

# MobileSyncMail Setup

## Activate Microsoft Exchange ActiveSync

**Applies to:** SmarterMail 8.x (Enterprise only)

Microsoft Exchange ActiveSync is available as an optional add-on to SmarterMail and is associated to a specific SmarterMail license key at the time of purchase. Once you have purchased this add-on, you will need to reactivate your SmarterMail license key.

Follow these steps to reactivate SmarterMail:

1. Log in to SmarterMail as the system administrator.
2. Click the **settings icon**.
3. Expand the Activation folder in the navigation pane.
4. Click **Licensing** in the navigation pane. Licensing information will load in the content pane.
5. Click **Reactivate** in the content pane toolbar.

The Exchange ActiveSync add-on is now activated for this installation of SmarterMail.

For information on configuring mailboxes to synchronize email, calendars, tasks, and notes using the Exchange ActiveSync technology, please refer to the KB article

## Configure Microsoft Exchange ActiveSync for Email Accounts

**Applies to:** SmarterMail 8.x (Enterprise only)

Microsoft Exchange ActiveSync technology allows for over-the-air synchronization and push email to a wide range of mobile devices, including iPhone, Windows Mobile devices, Palm devices, Palm Pre (Web OS) devices, and Nokia devices.

**NOTE:** Before you can configure a mailbox to sync using the Exchange ActiveSync technology, you must activate the Exchange ActiveSync add-on. For more information, please refer to the KB article [How To -- Activate Microsoft Exchange ActiveSync](#).

Follow these steps to enable Exchange ActiveSync for a specific mailbox:

1. Log in as the system administrator.
2. Click the **settings icon**.
3. Click **ActiveSync Mailboxes** in the navigation pane.
4. Click **Add** in the content pane toolbar.
5. In the Email Address field, type the full email address for the account for which you want to enable Exchange ActiveSync.
6. Click **Save**.

This mailbox can now use the Exchange ActiveSync technology to sync emails, calendars, tasks, and notes.

## Configure Exchange ActiveSync on the iPhone

**Applies to:** MobileSyncMail 8.x (Enterprise only)

Microsoft Exchange ActiveSync is available as an optional add-on to MobileSyncMail. Unlike other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts to the iPhone in real time.

Once you have [activated the Microsoft Exchange ActiveSync add-on](#) and [enabled Exchange ActiveSync for the specific MobileSyncMail mailbox](#), you will need to configure the iPhone to function with Exchange ActiveSync.

To set up your iPhone to access Exchange ActiveSync, follow these steps:

1. On your iPhone's home screen, tap **Settings**.
2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Mail Account**.
4. Tap **Microsoft Exchange**.
5. Complete the following required fields:
  - Email (your full email address)
  - Domain name
  - Username (with @domainname.com)
  - Password
  - Description (Optional)
6. Tap **Next**.
7. After a moment, the iPhone will ask for the server information. This is the URL to your webmail. For example, mail.example.com. **NOTE: Do not include http:// when entering the server information.**
8. Tap **Next**.

9. If your webmail does not support SSL, the following message will display: "Exchange account verification failed."
  - Tap **Next** and then tap **Save**. Complete step 10 of these setup instructions.
  - After step 10, edit the account you just added.
  - Tap **Account Info**.
  - Change "Use SSL" to "Off."
10. The iPhone will display a list of collaboration items to sync with Exchange ActiveSync. Choose from the list and tap **Done** to initiate the first sync.
- 11.

## Sync MobileSyncMail with the iPhone Using CardDAV and CalDAV

**Applies to:** MobileSyncMail 8.x Enterprise

One method users can use to synchronize contacts, calendars and notes on the iPhone or iPad is the CalDAV and CardDAV protocols. **NOTE: For ease of configuration on iPhone/Mac, the system administrator should set up a CalDAV and CardDAV SRV DNS record. This is what makes the iPhone/Mac auto discover settings.**

### Configuring CardDAV

Follow these steps to set up CardDav on the iPhone or iPad:

1. Open the settings application.
2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Tap **Other** as account type.
5. Tap **Add CardDAV account**.
6. For server, type yourdomain.com
7. Enter your full email address for User Name, and then type your password.
8. Tap **Next**.
9. If your mail server does not support SSL, a warning will be displayed. Tap **Continue**.
10. If the iPhone is unable to verify the account information perform the following:
  - Tap **OK**.
  - Tap **Advanced Settings**.
  - Make sure Use SSL is set to OFF.
  - Change port to 80.
  - Account URL should be: `http://yourdomain.com:80/WebDAV/`
  - Go back to account information and tap **Save**.
11. Your contacts will now be visible in the Contacts application

### Configuring CalDAV

Follow these steps to set up CalDav on the iPhone or iPad:

1. Open the settings application.

2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Tap **Other** as account type.
5. Tap **Add CalDAV account**.
6. For server, type yourdomain.com
7. Enter your full email address for User Name, and then type your password.
8. Tap **Next**.
9. If your mail server does not support SSL, a warning will be displayed. Tap **Continue**.
10. If the iPhone is unable to verify the account information perform the following:
  - o Tap **OK**.
  - o Tap **Advanced Settings**.
  - o Make sure Use SSL is set to OFF.
  - o Change port to 80.
  - o Account URL should be: http://yourdomain.com:80/WebDAV/
  - o Go back to account information and tap **Save**.
11. Your calendar will now be visible in the Calendar application

## Configure IMAP for iPhone

**Applies to:** MobileSyncMail 8.x

The iPhone supports IMAP. IMAP will allow you to retrieve emails and folders from MobileSyncMail and leave the emails on the server.

Follow these steps to create a MobileSyncMail IMAP connection to an iPhone or iPhone 3G with Firmware 2.0.x:

1. On the iPhone, tap **Settings**.
2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.
4. Tap **Other**.
5. Tap **Add Mail Account**.
6. Complete the Name, Address (email address), Password and Description fields.
7. Click **Next**.
8. Ensure IMAP is selected.
9. Enter your incoming mail server information:
  - o Hostname is generally mail.yourdomainname.com. If you aren't sure, contact your email hosting company
  - o Username is your full email address
  - o Password is the same password used to access webmail.
10. Enter your outgoing mail server information:

- Hostname is generally mail.yourdomainname.com. If you aren't sure, contact your email hosting company
  - Username is your full email address
  - Password is the same password used to access webmail.
11. Tap **Next**.
  12. The iPhone will attempt to establish an SSL connection to your IMAP and SMTP servers. If this succeeds, you will be done and can proceed to step 13. If this fails, you will see the prompt, "Do you want to try setting up the account without SSL?"
    - Tap **No**.
    - Tap **Save**.
    - When prompted, "This account may not be able to send or receive emails. Are you sure you want to save," tap **Save**.
  13. Tap the account you just added (identified by your email address)
  14. Scroll down and tap the **SMTP** button.
  15. Select the server you just added, identified by the hostname from step 9.
  16. Select **OFF** for Use SSL.
  17. Select **Password** for Authentication
  18. Select **25** for Server Port.
  19. Tap the **SMTP** button to go back.
  20. Tap your email address to go back.
  21. Tap **Advanced**.
  22. Scroll down to Incoming Settings.
  23. Select **OFF** for Use SSL.
  24. Select **Password** for Authentication.
  25. Select **143** for Server Port.
  26. Tap your email address to go back.
  27. Tap **Mail** to go back.
  28. Tap the **Home** button.
  29. Tap the **Mail App** to check your configuration.

## Synchronize MobileSyncMail with Mobile Devices Using SyncML

**Applies to:** MobileSyncMail 8.x (Enterprise and Free editions only)

MobileSyncMail uses the [Funambol SyncML](#) plug-in for synchronizing calendars, contacts, tasks, and notes with Microsoft Outlook, Mozilla Thunderbird, and most smar phones. Prior to synchronizing MobileSyncMail with your mobile device, please make sure that you have downloaded and installed the appropriate version of this plug-in.

### **Sync Windows Mobile devices using SyncML**

Follow these steps to synchronize a Windows Mobile device:

1. Using your Windows Mobile device, navigate to the Funambol plug-in. (The default location is under programs.)
2. Open the Funambol plug-in.
3. Select **Sync All**.
4. After the sync is complete, click **OK**.

### **Sync iPhone using SyncML**

Follow these steps to synchronize an iPhone:

1. Using your iPhone, open the Funambol application.
2. Tap **Sync Contacts**.
3. After the sync is complete, close the application.

### **Sync Blackberry using SyncML**

Follow these steps to synchronize a Blackberry phone:

1. Using your Blackberry, navigate to the Funambol Blackberry plug-in.
  2. Open the Funambol plug-in.
  3. Press **Menu**.
  4. Select **Synchronize** from the drop-down list.
  5. After the sync is complete, close the application.
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## **Synchronize MobileSyncMail with Outlook Using the Add to Outlook Feature**

**Applies to:** MobileSyncMail 8.x (Enterprise and Free edition only)

MobileSyncMail supports the two-way sync of MobileSyncMail calendars, contacts, and tasks with Outlook 2007 and Outlook 2010. Although the steps below show you how to sync your MobileSyncMail calendar with Outlook, the procedure is similar for synchronizing contacts and tasks.

Follow these steps to sync your MobileSyncMail calendar with Outlook from the Web interface:

1. From your computer that has Microsoft Outlook installed, log in to the MobileSyncMail web interface.
2. Click the **calendar icon**.

3. Click the **Actions** menu and then **Add to Outlook** in the navigation pane toolbar.
4. This will open a new window that contains details about the connection you are about to make with Outlook. You may keep the default description and display names or type your own in the appropriate fields.
5. Click **OK**.
6. This will open the Launch Application window. Click **OK** to launch Outlook.
7. To allow MobileSyncMail to connect with Outlook, click **Yes**.

Your MobileSyncMail and Outlook calendars are now synchronized and any changes you make to the calendars will be updated in real time.

## Use LDAP with Outlook

**Applies to:** MobileSyncMail 8.x

Lightweight Directory Access Protocol (LDAP) is an Internet protocol that MobileSyncMail and Outlook can use to query directory services so users can easily find other email users on the domain.

### Outlook 2003

Follow these steps to add the LDAP account into Outlook 2003:

1. Open Outlook 2003.
2. Go to Tools -> Email Accounts.
3. Check Add a new directory or address book, then click **Next**.
4. Select Internet Directory Service (LDAP), then click **Next**.
5. Type in the IP or DNS resolvable name of the MobileSyncMail server.
6. Check the This server requires me to log on check box and fill out the User Name and Password fields. Use your full email address for the User Name field.
7. Click **Next**, then click **Finish** to complete the setup.
8. Close and reopen Outlook.

Follow these steps to access LDAP contacts in Outlook 2003:

1. Click the **New** button to compose a new message.
2. Click the To or Cc buttons to bring up a contact selection dialog.
3. Click the Advanced button in the lower left of the dialog and click Find.
4. Enter your search fields for the contact you are looking for. To display all contacts that are available via LDAP, just enter \* in the Display name field.
5. Click **OK**.

6. Double click a contact to add it to the To recipients. To add it to To, Cc or Bcc just select the contact and click the appropriate button under the Message Recipients section.
7. When you are finished adding recipients from LDAP, click **OK** to finish.

### **Outlook 2007**

Follow these steps to add the LDAP account into Outlook 2007:

1. Open Outlook 2007.
2. Go to Tools -> Account Settings.
3. Click on the Address Books Tab and click **New**.
4. Select Internet Directory Service (LDAP), then click **Next**.
5. Type in the IP or DNS resolvable name of the MobileSyncMail server for the Server Name.
6. Check the This server requires me to log on check box and fill out the User Name and Password fields. Use your full email address for the User Name field.
7. Click **Next**, then click **Finish** to complete the setup.
8. Close and reopen Outlook.

Follow these steps to access LDAP contacts in Outlook 2007:

1. Click the **New** button to compose a new message.
2. Click the To or Cc buttons to bring up a contact selection dialog.
3. Under The address book drop down menu select the MobileSyncMail server.
4. Enter your search fields for the contact you are looking for. To display all contacts that are available via LDAP, just enter \* in the Display name field.
5. Click **OK**.
6. Double click a contact to add it to the To recipients. To add it to To, Cc or Bcc just select the contact and click the appropriate button under the Message Recipients section.

### **Outlook 2010**

Follow these steps to add the LDAP account into Outlook 2010:

1. Open Outlook 2010.
2. Click on the **File** tab and select Account Settings.
3. Click on the Address Books Tab and click **New**.
4. Select Internet Directory Service (LDAP), then click **Next**.
5. Type in the IP or DNS resolvable name of the MobileSyncMail server for the Server Name.
6. Check the This server requires me to log on check box and fill out the User Name and Password fields. Use your full email address for the User Name field.
7. Click **Next**, then click **Finish** to complete the setup.
8. Close and reopen Outlook.

Follow these steps to access LDAP contacts in Outlook 2010:

1. Click the **New Email** button to compose a new message.

2. Click the To or Cc buttons to bring up a contact selection dialog.
3. Under The address book drop down menu select the MobileSyncMail server.
4. Enter your search fields for the contact you are looking for. To display all contacts that are available via LDAP, just enter \* in the Display name field.
5. Click **OK**.
6. Double click a contact to add it to the To recipients. To add it to To, Cc or Bcc just select the contact and click the appropriate button under the Message Recipients section.

## Install and Configure Funambol SyncML for Outlook

**Applies to:** MobileSyncMail 8.x (Enterprise only)

MobileSyncMail uses multiple data synchronization technologies to sync mailbox data with email clients and mobile devices. SyncML is a platform-independent open standard for synchronization of information, and MobileSyncMail uses the Funambol SyncML plug-in to sync contacts, calendars, tasks, and notes with Outlook.

Follow these steps to install and configure the Funambol SyncML plug-in for Outlook:

1. Download the [Funambol Sync Client for Microsoft Outlook](#).
2. Install SyncML by double-clicking on the Funambol install and completing the installation wizard.
3. After the install is complete, the Funambol Outlook Sync Client will open.
4. To configure the sync settings, go to Tools and Options.
5. Type the server location following the format `http://domainname.com/sync/default.aspx`.
6. Type your full email address in the username.
7. Type your email password in the appropriate field.
8. Click the **Sync icon** to select which items should be synchronized (Contacts, Calendar, Tasks, Notes) and to schedule a sync interval.
9. Click **OK**.

The Funambol Sync Client for Microsoft Outlook is now configured to sync with MobileSyncMail.

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