

GedStar[®]

Genealogy Data Viewer
for PalmOS[™] Handhelds

Version 5.2

User's Guide

Including GedStar-Plus Features

February, 2004

DESIGNED FOR



PALM
COMPUTING[®]
PLATFORM



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Douglas Gordon

GHCS Software

Rochester Hills, Michigan, USA

<http://www.gedstar.com>

E-mail: support@gedstar.com

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Introduction

GedStar is the program that fits your PC-based family tree information into your PalmOS[®] handheld device so that you can easily browse it on your next research trip, or any time that you are away from your PC. There's no need to take along all those printouts — just download your database to your handheld and use **GedStar** as your pocket genealogy reference.

GedStar was previously known as "**GedPalm**," but due to trademark restrictions and compliance with the developer program of Palm, Inc., the name was changed with the release of V4.0.

The *basic* version of **GedStar** uses files for input on your PC that are in "GEDCOM" format. GEDCOM is a well-defined standard for genealogical information interchange. All popular family tree programs are capable of handling GEDCOM files for both input and output, so it will not be necessary for you to understand the contents of the GEDCOM file itself.

There is also an upgraded version called **GedStar-Plus** that can convert data directly from the database of certain PC-based genealogy programs. There is no need to export data to a GEDCOM file. This makes the conversion easier to do and in some cases the data is more complete. V5.2 of **GedStar-Plus** supports data from **Legacy Family Tree™ V4.0** and **The Master Genealogist™ V4.0d** and **V5.0**.

GedStar is written to follow the general guidelines for PalmOS applications. One of these principles is that Palm programs should be easy to use and not require a lot of input from the user. In general, unless you have one of those detachable keyboard products, entering a lot of data on a handheld is a tedious chore. On top of that, genealogical data can be very complex, with numerous links between records that must be carefully maintained. Desktop PC programs are well-designed and well-suited for doing this, so the decision was made early on that **GedStar** would be strictly a data viewer, and not a data entry program. If you need to enter information while doing research, the combination of the "**export to memo**" feature and the built-in *Memo Pad* program can be used for taking notes for later entry on your PC.

By writing **GedStar** as a "viewer" only, we are also able to use some special techniques for reducing the amount of Palm memory consumed by the database, and to optimize the program's performance. A typical Palm III with 2 megabytes of memory can easily hold the basic information for several thousand individuals (depending, of course, on what other applications are loaded on the unit).

Requirements

GedStar consists of two components: the **GedStar** program itself that runs on the handheld, and a utility program that runs on your PC to convert a GEDCOM file to the database format required on the handheld. There is also a Hotsync conduit that can optionally be used for automatic updates from the PC to the Palm. The requirements for using **GedStar** are:

- A handheld device that runs PalmOS™ V3.1 or later. This includes most of the devices available from Palm Computing, including specially branded units such as the IBM Workpad®, all known Handspring products, the Sony Clie line, and others. **GedStar** has been tested up through PalmOS V5.0.
- A PC running Windows 98/ME/XP/NT/2000. Windows 95 is no longer a supported platform.
- A PC-based "family tree" program that can generate an output file in GEDCOM 5.5 format, or any other source that can generate a GEDCOM file. All popular genealogy programs for PCs have this capability.
- For **GedStar-Plus**, a PC running V4.0 of **Legacy Family Tree™** or **The Master Genealogist™ V4.0** or **V5.0**. **GedStar-Plus** also continues to support GEDCOM files.

The Palm memory requirements for using **GedStar** are totally dependent on the size of the GEDCOM information. The **GedStar** program itself is about 100K bytes and the file converter makes numerous optimizations to minimize the size of the Palm database, but there is no getting around the necessity to store all of those names, places, dates, and so on. Typically the storage requirements on the Palm amount to about 100 bytes per individual, but this can vary depending on the length of names and places, the number of different names, etc. If you have a few hundred people in your family tree file, then the size of the **GedStar** database should not be a concern. On the other hand, if you have thousands of people, then you might want to consider exporting only a subset to the GEDCOM file or using one of the popular GEDCOM utility programs to “prune down” the size of the tree. Of course, if you have one of the new Palm devices with 8 megabytes or so of memory, then feel free to download as much as you would like to — **GedStar** can handle it if your handheld device can hold it!

New in Version 5

The following are the major new features in the Version 5 release of **GedStar**:

- **GedStar-Plus** option for direct conversion from supported genealogy databases.
- Pop-up “pick list” for quickly selecting a new focus person from any major view.
- Easy bookmark setup using the pick-list.
- Browser-style *back* and *forward* controls on major views to let you go back and forth through your view history.
- A relationship calculator.
- Rearranged menus for better access to most-used features.
- Special support for the 5-way navigation control on Palm **Tungsten-T™** devices
- Special support for the Jog Dial™ on **Sony Clie™** devices.

Updates in 5.2

- Supports hi-res 320x480 expanded screen mode on certain models of the PalmOne Tungsten, Sony Clie, and Garmin iQue.

Updates in 5.1

- **GedStar-Plus** now supports **The Master Genealogist** using *GenBridge* technology from *Wholly Genes, Inc.*
- Added filtering support to **Legacy Family Tree** using tag options. A subset of the individuals in a database may be exported.
- Improved progress dialog; conversion application repaints and is more responsive during the conversion process.
- Minor fixes to the PalmOS application portion of **GedStar**.

Quick-Start Operation

Detailed operational instructions are presented later in this manual, but the following summarizes the operation of **GedStar**:

1. Use your family tree program on your PC to generate a GEDCOM file (you can skip this step if using **GedStar-Plus**.)
2. Run the **GedStar** or **GedStar-Plus** program on the PC to convert the GEDCOM file to a **GedStar** database file (file with a “.pdb” type extension). You have the option of selecting how much extra information will go into the database. If using **GedStar-Plus**, you can directly select your genealogy database file.

3. *HotSync* your device.

Alternatively, you can use the *HotSync Conduit* feature for automatic updates (GEDCOM only):

1. Run the **Configure Conduit** program to activate and configure the conduit (you only have to do this once).
2. Generate your GEDCOM file if necessary.
3. *HotSync* your device.

With this method, any time you repeat step (2) to create a new version of your GEDCOM file, the **GedStar** database will automatically be generated and downloaded during your next *HotSync*.

After the *HotSync*, you can run **GedStar** on the handheld and see the list of names from your genealogy database. Starting from the basic List Screen, you can do the following:

- Select an individual to see their *Family Screen* that shows their spouse, marriage information, and children.
- If an individual has multiple spouses, you can select another spouse from the list and bring up that *Family Screen*.
- Go from an individual's *Family Screen* directly to that of their parents, or to the *Family Screen* of one of their children by a single tap.
- Tap on an individual on their *Family Screen* and get a *Details Screen* that will show you all of the information in the database for that person. A popup list is used to choose what will be shown.
- Use the "Export" menu selection to copy data to a Palm memo record.
- Return at any time to the List Screen to select an individual by name.
- Use lots more tools and features. Play with the program or (preferably) read the section of this manual that deals with **Using GedStar**.

GEDCOM Support

GedStar makes no attempt to support the entire contents of the GEDCOM file on the Palm device; the entire idea is efficiency and conciseness. The following are the supported tags and information types:

- Birth, christening, death, and burial events (BIRT, CHR, BAPM, DEAT, BUR). This includes dates and places (DATE and PLAC) if specified. BAPM and CHR are considered equivalent events.
- A single alias name (ALIA).
- Notes (NOTE) that are directly associated with the individual or with a marriage/family, as well as notes associated with major events (BIRT, MARR, DEAT, BUR).
- Titles (TITL).
- LDS Ordination (BAPL, ENDL, CONL, SLGC, SLGS).
- Reference tags (REFN) for individuals.
- Source tags (SOUR) for major facts and events. Within a source record, additional description tags are supported (AUTH, PUBL, TEXT).
- Source citation tags for major facts and events (PAGE, EVEN, ROLE, DATA, TEXT).
- Character coding (CHAR ANSI) for standard character sets, CHAR ANSEL for international (European) characters.

Other tags may be supported in the future, depending on demand. The above should cover most of what people typically use in a genealogy program.

GedStar-Plus Support

GedStar-Plus continues to support the same information that is supported in the GEDCOM version of the product. Since most genealogy programs have more information than can be expressed in the GEDCOM standard, this may change in the future. However, some information is presented in a more accurate way, such as dates and notes, due to the direct extraction by the **GedStar-Plus** converter.

Support for European Characters

GedStar supports all European (accented) characters that are also supported in the standard PalmOS character set, but only if they are represented in the GEDCOM file by using ANSEL coding. That is, the tag "CHAR ANSEL" must appear in the header section of the GEDCOM file. In most cases, support for ANSEL coding should be built into your PC-based genealogy software, and may be an option that can be set in the program preferences, or when performing the export-to-GEDCOM operation.

If the ANSEL option is not declared in the GEDCOM file, the conversion programs simply copy whatever characters are in the GEDCOM file to the PalmOS databases. Any characters that are not in the normal ASCII character range ('A'-'Z' and 'a'-'z') are copied as-is to the Palm database. These character codes will probably not display correctly when shown on the handheld's screen.

License

The official license details are in the **License.txt** file in the GedStar installation directory. However, the following is a brief summary: When you license **GedStar**, you can enter the registration password in all copies of **GedStar** that are running on PalmOS™ devices that are owned within your household. In other words, the registration is a sort of "site license" that applies to your household.

Installation

Upgrading From a Previous Version

If you are upgrading from any previous version of **GedStar**, you must first *uninstall* the desktop **GedStar** package from your PC. To do this, open the Control Panel (from the Start Menu | Settings selection). Double-click the Add/Remove Programs icon. Select **GedStar** from the list and click on the Add/Remove button.

You should *not* delete an earlier **GedStar** version from your Palm device. Just install the new version over the previous version. Note that, when installing a new version on your PalmOS device, you should always regenerate your database files and download them at the same time. This version of **GedStar** will automatically recognize any earlier installed databases and will *delete* them the first time it is run. This is necessary due to the change in database format from the previous versions of the product.

Note: If you are using the older **GedPalm** program, then it is necessary for you to delete the application from your handheld before installing **GedStar**. Due to the name change, the launcher can become confused if both **GedStar** and **GedPalm** are installed at the same time.

GedStar vs. GedStar-Plus

GedStar-Plus is an enhanced version of **GedStar** that has the capability of converting data directly from certain PC genealogy program databases. This package comes with a new conversion program, and you should *uninstall* any existing **GedStar** software from your PC before installing **GedStar-Plus**. This is true even if you are upgrading from **GedStar V5.0** to **GedStar-Plus V5.2**. The **GedStar-Plus** converter converts GEDCOM files as well as the directly supported databases, so you will not lose any of your original capabilities.

Installing Files on the PC

GedStar is distributed as a self-extracting executable program that uses a popular and familiar product installation tool. After downloading the **GedStar5.exe** file to a folder on your hard drive, simply double-click on it in an Explorer window and the installation will proceed. After the installation procedure finishes, you have to Hotsync your device in order to load the **GedStar** PalmOS application onto it.

The installation procedure creates a **GedStar** program group under **Programs** on your **Start** menu. Be sure to read the **ReadMe** file, which is accessible from the menu.

Installation on the Handheld Device

The **GedStar** program is installed on your handheld device during the installation procedure and will show up in the application launcher. However, if you run it without installing the database files you will get an error message saying that there are no databases loaded. Before you can use **GedStar**, you will have to generate and install your genealogy database.

If you want to install the application on another handheld, or if you delete **GedStar** from your device and later want to re-install it, just find the **GedStar50.prc** file in the installation directory (**C:\Program Files\GedStar** by default) and double-click on it. This will bring up the Install Tool, and you can select a device on which to load it.

Registration

In order to continue using **GedStar** after the free demo period (currently 45 days), you must purchase a registration password and enter it into the registration dialog box on your handheld. For information on registration, go to the web site from which you originally downloaded the product. The URL for this site is also shown in the registration dialog box in the handheld **GedStar** application.

If you are a registered user of **GedStar** and wish to upgrade to **GedStar-Plus**, an upgrade password is also available for a nominal fee.

Uninstalling

We hope that you do not have to uninstall **GedStar**, but if you do it is just a standard procedure. On your handheld device, of course, you can delete it from the menu in the application launcher. On your PC, open the Control Panel (from the Start Menu | Settings selection). Double-click the Add/Remove Programs icon. Select **GHCS Software GedStar** from the list and click on the Add/Remove button.

Any GEDCOM and converted database files will *not* be deleted by the uninstall process. You will have to clean up and delete the folder itself manually.

Converting a GEDCOM File (GedStar)

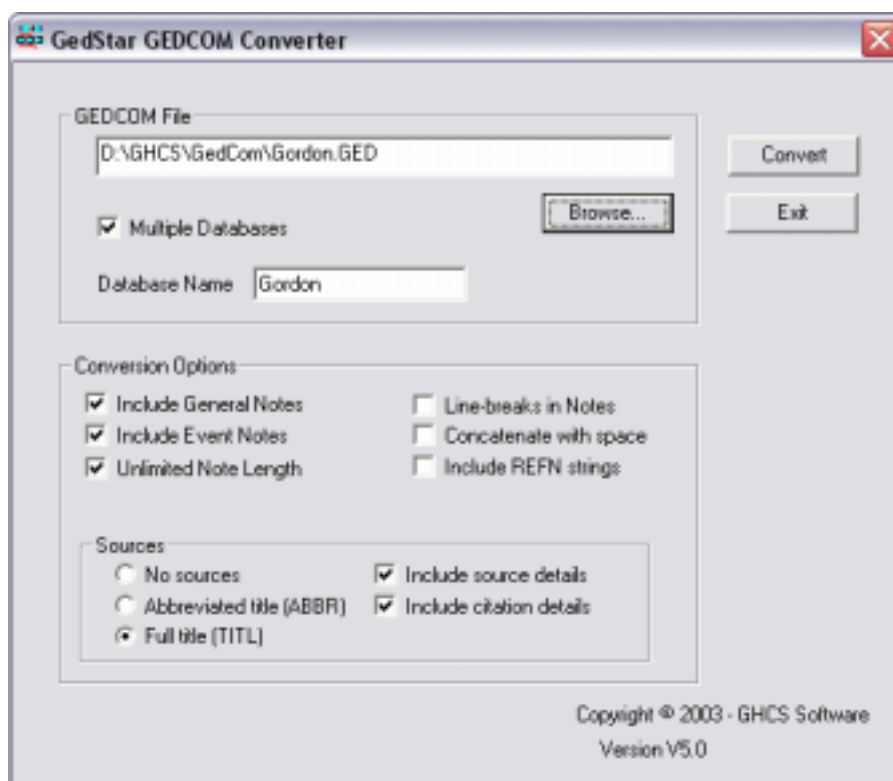
Before being able to start browsing on your handheld device, you need to convert a GEDCOM file to the Palm database format that is used by **GedStar**. There are basically two ways to do this: use the **GPConvert** program (described below), or use the **GedSync Conduit** (described in the next chapter).

Preliminary Steps

As a first step, you may have to generate the GEDCOM file itself by using one of the features of your genealogy program. The method for doing this varies depending on your program, but it is probably found somewhere under the **File** menu – possibly a selection labeled **Export**. Consult your product’s manual or on-line help for instructions. The output of this operation should be a file with a type (file extension) of “.ged”. If available, select options for “**GEDCOM 5.5**”, “**Abbreviated tags**”, and “**ANSEL**” encoding. You can save the GEDCOM file in any directory on any disk drive on your PC.

Running GedStar

Assuming that you chose the default start menu folder when installing, start the conversion program by clicking on **Start -> Programs -> GedStar -> GedStar**. The following window should appear:



At this point, you can enter the GEDCOM file name or use the **Browse** button to locate it. There is also an option for **Multiple Databases** that you can select. If you select this, then you can specify a name for the database in the text box. This name is what will be displayed in the **GedStar** database management screen. It will also be used as the name of the database file that is generated by the program. In other words, a database name of “Demo” will generate a database file named “Demo.pdb.” The name should contain only printable characters and spaces, and be no more than 16 characters long.

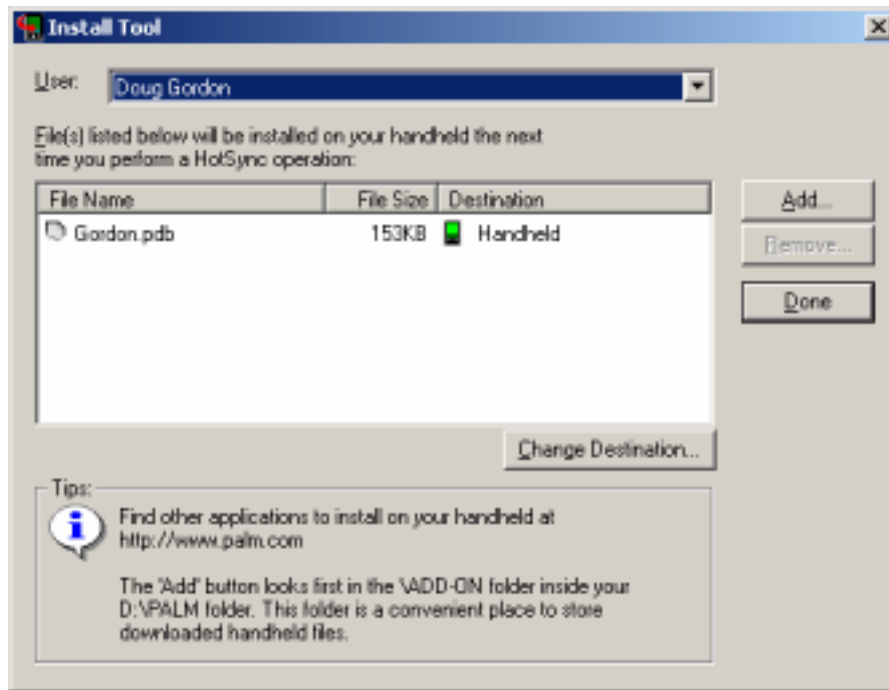
The following options can be selected:

- **Include General Notes** – Include notes for individuals and family units that are found in the file. The main reason to *not* take this option is to save space on your device.
- **Include Event Notes** – Include notes for major events, such as birth, marriage, death, and burial. This is for genealogy programs that let you attach notes or memos to events as well as to individuals as a whole.
- **Unlimited Note Length** – If this is *not* selected, space is saved by limiting the length of notes to 1024 characters. When selected, the full text of all notes is included, up to 32K characters.
- **Line-breaks in Notes** – This option attempts to preserve the original note formatting by starting note continuation lines on a new line of the display field. Otherwise, the note is treated just as a continuous piece of text.
- **Concatenate with space** – This option is necessary due to the different ways that genealogy programs use the **CONC** tag. If you look at some of your longer notes in **GedStar** on your handheld and see that there are some words that are run together without a space between them, then you should check this option. On the other hand, if you see some words that have a space in the middle of the word where it does not belong, then make sure that this option is unchecked. This option does not apply to **GedStar-Plus** since notes are taken directly from your database.
- **REFN Tags** – These tags are used for the unique identification of individuals in the database. Your GEDCOM file may not have them depending on options that you have selected in your PC genealogy program. Including these tags in the **GedStar** database can cause an increase in its size; on the other hand, it may be useful for you to see these strings in the **GedStar** display and be able to search on them.
- **Sources** – There are three options. If you choose **No sources**, then sources will not be included in the database and you will not be able to view them on your device. The **Full title** or **Abbreviated title** options will cause sources to be included. The difference is whether the database will include the full title of the source as contained in the **TITL** tag in the source record, or if the shorter text in the **ABBR** tag will be used. Regardless of the selection, if a source record only has one of these two tags specified then that is the text that will be included. In other words, if you select **Full title**, but a source record only has the abbreviated title text, then that is the text that will be used.
- **Include source details** – This option causes **GedStar** to include most of the information from the source records, including things like the author, publisher, and possibly the actual text of the source. Again, what gets included depends on how your genealogy program supports source records in the GEDCOM file.
- **Include citation details** – This causes additional information from the specific source citations to be included. This can be things like the page number, text extracted from the source, etc. If you use sources heavily, then checking this and the above option can cause a lot of additional text to be included in your database.

When you press the **Convert** button, a progress window will be shown and the conversion process will start. When complete, a dialog box shows the final conversion status and also offers you a chance to view the conversion log file. The log file shows various statistics about the

conversion operation and also may contain error details if the conversion failed. The log file is actually stored in your **GedStar** home directory with the name **GPConvert.log**.

If the conversion was successful, the conversion program schedules the database for downloading to your handheld by launching the standard *Install Tool* that came with your device's desktop software (e.g., *Palm Desktop* for most Palm-branded devices). Depending on the version of the desktop software installed on your PC, the window and options available will be slightly different. The following shows the installation dialog from *Palm Desktop 4.0*:



You should now be able to run **GedStar** on your handheld device and immediately see the master list of individuals from your GEDCOM file! A later chapter provides details of **GedStar**'s operation. If you are loading a database with a different name from the one that **GedStar** was previously using, you will have to go to the database management screen (page 25) to select it for viewing.

Installing to a Removable Memory Card

If you have a device that supports add-in memory cards, such as the Palm® M500™, the *Install Tool* will give you the option of installing the database to the memory card instead of to the handheld's internal memory (the *Change Destination* button in the above dialog). This feature is now fully supported by **GedStar**, so you can install your databases to a removable card instead of taking up your limited device memory.

For some types of add-in cards, it is possible that your PC has an adapter of some sort that lets you drag-and-drop files directly to a memory card instead of accessing it through the Hotsync process. If you want to copy files directly from your PC to such a device, you must make sure that you put the **GedStar** databases into a directory on the card that is named "**\PALM\Launcher**". This is the directory used by the *Install Tool* and is where **GedStar** always looks to locate its databases.

Manually Loading the Database

If you examine the **C:\GedStar** folder with Windows Explorer, you should see the Palm database files that were created by **GPConvert**. This file will be named either **Default.pdb**, or whatever name was specified in the **Database Name** box. *If you did not take the automatic install option*, then this file must be selected to be loaded on your next HotSync operation.

1. Using the **Install** button from the *Palm Desktop* program, browse to the **GedStar** folder and select the database file for installation.
2. Put your Handheld in its cradle and perform a HotSync. Warning: these databases can be quite large if you have a lot of people in them, so it may take a few minutes to download to the Palm unit.

Conversion Errors

Although the program has been tested with a variety of GEDCOM files, there is always the possibility that a particular file will contain information that **GPConvert** can not handle properly. There is a file named **GPConvert.log** that is created in your **GedStar** directory whenever you run a conversion.

In a case where you do not see the “conversion successful” message, do *not* attempt to load the database file onto your Handheld; corrupted database files can cause **GedStar** to terminate abnormally. Instead, please send an e-mail message to the author’s address. Attach the **GPConvert.log** file. Do *not* send your GEDCOM file unless we respond to you and request it.

Some common conversion problems that people have encountered include the following:

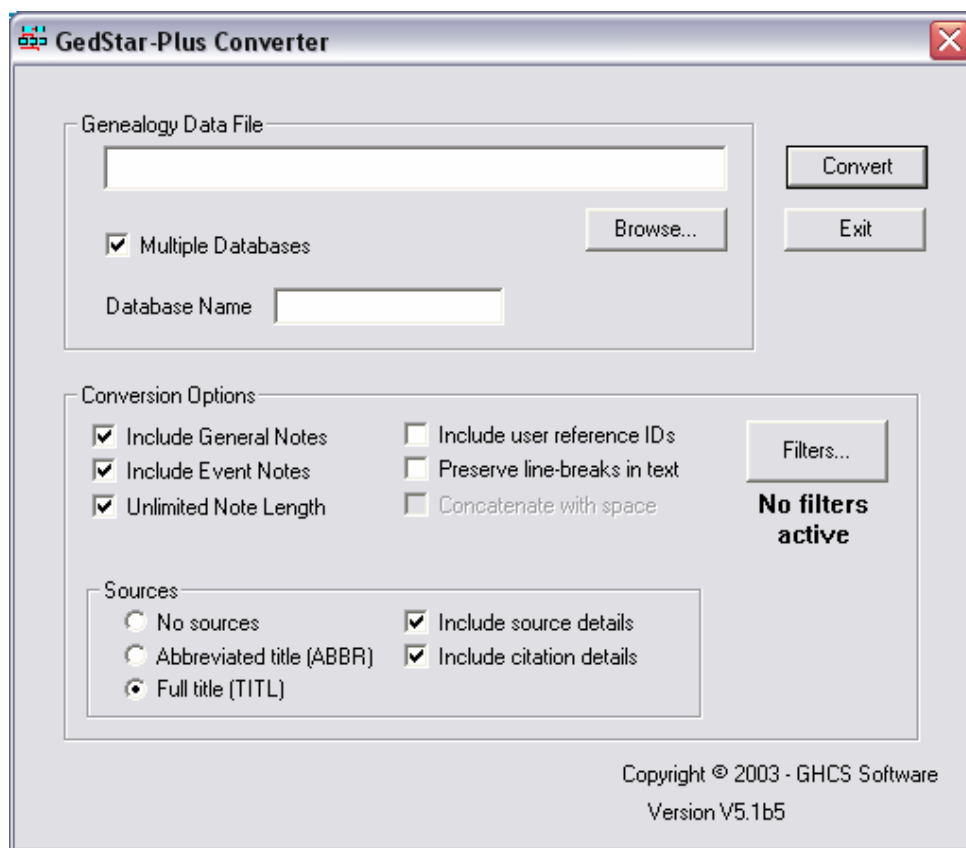
- If you are using PAF 5 or later, make sure that “**ANSEL**” is selected for the GEDCOM encoding option. The default for PAF 5 is a format that cannot be handled by GedStar.
- Make sure that you use “**Abbreviated tags**” for the GEDCOM file.

GedStar-Plus Direct Conversion

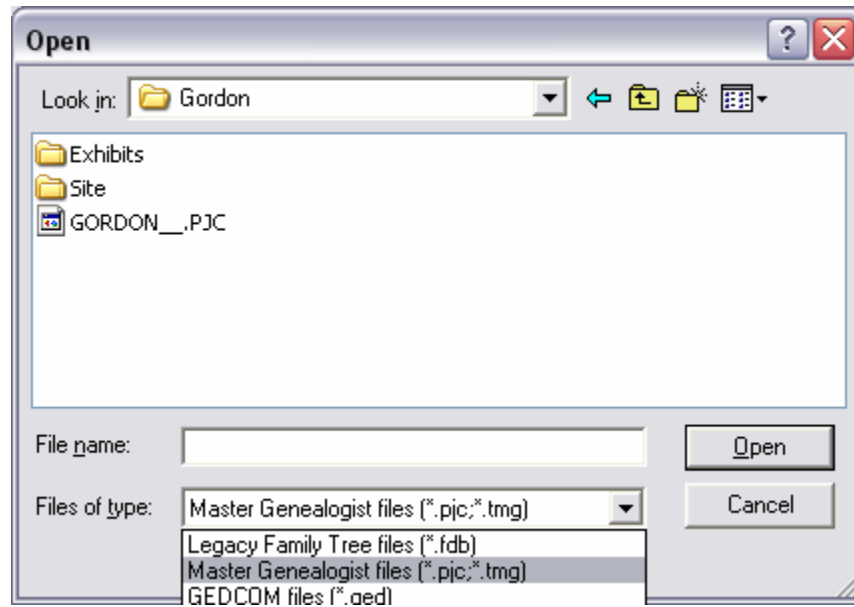
GedStar-Plus differs from the basic version in being able to convert data directly from the PC genealogy program's database without having to go through a GEDCOM export procedure. In addition to the added convenience, the data may be more complete because the GEDCOM export procedure does not always export all of the information.

Running GedStar-Plus

To run **GedStar-Plus**, use the Windows Start Menu, selecting **Start -> Programs -> GedStar -> GedStar-Plus**. The following window will appear:



This is very similar to the standard **GedStar** window and the options are the same as explained in the previous section. The main difference is the choice of file types that are available when you click on the **Browse** button, thus:



Note that the dropdown list allows you to select databases from **Legacy Family Tree** and **The Master Genealogist** as well as GEDCOM files. After selecting your database, the rest of the conversion process is identical to the basic **GedStar** product.

One additional option is accessed via the **Filters** button. This allows you to select a subset of the total number of individuals in your database. For **Legacy Family Tree**, individuals can be selected based on the *tagging* feature of that program. You can include any combination of people with tags 1 through 9 applied. For **The Master Genealogist**, you can filter people based on their dataset. A project file can contain multiple datasets, and you can choose to include one or more of the datasets. If the **No Filters Active** text appears in the main window, it means that all the people in your database will be included.

Legacy Family Tree is available from <http://www.legacyfamilytree.com>. There is a free version available for trial on their web site, and **GedStar-Plus** may also be purchased there.

The Master Genealogist is available from <http://www.whollygenes.com>. The processing of TMG databases is made possible by use of the *GenBridge* technology, licensed by Wholly Genes, Inc.

The GedSync Conduit

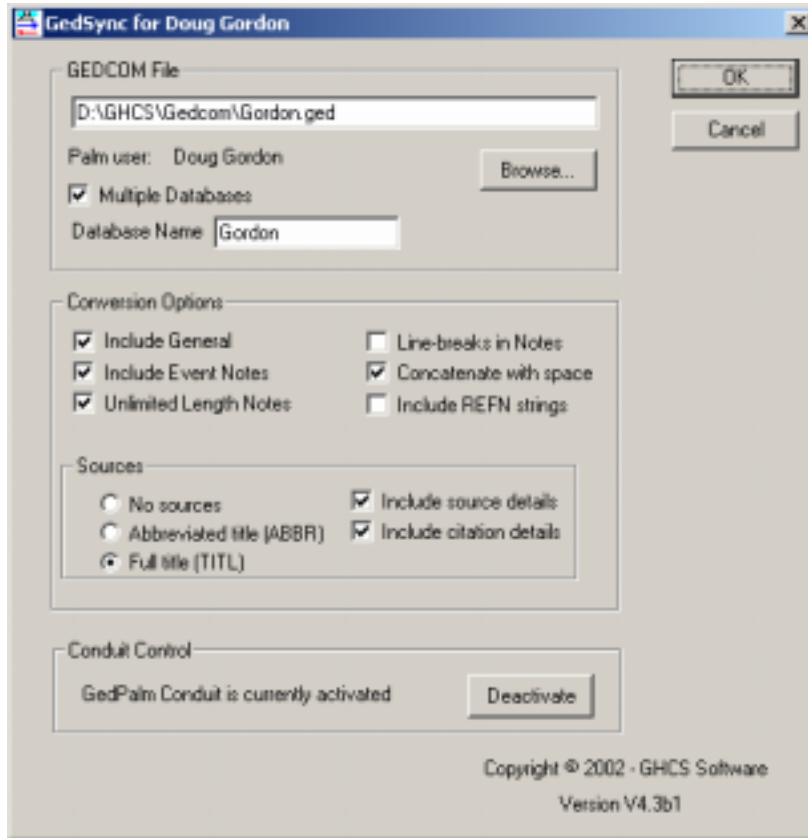
GedSync is the name given to the overall *HotSync conduit* package provided for the **GedStar** Pilot genealogy viewing application. This is an optional component that may not be suitable for everyone's usage. If you are happy with the use of the **GPConvert** program to occasionally generate the **GedStar** database files, then you may not need to use **GedSync**. However, there are some advantages to using the conduit, including the following:

- The conversion of the GEDCOM file takes place automatically during a HotSync operation.
- The converted data is downloaded directly to your Pilot; there is no need to explicitly install the database files that are produced by the manual conversion program.
- Whenever you update your GEDCOM file or create a new copy of it, it will be automatically converted and downloaded to your Pilot during your next HotSync operation.
- The GEDCOM file and options are configured for a specific Palm device according to the Palm's "user name." Multiple people can HotSync with the same PC, but with different GEDCOM files.

The conduit is only supported on Windows 98, NT, 2000 and XP systems, and with Palm HotSync V3.0 or later software. There is no conduit currently supported for **GedStar-Plus**.

Running GedSync

All conduit control and configuration operations are done using the **GedSync** utility. To run this, select **Start -> Programs -> GedStar -> GedStar Conduit** from the menubar. If your PC supports multiple Palm users, you will first see a window with a dropdown box from which you must select a specific name. After this step, the following window should appear:



Conduit Control

In order for the GedSync conduit to be used, it must be “registered” with the *HotSync* program. The status of the conduit is shown in the **Conduit Control** section of the window, and the button will show either **Activate** or **Deactivate** accordingly.

If you want to start using **GedStar** with the conduit instead of the manual database generator, click on the **Activate** button. If you are already using the conduit, but want to stop using it, click on **Deactivate**. If the HotSync program is running at the time that you choose either of these options, it is necessary to restart it in order for your changes to take effect. A dialog box appears that gives you the option to restart HotSync. You should normally select **Yes**.

Note for multi-user systems: On multi-user systems, it is necessary to activate the conduit separately for each logged-in user who runs HotSync. This is true for all Palm conduits, as the applicable registry keys are stored under the “CURRENT_USER” key.

Conduit Configuration

The conduit must be configured with the name of a GEDCOM file and all appropriate conversion options. This section of the **GedSync** window looks and works exactly like the **GPConvert** utility that was described in the previous chapter. See that section for descriptions of the conversion options. You must select **OK** to write your selections to the registry where the conduit can find them.

Note: The conduit can only synchronize one database at a time. If you have multiple databases and also want to use the conduit, you will have to run GedSync to specify one GEDCOM file at a time and HotSync it.

HotSync Conduit Options

HotSync supports several action options that can be set for each individual conduit. **GedSync** supports these options where they are applicable. To see these options, you can click on the HotSync icon in the tray and then select **Custom** from the menu. You will see the current settings for all of the conduits that are installed on your system.

The default conduit action for **GedStar**, as for most other conduits, is “Synchronize the files.” With this setting, the conduit will convert and update your Palm genealogy database whenever the configured GEDCOM file is updated, or when other changes are made to the **GedSync** settings on the PC. This is the way that the conduit should normally be set.

However, if you select **GedStar** and then click on the **Change** button, you can see all of the possible choices. These are:

- **Synchronize the files** - As described above. The normal mode of operation.
- **Desktop overwrites handheld** - Forces a conversion and download of the GEDCOM file data, regardless of what is already on the Palm. This might be useful to force a one-time update of your unit, but it should *not* be selected as the default action.
- **Handheld overwrites desktop** - Meaningless for **GedStar**. Will result in the conduit doing nothing.
- **Do nothing** - Bypasses the conduit’s actions. Useful if you do not want to take the time for a conversion operation.

Conduit Operation

The conduit runs as part of a normal HotSync operation. Since the conversion and download of a large genealogy database is a rather time-consuming operation, the conduit displays a special progress status box whenever a conversion is necessary. This includes short status messages and a progress bar.

At the end of a HotSync operation where a new database was downloaded, there may be an additional lengthy operation while the Palm databases are backed up. This will definitely occur if you are using BackupBuddy® or other 3rd-party backup software. However, this does make device restoration more reliable.

There are two places where you can look to check the operation of the **GedStar** conduit and view its results.

HotSync Log. Clicking on the HotSync icon in the system tray, you can select the **View Log** item. This brings up the log maintained by HotSync itself. The conduit, using the name **GedSync**, may make entries in this log that indicate why or why it did not do a conversion. This is the first place to look to see if the conduit is operating normally.

Conversion Log. The conversion module produces a detailed log file that may be of some interest, and may also contain valuable error information if there is a problem with converting the file or accessing the Palm device. This log file, named **GedSync.log**, will be found in the **GedStar** folder under your Palm user's directory. If you go to your Palm Desktop folder, usually **C:\Palm**, you will find a folder for each configured Palm user. In this folder, there will be a **GedStar** folder, which is where the conduit stores its specific files. The log file is found there.

Using GedStar on PalmOS

After installation of **GedStar** and its databases, you should find an icon in the launcher screen and be able to start the program. If there are no error messages, the first screen you will see is the **List View**. For “tips” (help) in any view, tap on the “i” button in the lower right corner.

Registration and Upgrade

When you purchase **GedStar** or **GedStar-Plus** from the site from which you downloaded it, you will receive an e-mail message or web page containing a *registration password*. This must be entered into **GedStar** in order to unlock all of the program’s features. The following are the steps to follow to accomplish this:

1. With **GedStar** running, bring up the menu bar by tapping on the menu icon in the lower left corner of the graffiti area on your device.
2. Tap on **Options** to bring down the menu list if it is not already showing, then tap on **About GedStar**.
3. If your copy is not registered, a **Register** button will be visible; tap on this button.
4. In the next dialog box that pops up, enter the *registration password* that was sent to you, then tap on **OK** to complete the registration process.

If you are already a registered user of **GedStar** and are upgrading to **GedStar-Plus**, you will see an **Upgrade** button on the **About GedStar** screen. Tap this to enter your upgrade password.

Once this is done, you will not have to re-register the program unless you delete it from your device and then re-install it. If you download an update to **GedStar**, just install the new version on your device without deleting the previous version. The updated version will continue to be registered and you will not have to repeat this process.

List View

This view is an alphabetic listing of everyone in the database. To help distinguish people with identical names, the person's lifespan years are shown in the right-hand column. In some cases, neither date is known.

The small square dot to the left of the year, if present, indicates that this person has one or more descendants in the database. This is especially helpful when searching down along a family line. On a color device, the names are color coded to indicate if they have descendants or not. This indicator can be turned on and off through the **Preferences** settings.



There are four ways to navigate within this list, plus a search feature:

- The scrollbar can be used by clicking above or below the slider, or by simply dragging the slider. The list scrolls as you drag, helping to see where you are.
- The scrolling hardkey on the handheld can be used to scroll up or down one page at a time.
- Use graffiti strokes to enter characters in the *Lookup* field. See below for a description of how this works.

- If your device has a special navigation control, it may also be used to scroll through the list and make a selection.

When you locate a person of interest, tapping on their name takes you to the **Family View** screen. If you tap on the year (or in the place where the year would be), you will go directly to the **Details View** screen.

The arrows at the bottom right are browser-style back and forward controls that let you navigate through your view history.

Lookup Field

The *Lookup* field lets you quickly scroll the list to or near a name of interest. To use it, just start entering characters using the Graffiti area. As you enter characters, **GedStar** scrolls the list to the first person whose surname starts with the letters entered so far. This is similar to the way that the built-in Address Book works. What is more, if you enter a comma (",") and then start entering more characters, the list scrolls to the first person whose surname *and* given name start with the characters entered so far. For example, the string "da,th" might match a person named "Davis, Thomas" in the list.

If you delete characters (by entering the backspace stroke), the list is repositioned accordingly. If you enter a character and hear a "beep" (and the character does not echo on the line), it means that there was no match for the new string. The lookup string is cleared whenever you actually tap on a person in the list, or move the list by using the scroll buttons, etc.

Searching

Tapping the **Srch** button brings up a dialog box where you can specify full or partial strings for a surname, given name, or both. The string matching is slightly different for these strings. The surname search always tries to match the string starting at the beginning of the name. For example, the search string "wil" would match "Williams" and "Wilhelm," but not "Burwill." The given name string, on the other hand, will match if it appears anywhere within the person's name. The string "ric" would match "Richard" and also "Cedric."

Tapping the **Search** button in the dialog performs the search, always from the top of the list. After you return to the List View, tapping **Next** will take you to the *next* person that matches the most recent search string(s). Also in the Search Dialog are the **Cancel** button to exit from the dialog without searching, and the **Clear** button to erase the search string fields.

The **Soundex** option will help to search for surnames that have spelling variations. This method of coding a name is based on a well-known standard that is used by various U.S. government agencies as well as genealogy researchers. For example, when using the Soundex option, a search for the surname "Shaffer" will also match a variation such as "Schaefer." This may be useful if you have families whose names have changed over time or in different locales.

If you enter a string on the **REFN** line, then the REFN "reference tag" strings will be searched for an exact match. This of course assumes that you are using REFN tags in your database and that the corresponding conversion option was selected. Note that this search may take a very long time within a large database.

The **Index number** line allows you to search for a person with a specific database index number (the entry here must always be numeric). Normally you would not be expected to know this number, but some genealogy programs generate their GEDCOM files using the same individual

identification number as used in the PC database. In this case, you may know this number and can go directly to the individual. This search, unlike the **REFN** search, is very quick.

If you use the **REFN** or **Index** searches, make sure to clear all the other lines in this dialog. The search will generally use whichever line it first sees that contains data when deciding which type of search to perform.

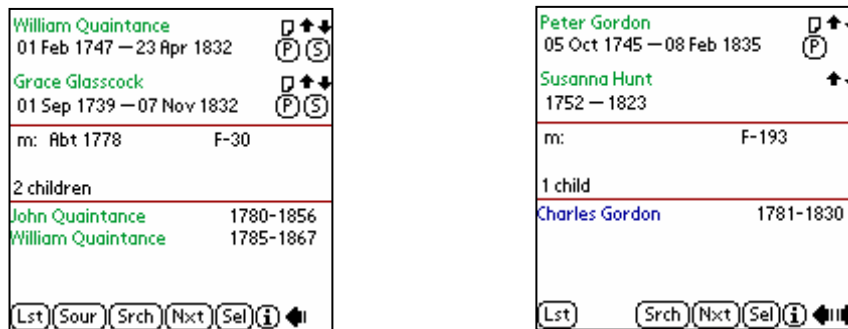
Database Selection

On the top line of the list view is the name of the current database that you are using. If you are using a single database, this will probably just read **Default** and you will not have to do anything more with it. If you have multiple database loaded, then tapping on this will bring up a list of installed databases. Tap on any of them to switch databases. This is decidedly quicker than going to the Database Management view.

If you have a handheld device with a removable memory card, such as a Palm® M500™, and there are **GedStar** databases installed on the card, these databases are noted on the list with a distinctive memory card icon next to them. Accessing these databases is no different from any other database.

Family View

Depending on the information available for the selected person, and their spouse if any, the **Family View** may contain a variety of visible information and fields. For example:



The selected individual and spouse are in the top section of the screen, with full birth and death dates shown. The middle section has information on their marriage: date and place if known. At the bottom is a scrolling list of their children. This list can be scrolled with the scrollbar or scroll buttons. Pressing the **(Lst)** button returns you to the **List View**. The “F” number is the index number of the family record in the GEDCOM file.

The following actions will occur depending on where you tap on the screen:

- Tapping on one of the children’s names takes you to the **Family View** for that person. Or, tap on the year column to go directly to the **Details View**.
- Tapping on the name of the primary person or spouse takes you to the **Details View** for that person, from which you can return to this screen. The Details View includes expanded information on birth and death events, if known, and may also include notes and other information.
- If the **(P)** button is visible, it indicates that the person’s parents are in the database. Tapping the button takes you to the parents’ **Family View**. In other words, you will see a **Family View** on which the selected person is shown as a child.

- If the **(S)** button is visible, it indicates that the person has more than one spouse. If you tap this button, you will see a popup list containing all the spouses' names. If you select a different one, you will then go the **Family View** for the selected person and the new spouse.
- If the *note* icon is showing (as in the upper right corner of the example above), it indicates that there is a note record for that person in the **Details View**. Tapping on this icon or on the person's name takes you to that view with the note displayed in the text area.
- The *up-arrow* icon takes you to the **Ancestors Tree View** and the *down-arrow* brings up the **Descendants Tree View**. These are described in a later section.
- The *note* icon in the marriage section, if present, brings up a window showing notes that are associated with this family record.
- The **(Sour)** button, if visible, brings up a popup that shows what events have source information available. To display the specific source details, tap on one of these entries. If there are no sources, then this button is not shown.
- In some cases, the information in this view may appear truncated simply because of the limited width of the screen. To view the rest of the line, tap on the truncated field and it will scroll across. Tap again to keep scrolling or to return to the beginning of the line.
- The **(Srch)** and **(Nxt)** buttons work the same way that they do in the **List View**, except that they take you to the **Family View** of the person that is found.
- The **(Sel)** button brings up a *pick list* that looks and works very much like the **List View** screen. This lets you select a new individual and return to the **Family View** for that person.
- The back and forward controls in the lower right corner let you navigate through the views.
- If your device has a special navigation control, it can be used in this view to scroll through and select individuals.

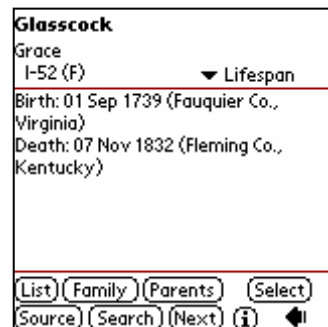
If you bring up the menu, you can select **Export to Memo** from the **Tools** menu to export the complete family group information to a standard Palm memo. You are also given an option to view the data and/or edit it. The memo will then be transferred to your Palm Desktop or other PIM during the next HotSync. It can also be viewed and edited from the built-in Palm MemoPad application.

Details View

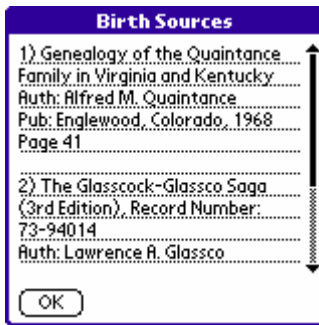
This view shows as much information as possible about a person, without any truncation of the text (except in extreme cases).

At the top is the person's full name. The "I" number is the index number of the individual's record in the GEDCOM file. If a REFN tag is specified, that is shown instead of the index number. Most of the remainder of the screen is used for a scrolling text field to contain the selected information. The list popup can be used to select the available information, which is then displayed in the field. This information can include:

- Birth/death dates and places
- Christening and burial dates and places
- Title (Dr., Sir, etc.)
- Alias name (aka)
- LDS Ordination events
- Notes
- -All Info-



Of course, the presence of this information depends on the individual as well as the conversion options that were selected. Tapping the **(Fam)** button returns you to the previous **Family View** screen, while tapping **(List)** takes you back to the main list view. If shown, tapping the **(Par)** button takes you to the **Family View** of the person's parents. In other words, it goes to the family in which this person is listed as a child.



The **(Sour)** button, if visible, brings up a popup that shows what source information is available. This includes sources for the person as a whole, plus for major facts and events such as birth, marriage, death, burial, and notes. To display a text window with the source details, tap on one of these entries. The amount of information that is displayed is dependent on the options that you selected when converting your database.

The **(Search)** and **(Next)** buttons work the same way that they do in the **List View** except that they take you directly to the **Details View** of the person that is found. The **(Parents)** button takes you to the **Family View** for the person's parents, while **(Family)** goes to the **Family View** for the current person. The **(Select)** button brings up the *pick list* that can be used to select another person in the current view.

If you bring up the menu bar, you can select **Export to Memo** from the **Tools** menu to export the person's complete information to a standard Palm memo. You are also given an option to view the data and/or edit it so that you can enter research notes, etc. The memo will then be transferred to your Palm Desktop or other PIM during the next HotSync. It can also be viewed and edited from the built-in Palm MemoPad application.


The **"-All Info-**" selection is "sticky" in that once you select it, it becomes the default for any other **Detail View** that you bring up during the same session. This option displays all facts, events, and sources that are available for the selected person.

Ancestor and Descendant Tree Views


These views are initiated by tapping on the arrow icons next to the individuals in the **Family View**. In each view, the “root” individual is shown at the left margin of the screen, with each generation indented from the preceding generation by dashes. A person’s spouse is indented at the same level and preceded by a “+” character. When one of these views is active, the following can be done:

- Tapping on a person's name redraws the view with that person as the new “root”. Thus you can navigate up or down along a line of descent.
- Tapping the *back-arrow* icon (when shown) takes you back to the previous tree view. This lets you go back and forth along a given line.
- A tap on the date column takes you to the **Family View** for that person. This is one way to exit from the tree views.
- The **Done** button returns you to the original **Family View** from which the tree view was initiated.

Ancestors	
-- Armstrong, Robert	1724-1811
- Armstrong, William	1784-1854
-- Jameson, Jane	1739-1816
Armstrong, Lucinda Jane	1806-1884
-- LeForgee, Abram	1740-1803
- LeForgee, Justena	1784-1859
-- Talmadge, Johannah	1748-1817

Done 

Descendants	
Quaintance, William	1785-1867
+Southard, Sabra	1786-1833
- Quaintance, Laban G.	1816-1816
- Quaintance, Louisa P.	1817-1897
+Stockwell, John W.	1802-
-- Stockwell, Edden Morris	-1850
-- Stockwell, William Pear	1842-1876
-- Stockwell, Mary Grace	1844-1848
-- Stockwell, Mary Eliza G	1849-
- Quaintance, Harriet	1819-


Done 

Bookmarks

This feature provides a quick way to jump to the information for a particular person of interest. Up to eight (8) bookmarks *per database* can be defined. The bookmarks remain available until the database is deleted or until a new version of the database is downloaded. To manage the bookmarks, tap on the menu icon, then on **Tools**, and then **Bookmarks**. “Shortcut-B” can also be used.

The *Current Selection* field shows the person that was active when you came to this screen. To add this person to your bookmarks, tap on the **Add** pushbutton, then tap on a bookmark slot (if you tap on a slot that already has a name in it, that name will be replaced after you get a confirming dialog). You can also remove an entry by using the **Delete** pushbutton. The default action is to use the **Go to** pushbutton to select a name from one of the slots. This takes you to the Family View for that person.

Bookmarks	
Current selection:	
Gertrude Rauber	1877-1966
Bookmarks:	
1 Elizabeth Abernethy	1415-
2 Lewis Gordon	1762-1844
3 -- empty --	
4 William Quaintance	1785-1867
5 -- empty --	
6 -- empty --	
7 -- empty --	
8 -- empty --	

Go to Add Delete 

Another quick way to fill in bookmarks is to select the **Add** pushbutton and then tap on any of the slots. This brings up the *pick list* from which you may select a person to insert in that slot.

There is also a more direct way to get to bookmarked people without having to bring up this view. From almost any view, you can enter a bookmark slot number (1 – 8) in the numeric graffiti area and you will jump right to that person’s data while staying in the current view. This is the quickest and easiest way to use bookmarks. If you are in the List View, you can make this jump by

entering the *shortcut stroke* followed by the bookmark number (the *shortcut stroke* is a diagonal slash from lower left to upper right). This shortcut jump will also work in any of the other views.

On This Day

This feature is available from the **Tools** menu in any view. It shows the births, deaths, and/or marriages that are in your database for a given month and day – usually the current date. To select which events are searched for this display, use the Setting Preferences option. By default the current date is selected, but you have the option of choosing any date on the calendar if you so desire.

The year of the event is shown after the name(s). The number in parentheses is the number of years since the event. For example, in the screen shown at the right, 23 Feb 2002 is the 212th anniversary for Alburtis and Hannah Ringo.

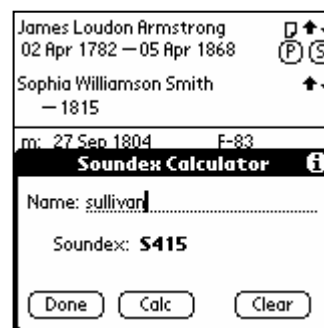


Note: This feature requires searching your entire database. If your database is large, and especially if it is on an add-in memory card, it can take a long time to finish. A tap on the screen cancels the search.

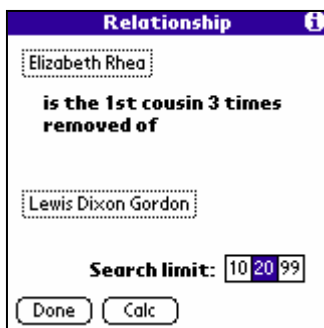
Soundex Calculator

Soundex codes are used in census listings and other types of records as a way of identifying people whose names sound the same, or are otherwise related, but are spelled differently. Genealogists often use these codes to account for the variations in the ways that different branches of a family spell their surnames. The **GedStar** search facility allows you to search using Soundex codes, but there is also a Soundex calculator dialog that can be accessed from any view by selecting the **Tools** menu (tap the menu icon in the lower left of the graffiti area to display the menu bar).

To use it, enter a surname in the **Name** field and then tap the **(Calc)** button. The Soundex code will appear as shown (it is always a letter followed by three numeric digits). Tap **(Clear)** if you want to clear the current name and enter another one.



Relationship Calculator



This feature is available from the **Tools** menu in any view (tap the menu icon in the lower left of the graffiti area to display the menu bar). The name at the bottom is the *reference person* for the calculations. Tap on the name to bring up the *pick list* and select a new person. This setting is saved until you change it again. The name at the top is usually the name of the last person that you were viewing. You can also change this name by tapping on it and making a selection.

database.

The **Search limit** buttons limit the number of generations to search back on. The **99** selection means “search as far back as possible.” This option is for performance reasons when searching a very large

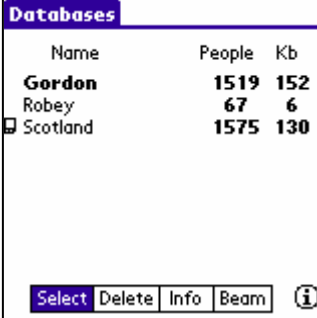
When you tap on **(Calc)**, the program calculates the *closest blood relationship* that the first person has to the second person. Due to the constraints on handheld processing power and the


potential complexity of some family trees, **GedStar** does not search relationships by marriage or for additional, more remote relationships.

You may calculate as many relationships as you want, tapping **(Done)** to return to your previous view.

Database Management View

You can get to this view by tapping on the menu button in the lower left of the graffiti area, tapping on **Options**, and selecting **Databases**. This is the view that you use to select a different database, or to delete a database that you no longer need to have on your device. For each database found on the device, this view shows the database name (the name that you selected in the conversion utility), the number of people in the database, and its Palm memory usage in binary kilobytes (1024 bytes per kilobyte). The name in **bold** is the database that you were most recently viewing.



Name	People	Kb
Gordon	1519	152
Robey	67	6
 Scotland	1575	130

A small “memory card” icon is shown next to any databases that are found on an inserted memory card (such as an SD card on a Palm® M500™). Note the “Scotland” database in the screen at the right.

The way this view works is that you first select a “mode” or “action” from the button bar along the bottom of the screen. Next, you tap on a database name to perform the selected action. The following are the actions:

- **Select** – Selects the database for viewing and goes to the initial **List View** screen. This is the only way to exit from the Database Management view.
- **Delete** – Deletes the database from Palm memory (or from a memory card). This is the only way to delete a specific database that you are no longer using. A confirmation message pops up so that you can verify that you really want to delete the database.
- **Info** – Shows more detailed information about the database, including the name and date of the desktop file that was used to generate it. Also note that the actual total size of the database in bytes is shown here as a decimal value.
- **Beam** – This action lets you beam your database to another **GedStar** user if you both have devices with infrared ports. To do this, both units must be set up in the Palm Preferences application with Beam Receive set *On*. **GedStar** does not have to be active on the unit that will be receiving the database. It is only necessary to point the units at each other and start the beaming operation. A dialog will pop up on the receiving unit that asks if the database should be received. It will also display a warning if a database by the same name already exists on the device. When beaming is complete, the receiving unit will switch to the program launcher. If you then run **GedStar**, you should be able to go to the **Database View** and see the new database. *Note: When the receiving unit displays the message “Accepting database,” it is actually doing a local operation that can take a long time for a large database; at this time, the actual beaming operation is finished and you just have to wait for the rest of the operation to complete.*

Palm “Find” Command

GedStar supports the standard Palm *Find* operation in a very powerful way that lets you search through almost all of the text that is in your database. To use this feature, you must first specify what type of data to search during a Find operation. Searching everything can be slow if there is a lot of data, and can also result in many more matches than you are looking for. To select the Find options, select **Preferences** from the **Options** menu in any view. The check boxes on this form specify if searches are to be done in any combination of *names* (main and alias); *notes*; *places*, including those in birth, death, christening, etc.; and *dates*. If you use your Palm for business purposes, you may want to normally turn off all of **GedStar**'s Find options so that you will not have to wait for it when you are searching your memos, to-do list, etc.

After making your selection, you can do a normal Palm *Find* operation. It will work whether or not **GedStar** is running. For example, you could enter a search string such as “20 mar” and, if date searching is enabled, **GedStar** will find all people who have any sort of event that happened on the 20th of March!

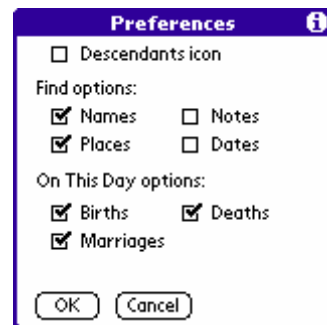
When you see a list of matches on the *Find* screen, tapping on one of them takes you to **GedStar** and directly to the selected person's Detail view with the matching information shown. Note that the search text may appear more than once in a person's record, but the Find operation can only take you to the first match that it finds.

This *Find* feature can be a very powerful way to search for data in your database, and is even better than what many PC genealogy programs can offer. However, you have to be patient if you are searching through a very large database with all search options enabled! If the current database is on a removable memory card, then the *Find* feature is not supported due to the excessive time that it would take.

Setting Preferences

To set the preferences that affect various features of **GedStar**, bring up the menu bar in any view by tapping on the menu icon in the graffiti area. Select **Options** (if it is not already active), then tap on **Preferences**. The following are the settings in this dialog:

- **Descendants icon** – Puts a small square icon next to a person's name in various views if that person has descendants. Usually not used on color devices since color coding is available for that purpose.
- **Find options** – Specifies the various fields in the database that can be searched by a PalmOS “Find” command.
- **On This Day options** – Events to search for date matches when using this feature.



Shortcut Bar

If your device is running PalmOS 3.5 or later, there is a standard feature called a *shortcut bar* that comes up when you make the shortcut stroke in the graffiti area. This allows you to select a menu feature by tapping an icon rather than having to remember a shortcut letter. Depending on what view you are currently in, the following **GedStar** shortcut icons may appear:



Go to **Database Management View**.

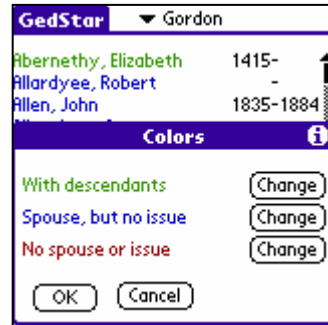


Export to memo.

Other Menu Commands

There are several menu commands that are available in various views. The common commands that are specific to **GedStar** include:

- **Database Info** – Shows some detailed information about the database that is currently being viewed. This includes the name and date of the GEDCOM file that was used to create the database.
- **Databases** – Takes you to the **Database Management View**.
- **Colors** – If you have a supported color device, this brings up a dialog box that lets you select colors to differentiate people in list views that have or do not have descendants in the database. Tapping on **Change** brings up a standard Palm dialog from which you can either select from a color palette or use RGB sliders to choose a color.



Memory Card Usage Warning

Although we have tried to handle most of the possible cases of accessing data correctly on a removable memory card, please remember not to remove the card while you are actively using **GedStar** with a database on the card. This is equivalent to removing a floppy disk from your PC while a program is reading or writing to it – definitely not recommended. **GedStar** will recognize this situation and try to recover from it, but it is possible that you will have to do a *soft reset* on your device. **GedStar** does scan for databases each time it is launched, so if you remove or switch memory cards *before* starting **GedStar** there will not be any problems.

Special Navigation Controls

GedStar supports the following device-specific navigation controls:

- The *5-way navigation control* on the Palm *Tungsten-T™* handheld.
- The *Jog Dial™* and *back button* on the Sony *Clié™* line of handhelds.

It is almost easier to just try it than to explain the operation, but this section might give you some information on the navigation that is not otherwise obvious. Using these controls, you can do a great deal of navigation within your database in a one-handed manner, without having to use the stylus.

For purposes of the explanation, the following terminology will be used to refer to the ways that they navigation controls can be manipulated:

- **Up** – Up button on 5-way, rotate Jog Dial upwards
- **Down** – Down button on 5-way, rotate Jog Dial downwards
- **Left/Back** – Left button on 5-way, back button on Jog Dial
- **Right** – Right button on 5-way, no equivalent on Jog Dial
- **Select** – Center button on 5-way, push in on Jog Dial

There are also two *modes* that the navigation can be in. How the controls work is dependent on which mode is currently active. The modes are:

- **Normal mode** – The default mode when entering a view
- **Select mode** – The mode after initially pressing **Select**

This is the action of the buttons when navigating in *Normal Mode*:

	List View	Family View	Details View
Up, Down	Scrolls the list a page at a time.	Scrolls the list of children a page at a time.	Scrolls the text area a page at a time.
Left or Back	Goes back to previous view.	Goes back to previous view.	Goes back to previous view.
Right	Goes forward to next view.	Goes forward to next view.	Goes forward to next view.
Select	Switch to <i>Select Mode</i> .	Switch to <i>Select Mode</i>	Not used.

When in *Select Mode*, you will see a highlighted name. The following are the actions (Select Mode is not applicable in the Details View):

	List View	Family View
Up, Down	Scroll one line at a time. Hold for rapid scroll.	Scroll a line at a time, including the husband and wife.
Left or Back	Switch back to <i>Normal View</i> .	Switch back to <i>Normal View</i> .
Right	Go to the Details View for the highlighted person.	If on the husband or wife, go to the Family View for their next spouse, or go to the Details View if a child is highlighted.
Select	Go to the Family View for the highlighted person.	Go to the Details View if the husband or wife is highlighted, or the Family View for a child.

Error Messages

We hope that you do not have any problems in using **GedStar**. However, if you do, then it is probably due to one of the following conditions (as noted in the Alert Box message):

- **Database missing** – **GedStar** could not find a compatible database. Use **GPConvert** or the conduit to create and load one or more databases.
- **Old version databases deleted** – During a database search, **GedStar** found some databases that are not supported by the current version of the PalmOS application and it deleted them. If this happens to a database that you have just downloaded, then you are probably using a conversion program from a different version of **GedStar** than the version that is loaded on your handheld device. Check your version numbers and reinstall software on your PC and/or handheld as necessary. Note that this message is normal if you have just upgraded to a new version of **GedStar** on your handheld and have not yet converted and downloaded your databases.
- **Please Register** — This is a friendly reminder that you can support the continued development of **GedStar** — perhaps with features that you suggest — by registering the program for a nominal fee. See our web site at <http://www.gedstar.com> for details on how to do this by online credit card purchase. The **Register.pdf** file in your **GedStar** directory tells you how to do this by mail.
- **No match found for name search** – The name(s) that you are searching for are not found in the database, or there are no more matches found.
- **GedStar-Plus Upgrade Required** – You have selected a database that was generated directly from a supported PC genealogy program using the **GedStar-Plus** converter, but you have not upgraded your copy of **GedStar** on your handheld to the **Plus** level. See our website at <http://www.gedstar.com> for instructions on upgrading for a nominal fee.
- **Not enough free memory to continue** – This indicates a severe memory shortage on your Palm device. It is likely that most other applications will also fail to run. You will have to delete some applications and/or databases before being able to do much.
- **Fatal initialization error** – There was an unexpected error when **GedStar** was trying to begin running. If your device appears to be OK otherwise, please contact us for technical support.
- **No family record for individual** – A person with no spouse or children does not actually have a family record even though they can have a family view screen. In this case it is not possible to export a family memo. To export information about the individual, go to their detail view and export from there.
- **Error reading database file** – This generally will only occur when a memory card is removed while **GedStar** is actively using a database on the card. Following this error, it is possible that you will have to do a *soft reset* on your device. In general, *do not remove a memory card while **GedStar** is using a card-resident database!*