



Frequently Asked Questions

FAQS:

1. No Shortcut on My Desktop – What if there is no Picture Planner™ shortcut on my desktop?

If you do not see a shortcut on your desktop, you can launch the application directly from the application files. In Windows, click on the Start menu, select All Programs, and then select Picture Planner. On the Macintosh, click on the Go menu, and select Applications from the drop-down menu. Scroll down to the Picture Planner folder. In that folder, double click the file named PicturePlanner.app.

2. Computer Voices – Can I change it?

Your computer and handheld devices come with the voice(s) installed on them. Sometimes computers will have several voices from which you can select. Your system settings will be where you would look to change the voice or find options. There are independent software applications you may purchase to install other voices. Look for them online or contact your computer dealer.

3. Editing Repeated Activities – I want to change one day of my repeating activity.

You cannot change repeating activities without changing the subsequent activities in that series. If you change a recurring activity, you are essentially creating a new activity from that point forward.

Note the following example: If you have a recurring activity every Tues and Thurs for several months, you cannot change it on Thanksgiving Day without changing ALL of the later occurrences of this activity as a result. A way to remedy this situation would be to make your change and then go to the next time the event is scheduled, after Thanksgiving, and change it back to the original time. Similarly, deleting an activity in the middle of a series of repeating events will delete all of the following occurrences of that activity.

4. Google accounts – what is a Google account?

Google accounts are opened with Google.com. Anyone may open a Google account. You do not need to have a Google email address to use their calendar system. You can share a Google calendar with other users so that they may view it online. Use this calendar for syncing your Picture Planner™ program and sharing with others. See the Manual section, “Syncing to Google Calendar” for more details.

Google Calendar Limitations: The main purpose of publishing to Google calendar is to share information and do simple event scheduling. Not all Google calendar features are supported. For example, repeating events created in Google will not show as repeating when synced back to Picture Planner. A



sync to Google only transfers one week of activities from Picture Planner to Google Calendar, so only the current week of a repeating event created in Picture Planner will sync to a Google calendar.

Remember, group events are not included in a sync from an individual's planner to Google. (Groups need to have their own Google Calendar, which can then be shared with members. The members can then choose to show or not show the group calendar on their Google calendar page.)

5. Multi-monitor use – can I use more than one monitor?

DUAL MONITORS: It is strongly discouraged to use dual monitors with PP. Depending on the setup of your monitors, using dual monitors could result in a state for which the only cure is to uninstall and reinstall PP.

6. Repeating events don't show up on my mobile device– why don't I see my repeating events on my iPad, iPod, iPhone, or other mobile devices?

Only two weeks of a repeating event will be transferred to your mobile calendar. Syncing to your iOS device once a week will keep repeating events fresh.

7. Backups – does my calendar information get backed up?

Backups automatically happen when you exit Picture Planner™. The system keeps the last three backups available in case you need to restore your data.

8. Using Picture Planner™ on both laptop and desktop computers – Can I do that?

If you want to use the same Picture Planner calendar on more than one computer, it is recommended that you install Picture Planner on a thumb drive or other removable device.

Picture Planner can be run directly from the removable device. Transfer your planner to the device by just copying the entire "Picture Planner" folder onto the device. (The file path to find this folder on Windows Vista or 7 is C:\Users\Public\Documents on Windows XP it is C:\Documents and Settings> All Users > Shared Documents on Mac OSX, use the Finder to look in Applications for the folder.) Once copied to your device, view the contents of that device and then on a PC, you can open the program by double-clicking the PicturePlanner.exe file. On a Mac, you open the ._PicturePlanner.app file.

Note: This method will let you use the same planner on multiple PCs or on multiple Macs, but it does not enable you to use the same planner on both a PC and a Mac.

9. Synchronizing iOS devices – can I sync to more than one device?

It is not recommended to sync to more than one iOS device from a single user's Picture Planner calendar.



10. Customizing your icon library – How do I sort my pictures so I don't have to choose from pictures that aren't relevant to me?

You can customize your library by going into “Tools” and select the bar that says “Change existing pictures...” From there a window will open up that will allow you to select only pictures that are relevant for your use. Click on a picture. A window will open up that allows you to modify elements of the picture's use including who sees it. In the step number 4 area, you may select or deselect a name of who sees the picture. If there is a “+” sign next to a name that person or group will see the picture. Remove the “+” by clicking on the listed name. If you take away the “+” from the * Public * listing then no one with access to the public library will be able to see those icons.

11. Deleting pictures –How do I delete a picture from my library? Why won't a picture delete?

Delete a picture by going to “Tools” then “Change Existing Pictures...”. Select the picture you want to delete and click “Trash”. When you are asked if you want to delete the picture, click “OK”.

Note: A picture cannot be deleted if it's been used in a past event. However you can hide the picture so it will no longer show up in your icon library by putting it in the “Hidden” file. For more details see FAQ #10 “Customizing your icon library”.

12. What kinds of picture formats can I use?

At this time Picture Planner™ 3.0 supports JPEG, PICT, BMP, GIF, WMF and EMF only.

13. What does the “info” button do?

When using the Builder to create or edit an event, you can click on the “info” button to add a note to your activity. An “info” button will then appear on the reminder popup for this event. You may choose to have this note spoken aloud when the “info” button is clicked.

14. Is there a quick way to copy activities if they are not in my smart tab?

Yes. In the week view, click on an activity you have created. In the Builder View that opens, click “Copy”. Picture Planner will open the Month View and ask what day you want to copy the activity to. Click in the desired day and the activity with all of its elements will have been copied to the selected date.

15. What different views of my planner can I print out?

You can choose several ways to create printed copies of your schedule. By clicking the “Print” button in the Builder View you can print all of an individual activity's details, including whether or not it was completed. You can print out your calendar from Day View, Week View or Month View to get the desired printed view. If you want a printed copy of all of the icons you are using in Picture Planner, along with their details, you can print them out by going to TOOLS and



clicking the “Print Icon Catalog” bar.

16. How do I delete an activity?

Delete an activity you have created by clicking on it in Week View. Click the Builder icon and then the Remove icon.

17. Will deleting group activities take them off users' calendars?

Yes. Once an activity is removed from a Group schedule, it will disappear from all of the group members' planners, also. If the Group calendar is then synced to Google, those group members who view group activities in their Google calendar will no longer see the deleted activity there, either.

18. Why does my iPod/iPhone keep telling me that no sync is needed?

If you know that there are events that you have synced from your computer to Sync Services but your iOS device keeps reporting that a sync is not needed, your device probably has no Internet connection at that time. Check to make sure that it is connected to a network or, if it uses a cell signal, that it is not in airplane mode.

19. I lost my Internet connection while syncing to Google and now the progress bar won't go away. What can I do?

The Picture Planner program must be closed completely in this situation. After making sure that you have Internet access again, open Picture Planner and restart your sync.

20. I can't see my 10-minute activities – they don't show up in my week view.

Brief activities are sandwiched between the ½ hour increments and are not seen in the Week View. However, they are seen in the Day View with the opportunity to mark them complete. The prompts and reminders will activate on the times set per each activity.

More Questions?

Email us at
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Or Call:

866-573-3658 M-F 8-6 PM PST

[We're here to help!](#)



Picture Planner™

Icon-Based Personal Organizer

