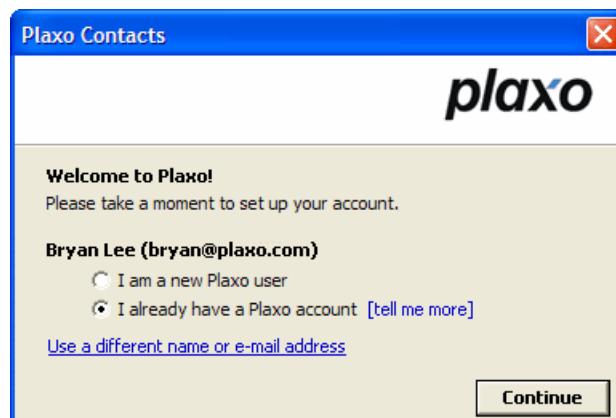


Figure 6: Plaxo 2.0 Sign In

Next you will be asked for your Plaxo password (see Figure 7). Enter your password in the box provided and click the *Done* button.

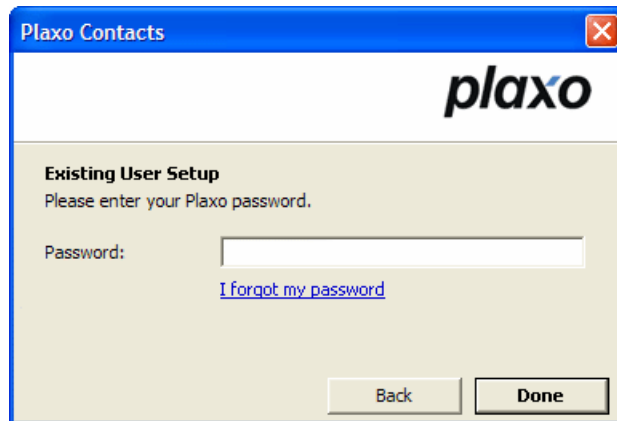


Figure 7: Plaxo 2.0 Sign In - Enter Password

Plaxo 2.0 will then initialize and “attach” itself to Outlook or Outlook Express as well as your Plaxo account (see Figure 8).

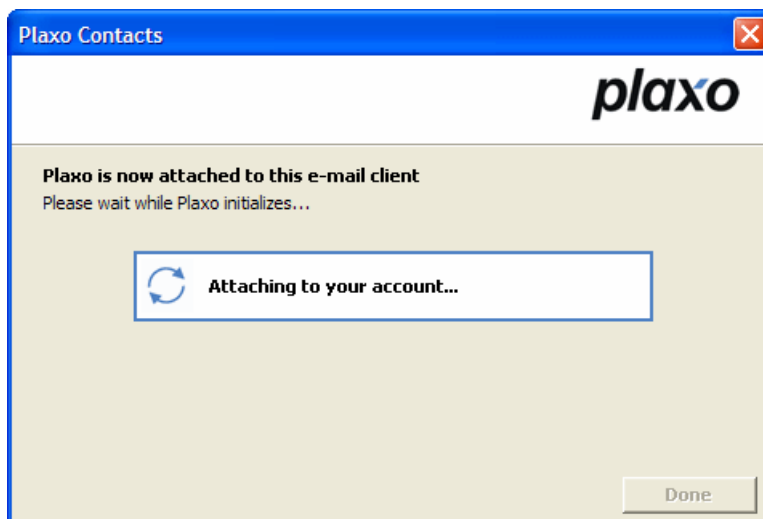


Figure 8: Plaxo 2.0 Sign In - Attaching

Step 4: Synchronization Setup Wizard

When you reinstall Plaxo 2.0, you may be asked to set up your synchronization preferences through what is known as the Synchronization Setup Wizard, or “SSW” (see Figure 9). The SSW will appear if you have multiple address book folders in Outlook or Outlook Express or if you are using Plaxo 2.0 on multiple computers (for example, if you have a computer at home and at work). If you do not see the SSW, go to Step 5: Sync with Plaxo.

Please select “Let me choose which folders are linked” and click *Next*.



Figure 9: Synchronization Setup Wizard – Start

Folder Mapping

The next step of the Synchronization Setup Wizard allows you to choose the way that your folders are synchronized (see Figure 10). In order for your local folders to synchronize with your online folders, you must link them to each other. This is what is known as a “folder mapping,” because you are associating, or mapping, a folder on your computer with a Web folder on Plaxo Online.

Plaxo 2.0 will try to intelligently determine how your folders should be linked. However, you can change these mappings if you would like. The Folder Mapping window displays a list of your local folders along with the number of items within the folder and the synchronization action that will be performed on the folder.

Using the dropdown menus in the right hand *Action* column, you can change these settings for each of your local folders (see Figure 10).

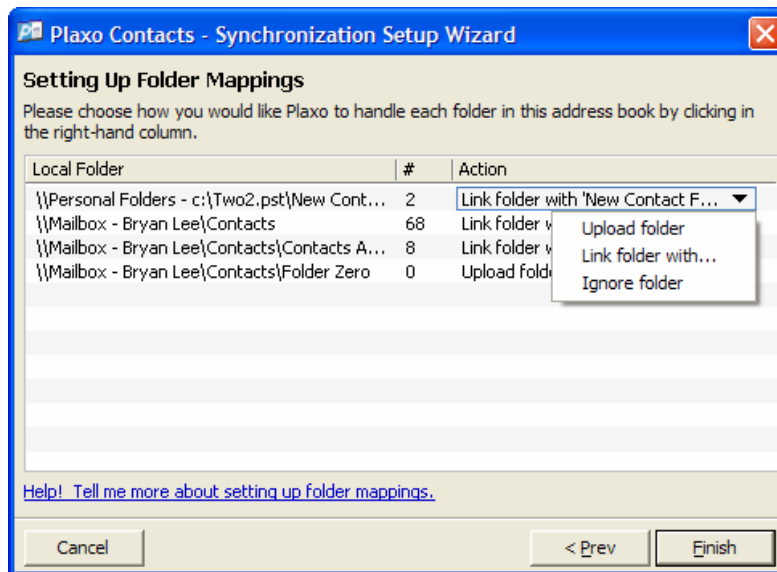


Figure 10: Synchronization Setup Wizard – Folder Mappings

If you select *Upload folder*, a new online folder will be created on the Web and the items inside that local folder will be uploaded to it.

If you select *Link folder with...*, you will be asked to choose an online folder with which to link (see Figure 11). Please choose these folders carefully. If the online folder names are confusing, looking at the number of items inside the folder may help.

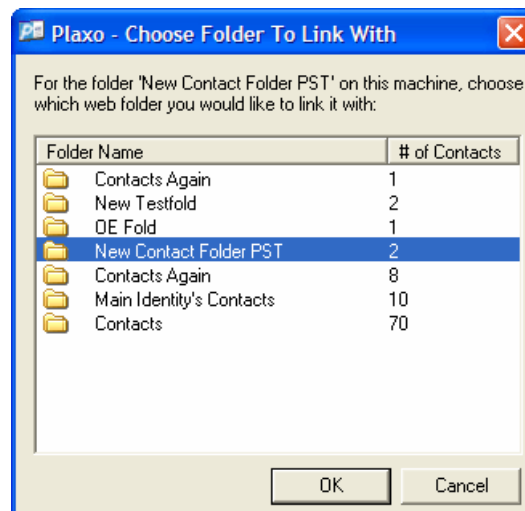


Figure 11: Synchronization Setup Wizard – Choose Folder

If you choose *Ignore folder*, the local folder will not be synchronized by Plaxo 2.0. Click the *Finish* button when you are done setting up your folder mappings.

Step 5: Sync with Plaxo

When you are through installing and setting up Plaxo 2.0, the last step is to synchronize. In the Plaxo Toolbar in Outlook or Outlook Express, click the *Sync* button. You're done!

Troubleshooting

If you go through the installation process, and the Plaxo Toolbar does not appear in Outlook 2002/XP/2003, it is possible that Plaxo 2.0 has been disabled. In your Outlook menu, go to *Help* → *About Microsoft Outlook* → *Disabled Items...* A window displaying items that have been automatically disabled by Outlook will appear. These are items that Outlook suspects may have caused a problem.

If you see Plaxo 2.0 listed, click on it and then click the *Enable* button. After you restart Outlook, the Plaxo Toolbar should appear.

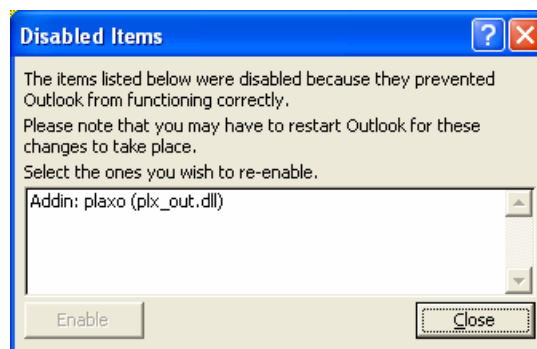


Figure 12: Disabled Items in Outlook

If you reinstalled Plaxo 2.0 in order to fix a problem and you are still experiencing that problem, you can uninstall Plaxo 2.0 and then reinstall again. Please note that you should only uninstall if you are certain that the reinstallation did not resolve your problem.

If you experience problems with reinstalling Plaxo 2.0, please check our continuously updated Frequently Asked Questions or contact Plaxo Customer Care. You can reach us through the Plaxo Help Center at <http://support.plaxo.com/>