

# Working With Smart Phones for OTA PUSH Using Exchange Active Sync

Sync Over The Air your Mail folders and PIM Data  
[groupwaresolution.net](http://groupwaresolution.net) Hosted MS Exchange Alternative On Linux

## How to configure ActiveSync with Mail For Exchange on Nokia or other Symbian OS smart-phones.?

**NOTE:** We strongly recommend to Back up phone memory on your removable memory card or on your Personal Computer using *Nokia PC Suite*.

**NOTE:** By default, the *Create profile* wizard in *Mail For Exchange* is set to synchronize Contacts, Calendar, Tasks and Email by deleting all of your mobile device data and placing the data found on the Groupware Mail Server. In this matter, when prompted, you should skip the *Create profile* wizard and manually configure all available settings, including the Initial sync setting for each synchronized content.

In order to configure the *Mail For Exchange* application on your *Nokia* mobile device, you may proceed with the following:

- Open **Mail For Exchange** application.
- Choose to **Create profile**. This will enter the configuration wizard mentioned in the second note above, which must be skipped.
- Select **Cancel** to skip the wizard.
- Proceed with the configuration available in each context:
  - **Connection** settings:
    - **Exchange server** address should be the same as for accessing Groupware Webmail interface, without `http://` or `https://`
    - **Secure connection** should be **Yes** if the Groupware Webmail listener is SSL enabled. Otherwise, set this to **No** in order to use a plain connection with the server.
    - For **Access point** select one of the predefined GSM / WLAN access points.
    - Leave **Use default port** to **Yes** if the Webmail service uses standard ports (80/443). Otherwise, set this to **No** and specify the **Port number**.
  - **Credentials** settings:
    - Use your Groupware account name, not email address, for **Username**.
    - Account **Password**.
    - **Domain** name, as it is in the domains list.
  - **Sync content**. Select the desired content to be synchronized: calendar, tasks, contacts, e-mail.
  - Configure **Sync schedule** as needed. In order to keep the connection active and use ActiveSync Push functionality, you need to set the sync schedules to **Always on**.
  - You will find for each synchronized content, the **Initial sync** setting with two options available:
    - **Delete items on phone**, which will delete all items on your mobile device and copy the ones present on the server.
    - **Keep items on phone**, which will merge all phone and server items, copying from mobile device to server and from server to mobile device.
  - Select **Back** when the configuration process is done.
  - You will be prompted to **Save** your profile, after which the initial synchronization will be issued.

## How to configure ActiveSync with iPhone

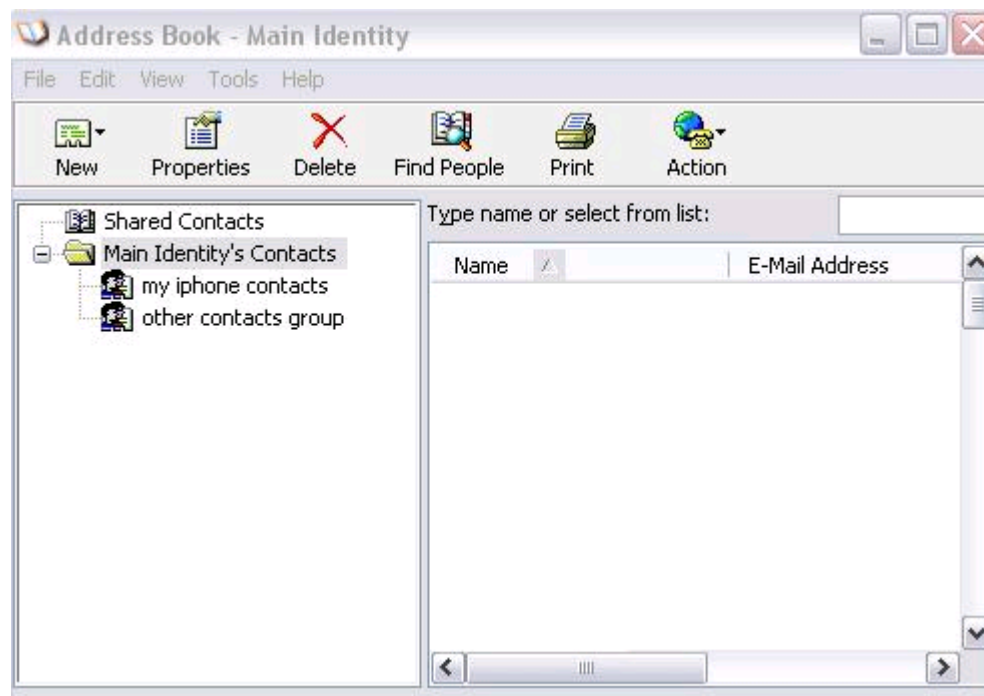
**NOTE:** We strongly recommend to **Back up your iPhone** data on your Personal Computer using *the iTunes PC suite*. For proper integration we recommend on using an iPhone firmware >2.0.

### Configuring your iPhone

#### 1) Contacts synchronization:

To sync your iPhone contacts with the user Contacts, you will first have to take the following steps. If you do not intend to sync your contacts skip to section 2.

- Connect your iPhone to the PC via iTunes.
- In Windows go to *Start -> All Programs -> Accessories -> Address Book*.
- In the Address Book management window click on the "New" button and select the "New Group" option. In the group Properties window enter a name for the group (ex: my iphone contacts) and click "OK".



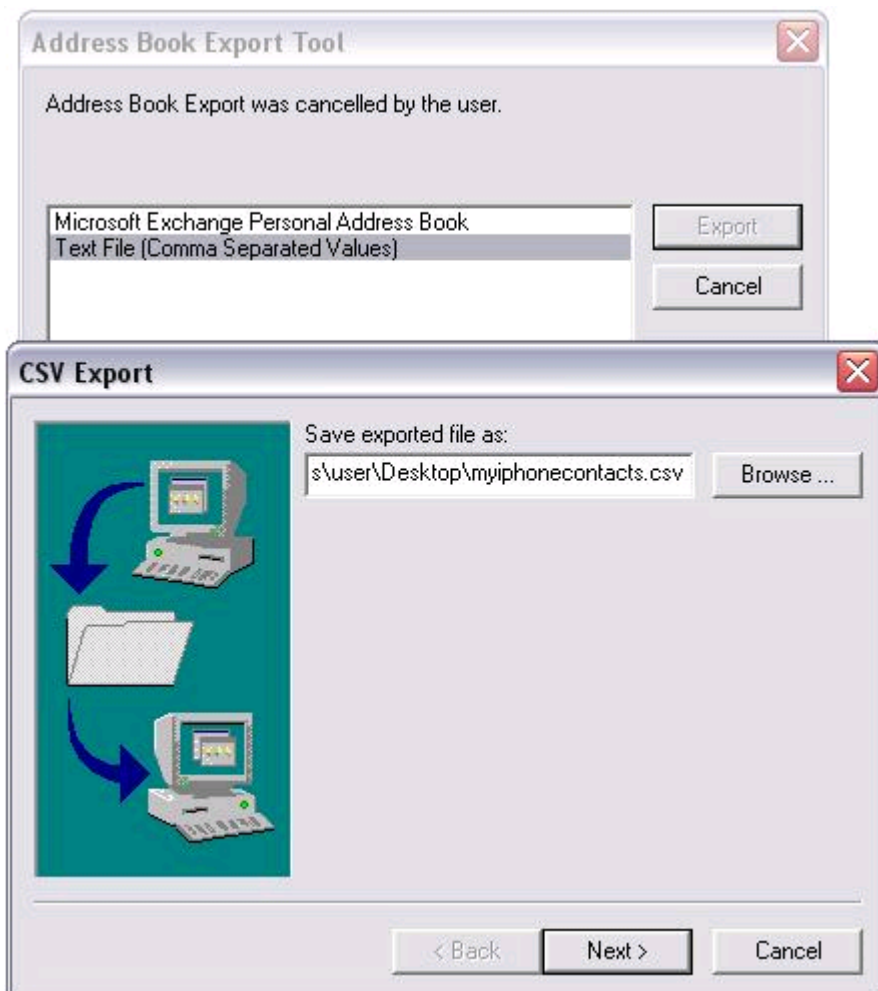
– Now you will have to import the Contacts from your iPhone to this address book. to accomplish this open the iTunes application (make sure your iPhone is connected to your PC) and select your iPhone from the Devices section found in the left side of your iTunes window.

- Go to the "Info" tab -> "Contacts" section. Here check the box related to "Sync contacts with" option and from the drop down box on the left select "Windows Address Book". Then check the "Selected groups" options and check the box related to the group created in the above steps (in our example "my iphone contacts").

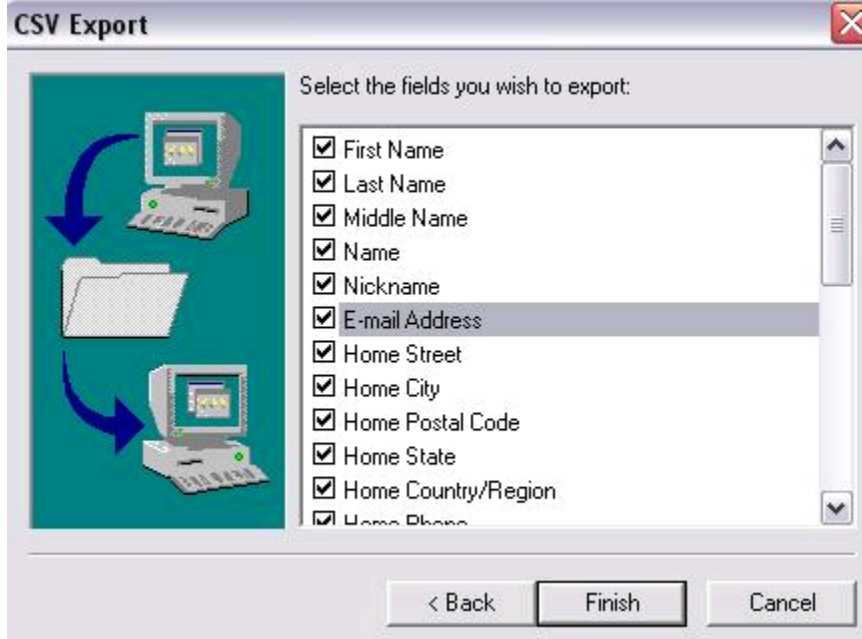
- The most important step is to check the box related to the "Put new contacts created on this iPhone into the group" and select from the corresponding drop-down box the "my iphone contacts" windows address book group.

- Click the "Apply" button found in the left-down side of the iTunes window. Wait a few moments for the Sync to complete.

- Now switch to your Windows Address Book window and go to File -> Export -> Other Address Book. In the "Address Book Export Tool" Window select "Text File (Comma Separated Values)" from the export to file type list and click the "Export" button. Enter the location and filename you wish to export your contacts to and click "Next".



- Select the fields you wish to export from the list and click "Finish".



- Next, we need to import the CSV file we previously have exported, in the WebMail interface. Open your favorite browser, login, via the Webmail interface, into your account and go to Contacts -> Import Contacts, click on the Browse button and choose the file that you have exported your address book to, in the previous step. A message should inform you how many contacts have been imported from the specified file.

At this time all you iPhone contacts are also found in your user Webmail -> Contacts folder. As such when you will enable the Contacts synchronization in your iPhone Activesync configuration, you will not loose any data.

**WARNING:** If the above steps are not performed and you enable the Contacts synchronization in your iPhone configuration process, you will LOSE all your iPhone contacts, which will be replaced with the existing ones in your Webmail Contacts folder.

## 2) Email and Calendar synchronization:

On your iPhone go to Settings -> Mail, Contacts, Calendars and in the Accounts section select "**Add Account**".

For the account type, choose "Microsoft Exchange". Now enter the details for your account, as follows:

**Email** - the email address of your account.

**Domain** - the corresponding domain name configured on server.

**Username** - the username used to login on your account.

**Password** - your email account password.

After filling in the above fields click "Next". Now enter in the **Server** field, the IP address or corresponding DNS MX entry of your Mail Server and click "Next". The account details will be verified by attempting to connect to the respective email account.

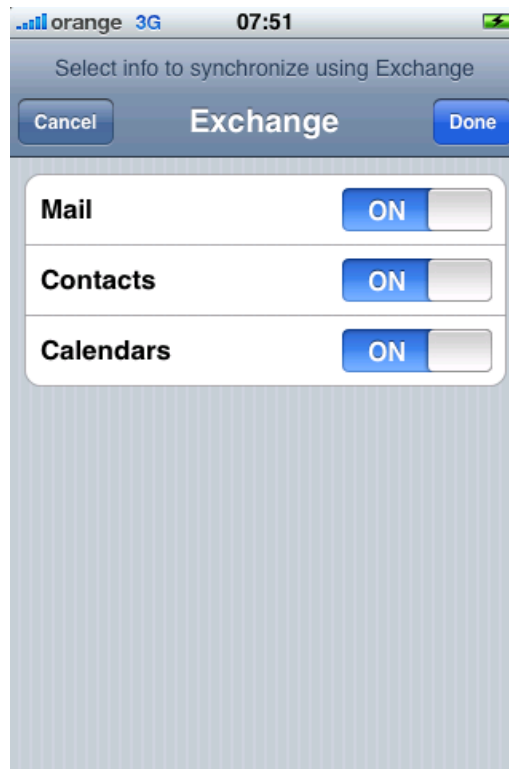
In the next screen you will be required to select the information you wish to synchronize between your iPhone and the email account.

**WARNING:** If you did not follow the above step 1), you should not enable the Contacts synchronization, as this will result in the replacement of your iPhone contacts with the email account contacts. You will also receive two confirmation requests on your iPhone, before starting the Contacts synchronization. Also enabling the Calendar synchronization will override any calendar data you previously had on your iPhone with the Calendar information of your account.



To complete the Email synchronization you must enable the "**Push**" email option for your iPhone, via Settings -> Fetch New Data. This will ensure that when you receive a new email on your account, it will be pushed to your iPhone from the server, thus ensuring data consistency.

To modify the account settings or synchronization information, after the initial setup, you can simply select at any time the respective account in Settings -> Mail, Contacts, Calendars -> Accounts section. The options you will find are presented in the below images.



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**NOTE:** If you turn off the Contacts synchronization after you previously enabled it, the iPhone Contacts will be empty. To restore your contacts, without re-enabling the synchronization with the account, connect your iPhone to your PC and click the "Sync" button in the DEVICES -> select your iPhone -> Info tab.

When you stop the synchronization process all Contacts or Calendar data, as the case might be, will be removed from your iPhone. Warnings related to this will be displayed when attempting to stop the synchronization.



**Please Note:** SSL on server uses Self Signed Certificates only.

## How to configure ActiveSync in Windows Mobile 6

**Note:** Prior to deploying the configuration steps below ensure that you have a backup for your important phone details (such as Contacts/etc).

After the above step was completed, the ActiveSync connection can be defined on the mobile device by following these steps:

1. Select Start -> ActiveSync or Start -> Programs -> ActiveSync (depending on the device configuration)
2. Select Menu -> Add Server Source
3. Type the server's IP address in the Server address field. Depending on the Webmail listener configuration in server, you may need to disable the This server requires an encrypted (SSL) connection checkbox. Press Next when this step is completed.
4. Fill your account details in the corresponding field:
  - User name: your account user name
  - Password: your account's password
  - Domain: the domain name for your accountTap Next when done.
5. Select the information types that you wish to synchronize with server. By default, all of the 4 options (Contacts/ Calendar/ Email/ Tasks) are enabled.
6. Tap Finish

**Please Note:** SSL on server uses Self Signed Certificates only.

## How to use ActiveSync based Push e-mail on Blackberry via AstraSync

Blackberry users to synchronize these devices with their e-mail accounts using AstraSync client. Synchronizing data in this manner is available for a range of data types and requires ActiveSync enabled on account and also Astrasync client installed on device.:

- Email messages
- Calendar
- Contacts

### Integration prerequisites:

For making use of this mechanism for synchronization purposes you will need:

- Account On Server
- ActiveSync support available for your account
- AstraSync version  $\geq$  3.0

### Configuring the AstraSync client:

In order to access your e-mail account, you need to define a number attributes within AstraSync.

In our following example, we will consider the following details:

Account name: jdoe

Domain name: example.org

As an Email address this is translated into: jdoe@example.org

Server Address: example.email.server

### NOTES:

- It is recommended to first create a **backup** over important data (Emails / Calendar events / Contacts)

After accessing the AstraSync application, select the following sections and define the required attributes:

#### Server configuration.

Email address Example: jdoe@example.org

Server Example: example.email.server

Domain Example: example.org

Username Example: jdoe

Password Example: my\_secret\_password

Use SSL. Enable this only if you have a SSL enabled listener for the WebMail service, otherwise disable it

**Network Setting.** *Configure the access method for the synchronization channel.*

**Sync Settings.** *Select the items that you would like to synchronize on your device, including here:*

- *Email*
- *Contacts*
- *Calendar*

**Please Note:** SSL on server uses Self Signed Certificates only.