



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 settings. These settings are to be entered into the device itself.

NOTE: Be aware that all new ActiveSync accounts may take up to 15 minutes to set up.

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**:
 For Apptix Exchange 2007, enter **mobile.collaborationhost.net**.
 For Apptix Exchange 2010, enter **mobile.apptixemail.net**.
5. Make sure the **This server requires an encrypted (SSL) connection** checkbox is checked.



6. Select **Next**.
 - a. For **username**, enter your *Windows Domain username* found in the control panel (<https://cp.collaborationhost.net>) under the mailbox you need to setup.
NOTE: Some devices have two separate fields for the domain and username information. If this is the case for your device, enter the first part in the **Domain** field and the second part (after the slash) in the **Username** field.
 - How to find the *Windows domain username*:

Select the **Display name** of the mailbox:

Exchange			
Mailboxes	Contacts	Distribution Lists	Storage Usage
Add New Mailbox Import Mailboxes Delete			
3 total Show Search			
<input type="checkbox"/>	ID ^	Display name	Login
<input type="checkbox"/>	969324	montree	montree@sothon.com

Find the **Windows domain username** in the **General** section:

Home	Users	Exchange	Website Hosting	Microsoft Lync 2010
Home > Exchange >				
montree(montree)				
General	E-mail addresses	Limits	Forwarding	Member of
Service User				
Display name	montree			
Login	montree@sothon.com			
Password	*****			
Enabled	<input checked="" type="checkbox"/> Yes			
General				
Alias	montree			
Windows domain\user name	COLLABORATION\montree025			
Show in Address Book	<input checked="" type="checkbox"/> Yes			
Status	<input checked="" type="checkbox"/> Ready			

7. Enter your computer login password in the **password** field.
8. For **Domain**, enter: **COLLABORATION**.
9. Make sure the box for **Save password** is checked, then select **[Next]**.



10. Place a check mark beside the items that you would like to sync with your device and select **[Finish]**.



The first time your device syncs, you may receive the prompt to enforce security policies on your device.

11. Select **[OK]** to proceed and synchronize your device.

Other Important ActiveSync Options

- 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).