

Mobile Client Setup



IPSWITCH

IMail Server

Getting Started Guide

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CHAPTER 1

Overview

About Mobile Device Synchronization

IMail Server now supports the synchronization of data between a user's mobile device and your IMail Server.

Ipswitch has created this document to assist mobile device users to configure and initiate synchronization of their mobile devices for e-mail messages, calendar appointments, contact information and tasks.

This document will help users configure their phones for the following devices:

- Windows Mobile® 5
- Windows Mobile® 6
- Windows Mobile® 6.1

Mobile Client Requirements

Two requirements are essential for mobile device synchronization:

- 1 Windows Mobile® 5.0 and later are the only devices that IMail currently supports for synchronizing data to your mobile device.
- 2 Data Access for synchronization by either:
 - A data plan provided by your cellular provider or
 - A wireless connection with internet data access

Mobile Device Synchronization

To correctly set up your mobile device to synchronize with your IMail Server, Microsoft ActiveSync® must be configured to run on your mobile device. Microsoft ActiveSync® compares the information on your device with the information on your IMail Server and updates all locations with the most recent information. Microsoft ActiveSync® will synchronize with your IMail Server information from your E-mail, Contacts and Calendar through your Web Client.

Mobile Client Setup

Outlook Synchronization

For Outlook synchronization, the WorkgroupShare Client must be installed. Once installed Outlook will synchronize E-mail, Contacts, Calendar and Tasks with the IMail Server. Check with your IMail Administrator for installation procedures.



Note: To synchronize your device with Outlook on your IMail Server, installation of the WorkgroupShare Client is required. See your IMail Administrator for more information.

Web Client Synchronization


Your web client has direct access to E-mail, Contacts and Calendar data, and does not require synchronization. Once the WorkgroupShare Client and Microsoft ActiveSync® are correctly configured, information updated using the Web Client will synchronize with your mobile device and Outlook.


CHAPTER 2

Setup

How to Configure Microsoft ActiveSync®

The following steps will assist mobile device users to set up a data connection with your IMail Server to begin synchronizing your Web Client information (e-mail, contacts and calendar appointments) with your mobile device as long as an active wireless connection to the internet is maintained.

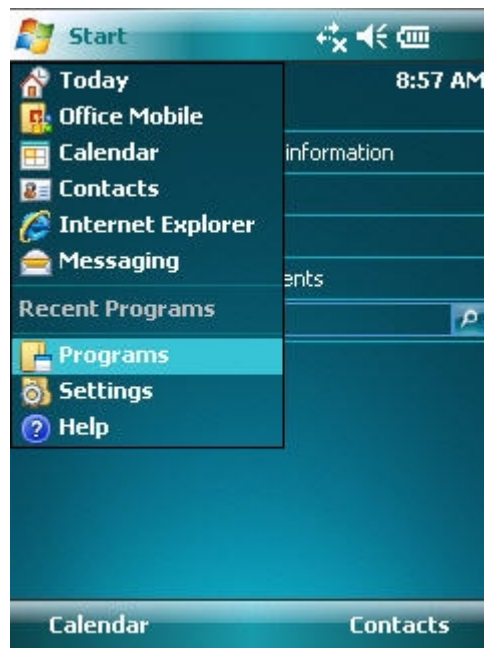
 **Note:** To synchronize your device with Outlook on your IMail Server, installation of the WorkgroupShare Client is required. See your IMail Administrator for more information.

 **Caution:** Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

Configuring Microsoft ActiveSync® to Work with IMail Server

Steps To Activate Your Mobile Device

- From the Start menu, select **Programs**.

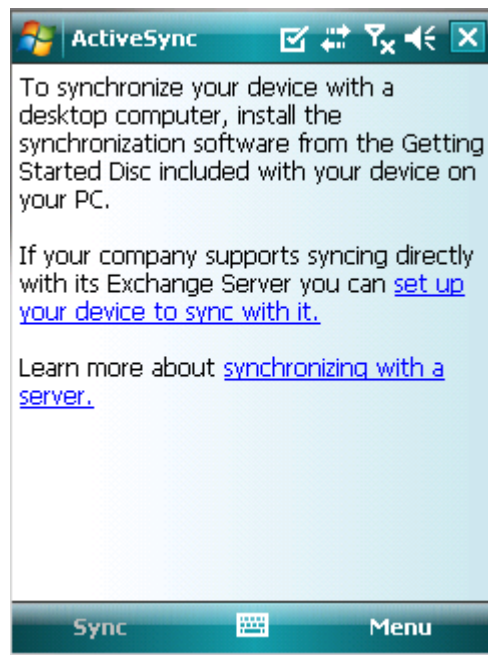


Mobile Client Setup


- From the Programs selection, find and select **ActiveSync**.




- Select the first link "[set up your device to sync with it](#)", or select **Menu > Configure Server**.



Mobile Client Setup

 **Important:** Windows Mobile® 6.1.4 devices has an extra page to enter your e-mail address and a check box for attempting to detect Exchange Server settings automatically. Uncheck this option.

- Enter the Server Address as given to you by your IMail Administrator

 **Warning:** If synchronizing does not work with the SSL checked, contact your IMail Administrator to be sure an SSL certificate is available, or uncheck the option. Unchecking the SSL option is not recommended.



ActiveSync

Edit Server Settings

Server address:
wks206.qatest.local

Note: This is the same as your Outlook Web Access server address.


This server requires an encrypted (SSL) connection

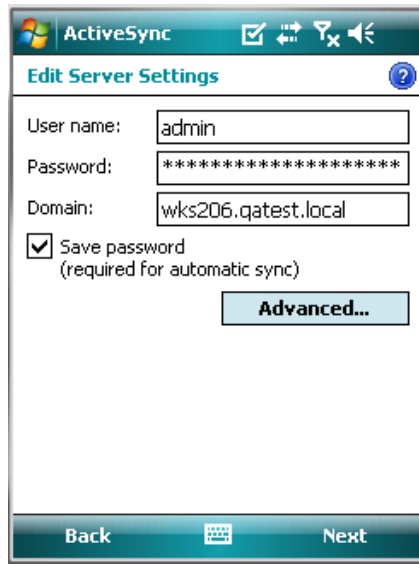
Cancel Next

Mobile Client Setup

- Enter User name and Password.
- Enter Domain.

Example:	
E-mail address: admin@wks206.qatest.local	User name = admin Domain = wks206.qatest.local

 **Note:** If a password is not entered and saved, you will be prompted for the password with each synchronization.



ActiveSync

Edit Server Settings

User name: admin

Password: *****

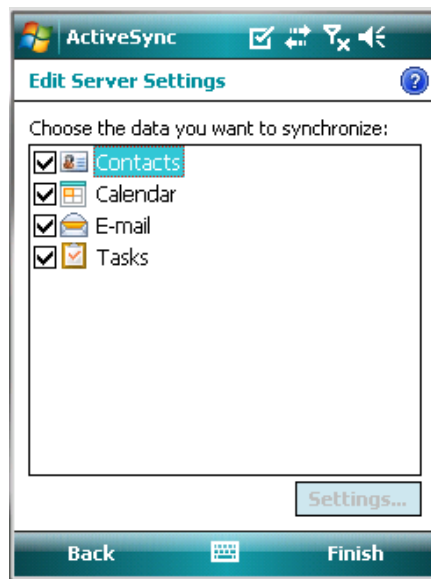
Domain: wks206.qatest.local

Save password
(required for automatic sync)

Advanced...

Back Next

- Check only the data that you want synchronized.



ActiveSync

Edit Server Settings

Choose the data you want to synchronize:

Contacts

Calendar

E-mail


Tasks


Settings...

Back Finish

- Click **Finish**

Mobile Client Setup

 **Note:** Your initial synchronization depending on the amount of data, could possibly take several minutes.

 **Warning:** Your device may require an initial set up that will possibly delete any current contacts and calendar items you have on your mobile device.

- **Synchronization** should automatically begin on your device with your IMail Server, checking for changes on both your device, and your IMail Server account. Synchronization will update any changes as follows:
 - Updates you made on your mobile device will upload to your IMail Server.
 - Updates made with your Web Client or Outlook (running WorkgroupShare Client) since your last Sync will update to your mobile device.



- Your device has completed synchronization when it displays:
 - "Connected" for push devices,
 - Current date and time of the last sync for all others.


CHAPTER 3

Synchronization

How to Synchronize

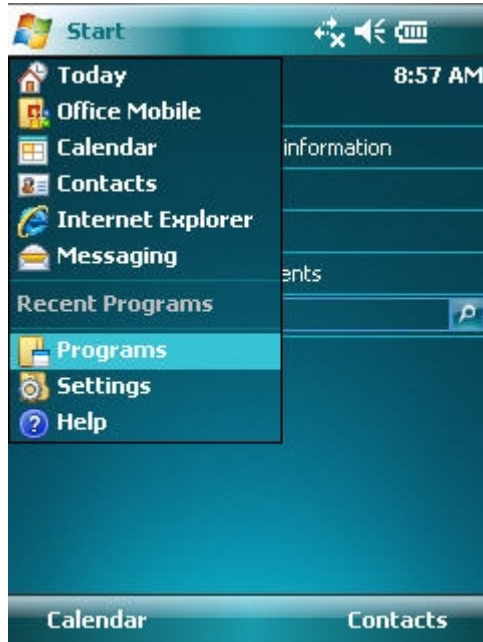
Once Microsoft ActiveSync® has been set up, manual synchronization should not be required. Your mobile device will synchronize with one of the following methods:

- **Push.** Mobile devices with a data plan will synchronize whenever a change has been detected by your IMail Server.
- **Scheduled.** When Push is not available then your device has a set schedule that will automatically synchronize as long as a data connection has been established.

 **Note:** Many devices disable the data connection when the battery becomes low.

Should manual synchronization become necessary, follow these steps:

- From the **Start** menu select **Programs > ActiveSync**.



Mobile Client Setup

- To begin simply click the **Sync** option on the lower left portion of the screen.



- This will begin synchronizing your device with your IMail Server, checking for changes on both your device, and your IMail Server account. Synchronization will update any changes as follows:
 - Updates you made on your mobile device will upload to your IMail Server.
 - Updates made with your Web Client or Outlook (running WorkgroupShare Client) since your last Sync will update to your mobile device.



- Your device has completed synchronization when it displays:
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