

## GETTING STARTED: ActiveSync Setup to Exchange

Welcome to Apptix®! This PDF contains instruction for connecting your PDA device running wireless ActiveSync to your Apptix Exchange mailbox.

### Apptix Client Support Services

#### Contact Technical Support

24/7 Toll-free technical support is available to all hosted Exchange 2007 administrators:

**866.428.0128** (US/Canada)

International callers, please dial:

**281.733.2644**

Send email to:

[clientsupport@hostaccount.com](mailto:clientsupport@hostaccount.com)

#### Billing Contact

Call **866.428.0128** between 9 AM and 5 PM (Eastern Time)

Send email to:

[billing@hostaccount.com](mailto:billing@hostaccount.com)

### How to Setup ActiveSync

Follow this guide to quickly setup your Windows Mobile Six (WM6), Apple iPhone 3.0, or other ActiveSync enabled device to your Apptix Exchange mailbox

### End User Guide

End Users have limited access to the Hosting Control Panel. The following guide provides detailed instruction for End User access and features:

- [Hosting Control Panel End User Guide.pdf \(11 Pages\)](#): This guide provides the detailed instruction of end-user (non-Admins) access to the Hosting Control Panel so that end-users may manage their email aliases, passwords, etc.

### Outlook 2007 – Features – How-To Guide

Click on the link to open a 52-page PDF Document:

[Apptix Outlook2007 Features HowToGuide.PDF](#) for instruction on Outlook 2007's most used and useful features.

### Other Support Resources

Both account Administrators and End Users should be able to access the **Help & Support** menu option/link from the Hosting Control Panel. The Help & Support page provides a number of links to other support resources such as PDFs and video tutorials as customer self-help

## GETTING STARTED: **ActiveSync**

ActiveSync (aka Windows Mobile) is the wireless service built into Exchange for communicating with “Smart phones”. Smart phones are any mobile devices with the Windows Mobile 5 or 6 operating system, and other phones that license ActiveSync from Microsoft, including Apple’s iPhone.

Smart Phones with an operating system of Windows Mobile 6, or later, typically synch email, contacts, calendar, and tasks with an Exchange mailbox. The features associated with ActiveSync enabled phones may differ depending upon the phone device itself or the nature of the licensing agreement for utilizing ActiveSync

## HOW TO CONFIGURE ACTIVESYNC FOR WINDOWS MOBILE DEVICES

After the ActiveSync service has been ordered for a User’s mailbox, the User will receive a “Welcome to ActiveSync” email with instructions for connecting their device to their Exchange mailbox using ActiveSync setting. These settings are to be entered into the device itself.

1. From the device’s home screen select **Start -> Programs**



2. Select the **ActiveSync** icon



3. Select **Set up your device to sync with it** from the Exchange Server support option.



4. For the server address type in **mobile.collaborationhost.net** and make sure the box for **This server requires an encrypted (SSL) connection** is checked. Select **Next**



5. For username enter your **Windows Domain username** found in the control panel. Ex) **jdoe187**  
Enter your Exchange mailbox password in the **password** field
  - \* For Domain enter: **collaboration**
  - \* Make sure the box for **Save password** is checked then select **Next**



6. Select the items that you would like to sync with your device by checking the box next to each item. Select **Finish**



7. The first time your device syncs you may receive the prompt pictured below. Select **OK** to proceed and synchronize your device.



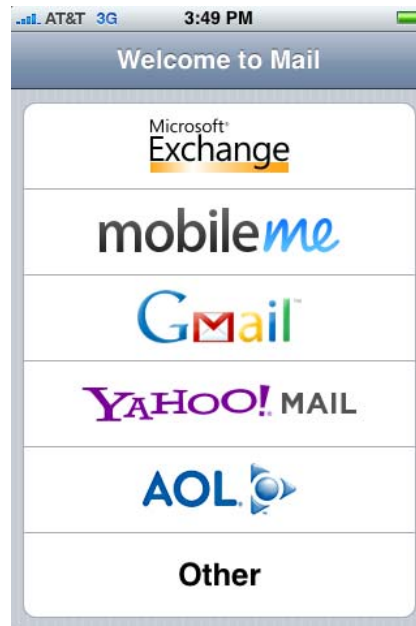
Configuration of ActiveSync is now complete.

#### OTHER IMPORTANT ACTIVESYNC SETTINGS:

- Set Schedule for receiving email: **Start | Programs | ActiveSync | Menu | Schedule | Select from drop-down (Peak/Off Peak)**. "As Item Arrive" = Push. Battery life is impacted the more often you receive email.
- Determine how much email is pulled into each folder: **Start | Programs | ActiveSync | Menu | Options | Click on Email icon > Settings.... | Select from drop-down (Select the number of days of email to download...3 is the default)**

## CONFIGURING ACTIVESYNC FOR THE IPHONE 3G

1. From the home screen select **Settings**, then **Mail, Contacts, Calendars**, then **Add Account...**, and then **Microsoft Exchange**



2. Fill out the following fields
  - a. **Email:** Your Exchange email address
  - b. **Domain:** **Collaboration**
  - c. **Username:** Your LegacyID or Alias which can be found in the Control Panel
  - d. **Password:** Your Exchange password
  - e. **Description:** You can enter any information you would like in this field.
  - f. Select **Next**, ActiveSync will begin verifying account information.



- ActiveSync may fail during verification and ask you to fill out the **Server** field. Enter **mobile.collaborationhost.net** select next.



- Select which items you would like to sync with Exchange and then select **Save**.



You have now configured successfully configured ActiveSync on your iPhone.

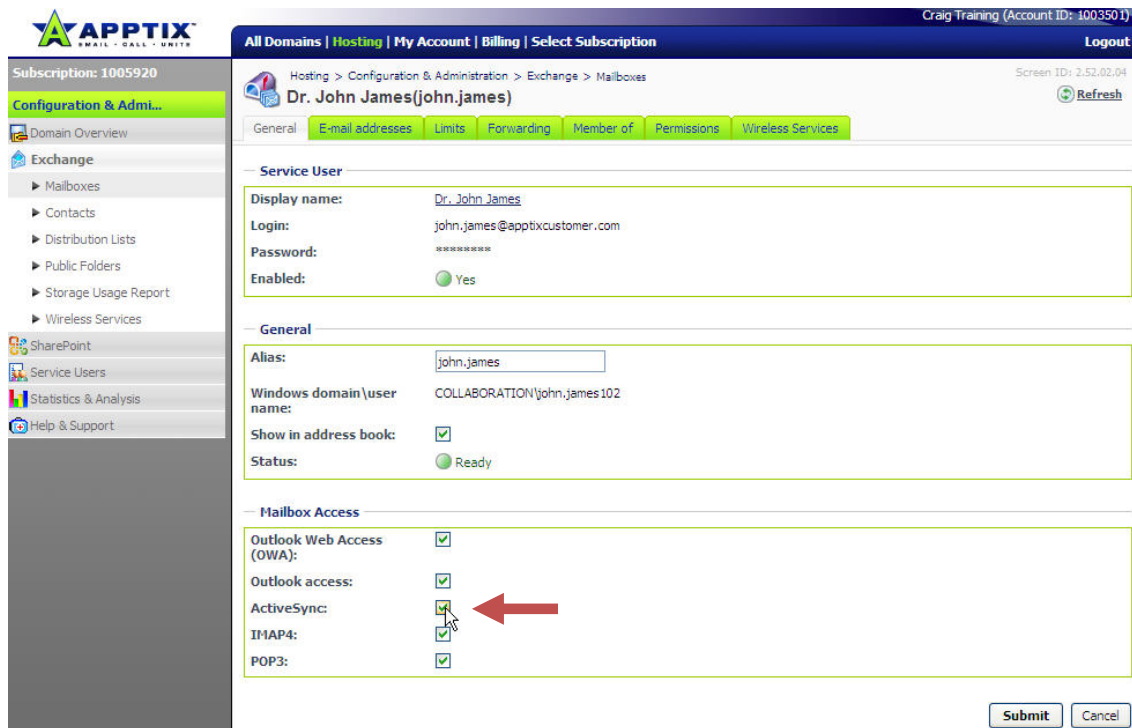
#### **OTHER IMPORTANT ACTIVESYNC SETTINGS FOR IPHONE:**

- Set Schedule for receiving email: **Settings | Fetch New Data | Push (On/Off) | Fetch Schedule: 15, 30, Hourly, Manually**. Push/On = Push. Battery life is impacted the more often you receive email.
- Determine how much email is pulled into each folder: **Settings | Mail, Contacts, Calendars | Select Account | Mail days to Sync** (Select the number of days of email to download...3 is the default).

## OTHER “SMART PHONES”—DROID, WEB OS, ETC.

There are a proliferation of various “smart phones” that utilize Microsoft’s wireless ActiveSync protocol to communicate with Exchange server mailboxes. Each of these Smart Phone devices should be able to connect to your Apptix Exchange mailbox in the following manner:

1. Make sure that you have the ActiveSync option turned on for your mailbox via the Hosting Control Panel. If the ActiveSync option is not available you will need to purchase the ActiveSync resource(s) for your account via the Billing | Update Wizard option of the Hosting CP.



2. On the Smart Phone device itself, enter the following information:
  - a) **Server:** **mobile.collaborationhost.net**
  - b) **Email:** Your Exchange email address
  - c) **Domain:** **Collaboration** (Optional. For some devices you may leave this blank)
  - d) **Username:** Your Exchange user name (typically first.lastname@yourdomain.com)
  - e) **Password:** Your Exchange password
  - f) **Description:** You can enter any information you would like in this field. Typically this is your Display Name (Ex: Joe Carpenter)