# *37signals Highrise Questions*

### *Is Highrise sync service free?*

Highrise synchronization is part of our premium service. It is free to try, but requires a subscription after the trial.

## *Contacts*

### *What attributes are synchronized between the phone and Highrise?*

All the major attributes like the contact name, phone numbers, email, postal, and IM addresses, job title, company name, and notes (as "background") are synchronized. Some attributes, like birthday, anniversary, and spouse are not synchronized. Highrise has support for a few of these in their web site but does not yet allow access to them through their API. A complete table of attributes which are, and are not, synchronized is available here .

### *What happens to fields that aren't synchronized?*

We won't remove them from your phone, they just won't be set in Highrise. If your phone resets and must resync from Highrise, they may be lost.

### *If I add or change a contact on my phone, how quickly will it be sent to Highrise?*

With most phones, it will be sent within a few seconds.

### *If I create or update a contact in Highrise, how long will it be before I see the change on my phone?*

It will usually take just a few minutes, but it could be as much as half an hour in some circumstances. This extra time is related to the way the Highrise API reports changes.

### *Where are my Highrise pictures on my phone?*

37signals doesn't yet allow access to contact pictures except through the Highrise site. This feature is already available for some of their other products, so we hope this gets corrected for Highrise soon.

### *I changed a picture on my phone and it looks fine, why don't I see that change in Highrise?*

37signals doesn't allow users to update pictures except through their web site at this time. However, we will store any picture your device sends so that if it ever resyncs the picture will not be lost.

### *I see all my "people" but not all my "company" entries. Where are they?*

Currently, we only sync "people" type entries. We are considering support for "company" entries in the future. We do sync company data into the company name of "people" entries. Likewise, if you enter a contact with a new company name, we will create a company entry at Highrise to match.

## *Tasks*

### *Can my phone sync Highrise tasks?*

Yes, if the phone has tasks sync support. Windows Phones do, as do Palm, Nokia and Android devices (when using Touchdown or RoadSync). The iPhone does not support tasks sync at present.

### *What attributes are synchronized between the phone and Highrise?*

Highrise tasks are very simple, supporting basically just a title, a due date, and a category. Other attributes won't be sent through to Highrise, but that doesn't mean they will be removed from the device. One special case is with notes, which we store so that even if the device must resync, any notes on the task will be saved even though Highrise does not support them. A full list of attributes is available  here .

### *If I add or change a task on my phone, how quickly will it be sent to Highrise?*

With most phones, it will be sent within a few seconds.

### *If I create or update a task in Highrise, how long will it be before I see the change on my phone?*

It will usually take just a few minutes, but it could be as much as half an hour in some circumstances. This extra time is related to the way the Highrise API reports changes.

### *What about recurring tasks?*

Highrise doesn't support recurring tasks at all, so they are handled specially. If you try to create a recurring task on the phone, we will convert it back to a regular task. This is done so Highrise and the phone don't get out of sync to each other.

### *Why can't I "uncomplete" a task?*

In Highrise, once a task is marked complete it cannot be undone. We mirror this behavior.

### *Can I use categories on my tasks?*

Yes, you can select categories, or even create new categories for your tasks through your phone. If you select multiple categories, the first (existing) one is used when syncing with Highrise, since its tasks only support one category each. If no existing categories match, the first new category is added at Highrise.