RemoSync

User Manual

(Verizon Users)

Version 2.0

REVISION HISTORY

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1.0.0.01	Jan 03, 2008	Raj Mane	Initial Draft	Raj Mane	Entire document
1.0.2.05	Apr 10, 2008		<u>Updated</u> Features, FAQ, & Screenshots <u>Removed:</u> Event Alert. Page size <u>Added</u> Out of office Appendix	Raj Mane/ Biswajit	4.2/P7 Account Push 5.1/P11 Email 5.7/P22 Settings Appendix/P40 Account Push 6/P36 FAQ, Screenshots
1.1	April 28, 2008		<u>Updated</u> <u>Features</u> <u>& Screenshots</u> <u>Added new sections</u> <u>Tips & Tricks</u> <u>Developer Website</u> <u>Disclaimer & Copyright</u> <u>information</u>	Raj Mane/ Biswajit	5.7/P38,39 Settings 5.1/P15 Email 6/P41 Tips & Tricks 9/P46 Developer Website 10/P47 Disclaimer & Copyright

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RemSync

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1. PRODUCT DESCRIPTION

RemoSync is a breakthrough application for Enterprise class businesses that can provide their employees with tools to manage business activities directly from inexpensive mobile phones. With mobile access to Email, Calendar, Contacts, and Tasks available for all your employees; your enterprise can provide vital up-to-the minute information, in real-time to your employees simply and efficiently. With advanced Search and Sync capability users have a virtual window to their Exchange Outlook email, contact, calendar applications, assuring them that all the data available on their desktop, is also available on their mobile phones.

Using licensed Exchange ActiveSync technology from Microsoft, RemoSync provides the mobile phone with a direct connection to the Microsoft Exchange Servers 2003 and 2007. This connection eliminates the need for an additional proxy server, or a NOC (Network Operations Center) and preserves the integrity of the Enterprise firewall. Security of the phone contents is assured by the Remote Data Wipe feature. This feature can be initiated on the Server either by an Enterprise Administrator or the User to erase all contents on the Phone. All the data transmissions are SSL encrypted.

2. USING REMOSYNC

Once RemoSync is installed and configured, you will be asked to choose the folders that you want to synchronize (contacts, calendar, email, or all). Every phone containing the RemoSync application that wants to synchronize information with the MS Exchange server, must establish a partnership with the MS Exchange server. After an initial device identification and handshake, the device is allowed to synchronize with the server. This partnership is active till the Administrator removes the device from the partnership or as decided by the Device Policy settings administered on the server.

Based on your choice of folders to be set up for synchronization, the application will establish a partnership with your MS Exchange® Server, start the synchronization and download your Contacts, Calendar and Email data on to your phone.

The first synchronization will bring in all the data (up to a limit as supported by the phone) from your MS Exchange® Contacts, Calendar and Email on to your Mobile phone which may take slightly longer based on the amount of information that you may have. Once the initial synchronization is successfully completed, the data on your MS Exchange Server® account and your mobile phone are in sync with each other. All subsequent synchronizations will only bring in the latest changes that may have occurred to your Email, Contacts or Calendar data.

RemoSync provides a 'Direct Push' technology that allows any new change to your MS Exchange Server® email, contact or calendar data to be '**Pushed'** to the phone in real time. You need not login to your account frequently to check for new mails or calendar or contact information; instead RemoSync will bring in all the latest information to your phone and also provide you with intimation about the Calendar event or Email on your phone. In case you don't want to have the 'Direct Push' enabled, then you may use the 'Scheduled Push' option that will allow you to set the time interval at which you want the application to check for new information on the server and then synchronize with the MS Exchange Server® to retrieve that information, saving precious airtime. At the scheduled time the application will launch automatically and start the synchronization. If no changes are detected, RemoSync will sleep until the next schedule is due to be triggered.

On the BREW Catalog, find and launch RemoSync. The Main Menu screen of the application will display the new information against the Emails that were synchronized. From here, you can initiate a new Synchronization or access other options from the menu.

Using the **Back/CLR** key anywhere in the application will navigate you back to the previous screen. **CLR** key will sometimes interrupt a process. Pressing the **END** key will end the application.

3. HANDSET REQUIREMENTS

3.1.   Handset Memory Requirements

Free shared memory (also called application memory): **at least 1MB**

Heap memory: at least **400 KB**

3.2.   BREW and ARM versions supported

BREW version**: 3.1.2, 3.1.4, 3.1.5**

ARM version: **1.2**

3.3.   Handset keys used

This manual makes references to function keys such as the *Select/OK* key, *Back and CLR* key. While   mobile phone manufacturers have attempted to standardize on key definition and location, there remains some variation between handsets.

RemoSync uses the following keys to perform the functions:

3.3.1. Power/End Key (usually red)

This may be used to exit RemoSync, although it is not the recommended method. Shutting the cover on a clamshell style mobile phone has the same effect.

3.3.2. Numbers 0-9

These are generally used to enter numbers and letters though in some cases they are defined as function keys. The number '1' key is also used to enter frequently used special characters e.g.'@', '.' etc. The number keys also act as short cut keys on some screens that will be displayed on the relevant screen.

3.3.3. Up, Down, Left, Right Keys (Arrow keys)

These keys are used to move the cursor or to scroll through options/ menu items. These keys are usually clearly marked with arrowheads on the handset.

3.3.4. Clear Key (CLR)

CLR key is usually a hard key (a labeled key on the phone pad). Used for deletion in text entry mode. CLR key may also be used to cancel action initiated by the user during **"RemoSync is working"** animation. CLR Key on each of the submenu items like Calendar or Email will navigate back to   RemoSync Main menu.

3.3.5. Back Key

Back key is usually a soft key (definition on screen). This is used to navigate to the previous screen.

3.3.6. Select/OK Key

May be a hard key (a labeled key on the phone pad) or a soft key (definition on screen). A hard key is usually located in the middle of the arrow keys and identified with unique color and/or symbol.

3.3.7. Asterisk (*) Key

This is used to toggle between cases in text entry mode (on most handsets). The three cases used in text entry modes are:

- Lower case
- Title case
- Upper case

### 3.3.8. Pound (#) Key

Used for spacing words in text entry mode.

4. APPLICATION SETUP

## 4.1.　　　Setting up RemoSync on your mobile phone

1. In the BREW Catalog, find and launch RemoSync. At the Welcome screen, press *Ok*, to continue.

2. RemoSync will automatically be installed on the Phone

3. Next, you must create an account associated with your Microsoft Exchange server by entering the following information:

    ▪ **Server Type**: You must choose the MS Exchange Server® type that you wish to connect to. RemoSync supports MS Exchange® Server 2003 and 2007

    ▪ **Time Zone**: Select the appropriate time zone

    ▪ **Server Address:** Enter the MS Exchange® Server address for e.g. http://exchange.yourcompany.com

    ▪ **SSL**: Check the box if your server is SSL enabled

    ▪ **User ID**: Enter your Username (as on your MS Exchange Server® account)

    ▪ **Password:** Enter your password (as on your MS Exchange Server® account)

    ▪ **Domain**: Enter the domain for your MS Exchange Server®

    ▪ **Email Id**: Enter the email address of your MS Exchange® account

    ▪ **PIN:** Enter a 4 digit PIN that will be used to gain access to the application during subsequent uses. This will prevent unauthorized use of the application.

    ▪ **Conflict Resolution**: Choose the appropriate resolution type from the available two options – '*Keep Server changes'* or '*Keep Client changes'*. Based on the user choice, changes made on the client or changes from server will take precedence during all subsequent synchronizations.

    ▪ **Collections***:* Choose the collections – Contacts, Calendar, Email that you wish to synchronize by using the checkbox against the collection.

    ▪ **Contact Name Format:** If you select Contacts to be synchronized, then you will be asked to confirm the contact name format that must be used for your contacts. Choose from the following options:
        o **First Name Last Name**
        o **Last Name First Name**
        o **First Name, Last Name**
        o **Last Name, First Name**

4. With your account established and your PIN selected, the configuration process is complete.

5. **Congratulations!** You've now created a RemoSync account and ready to synchronize with your MS Exchange account.
    Press *OK* to begin your first Synchronization
    Once the Synchronization is completed successfully, you will be navigated to the Main Menu

Note: Ensure that you provide the correct credentials when setting up your account. If you still continue to face problems with setting up your account or if you do not have the required server information, consult your IT department for the same.

The following screenshots in Figure 1, from the application will guide you through the account set up process

The screenshots below indicate the settings for the **Server type**, **Time zone** and **Server address.**
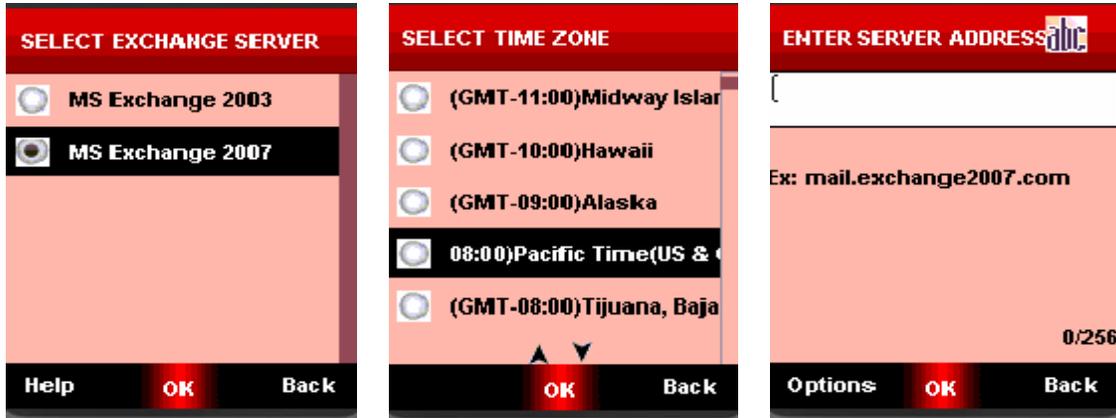
The screenshots below indicate the settings for the **SSL**, **Username** and **Password**
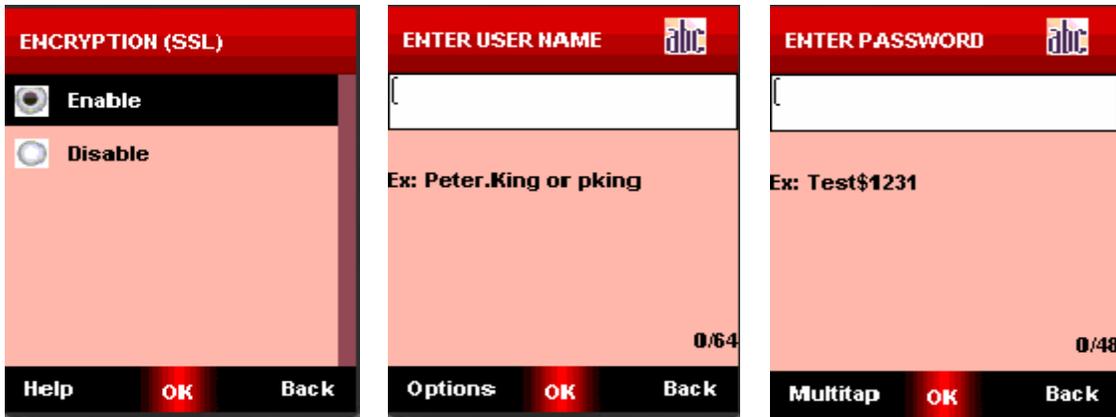
The screenshots below indicate the settings for **Domain**, **Email Address** and the **PIN**

The screenshots below indicate the settings for **Sync Conflicts**, Selecting **what to sync** and the **Contact name format**

Figure 1

4.2.   **Account Push:** Pushing account settings to Phone

Remoba provides Corporates with a facility to manage user account provisioning on the device using an '**Account Push'** feature. Account Push is a hosted service available for corporates that would like their Administrators to remotely push the user's MS Exchange Server® account information directly to the user's Mobile Phone from a Server hosted at Remoba Production center.

To use this feature, the Administrator must,

1. From a desktop, open a browser, go to https://remo.xpherix.com/remosync/
2. Log in with your administrator credentials (Remoba will create an Administrator account for you and provide the login credentials, on request)
3. Administrator then selects the member names to whose phones the account information must be pushed.
4. Administrator clicks on '**Account Push'** link to push the account details to the User's phone.

As soon as the Administrator pushes the account details using the 'Account Push' link to the User's phone, this information will be delivered via a BREW message to the Users' Phone. On receiving the message, the User is prompted with a pop up message – "**Received new account settings. Proceed to configure RemoSync**?" On clicking 'OK', the application automatically configures itself with the received server details from the incoming SMS. All that the user now has to do now is to enter his/her MS Exchange Server Username and Password while all the server information is automatically configured. The application will store that information on the Phone and use that to synchronize with the MS Exchange Server.
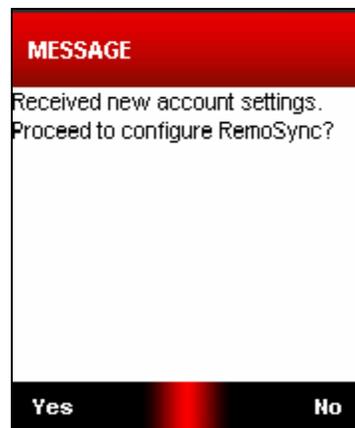

Figure 2

Note: For a detailed description on how to request for an Administrator account and then use the Account Push service for Administrators, please go to **11.   APPENDIX** A of this document

4.3.   Device Security and Policy Settings

4.3.1. PIN settings

Once your account has been set up, you are ready to synchronize your Phone information with the MS Exchange Server®. To ensure that there is no unauthorized access to sensitive Contact, Calendar and Email information or unauthorized use of your Phone, it is recommended that you set up a PIN access on your Phone. To do this, click on 'Settings' option on the Main Menu of the application, which will navigate you to the 'Settings' sub menu. Click on 'Security' which will open up the PIN settings screen. Enter a PIN (alphanumeric recommended) of your choice and click on 'OK', after which you will be prompted for confirmation of the PIN. Enter the PIN again and if both entries match then the PIN that you entered is saved on the Phone and will be used for subsequent access to the application. The navigation screens are shown below.
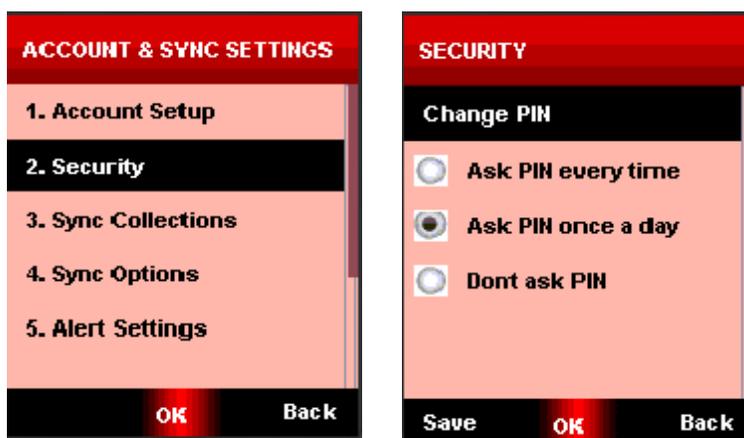

Figure 3

The **PIN entry mode**, **length, complexity**, **number of incorrect PIN entry attempts allowed**, and **Device idle timeout** (only for MS Exchange Server® 2007) can be controlled by the MS Exchange Server® Administrator. Based on the Device Policy settings from the Server, at the time of synchronization with the MS Exchange Server®, the application will update the Policy settings from the server. If the Policy settings require an Alpha numeric PIN entry and requires a minimum length, then the same would be prompted to the User who must change the PIN settings in accordance with the Device Policy settings on the Server. During subsequent synchronizations the Policy settings are always updated from the server and then imposed on the client. User must enter the PIN in the specified format (in accordance with the Device Policy settings) for access to the application. If the PIN is incorrectly entered for the specified number of times (as specified by the server) then the application will initiate a local data wipe and proceeds to wipe off all Contact, Calendar and Email information from the Phone.
In case the application is left unused or idle for a prolonged period of time, then the application will automatically close and exit after the specified timeout period specified by the server.

Note: Consult your IT department for complete information on the Policy settings on your MS Exchange Server®

4.3.2. Remote Data Wipe

Device management is available to users of MS Exchange Server® 2007 whereas for the MS Exchange Server® 2003, this feature is available only to the MS Exchange Server® administrator.

To protect your Mobile Phone from unauthorized use and access to sensitive Contact, Calendar and Email information especially when the Phone is lost, MS Exchange provides a **Remote Data Wipe** feature that allows an Administrator/user to setup a device for data wipe remotely from the MS Exchange Server®. The Administrator/user first identifies the device that must be set up for data wipe on the Administrator console of MS Exchange Server®. Then the Administrator/user chooses the particular device and issues a *Remote Data wipe* directive. As soon as the Administrator/user issues the *Remote Data Wipe* directive, the MS Exchange Server® will first remove that device from the partnership, and then modify the Policy settings. During the next synchronization request from the Phone, the MS Exchange Server® will direct the device to update its Policy settings on account of a change since the last synchronization. The device would then proceed to update the Policy settings during which it encounters a *Remote Data wipe* directive from the MS Exchange Server®. The RemoSync application would then proceed to "**Wipe Off**' all the Contacts, Calendar and Email information stored on the Phone. Once the device information has been successfully wiped off, the application will acknowledge the same to the MS Exchange Server® after which the device will simply terminate the connection with the server. The subsequent synchronizations from a device that has been wiped of all information will continue to fail. The MS Exchange Server® will update the device administration settings with a successful data wipe for the particular device.

5. HOME PAGE

The Home Page or the Main Menu of RemoSync provides you options to access

1. **Email**
2. **Calendar**
3. **Manual Sync**
4. **Search Outlook Contacts** (available for MS Exchange® 2007 server accounts only)
5. **Search Corporate Directory** (Global Address List)
6. **Create Groups**
7. **Settings**
8. **Help**
9. **Exit**

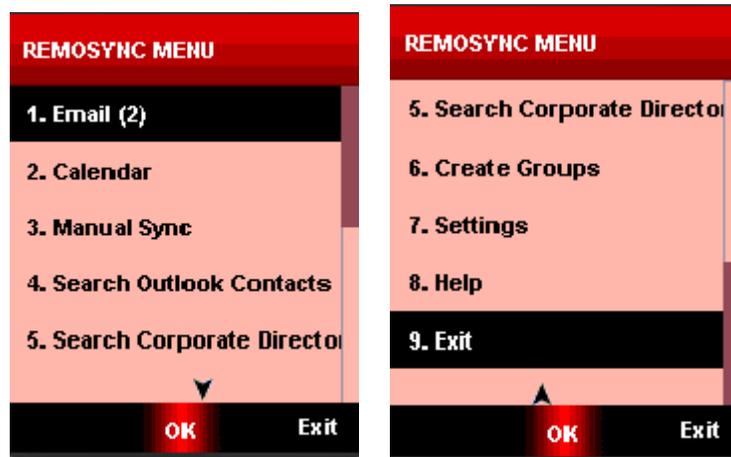The Home Page or the Main Menu of RemoSync is shown in the figure 4 below:

Figure 4

5.1.   Email

Email option on the Main menu of RemoSync allows you to synchronize emails from your MS Exchange® server to your handset. RemoSync will synchronize and store up to 100 latest emails from your MS Exchange® mail account.

Clicking on Email will take you to your email Inbox page that displays the headers of the emails from your Inbox. Based on the display area between 5 to 10 mail headers will be displayed. Pressing the *Left Soft key* (LSK) will bring up the following options menu:

> **Reply**: to Reply to an incoming mail
> **Reply all**: to send replies to all recipients of the mail
> **Forward**: to forward
> **Compose**: to compose a new mail
> **Copy to Archive**: allows you to download and store emails for later viewing. You can store up to 20 emails in the archive folder
> **Email header**: to view the full details of the incoming mail like all email addresses, time etc
> **Advanced options**: to navigate to the email sub menu containing additional menu items for Email.
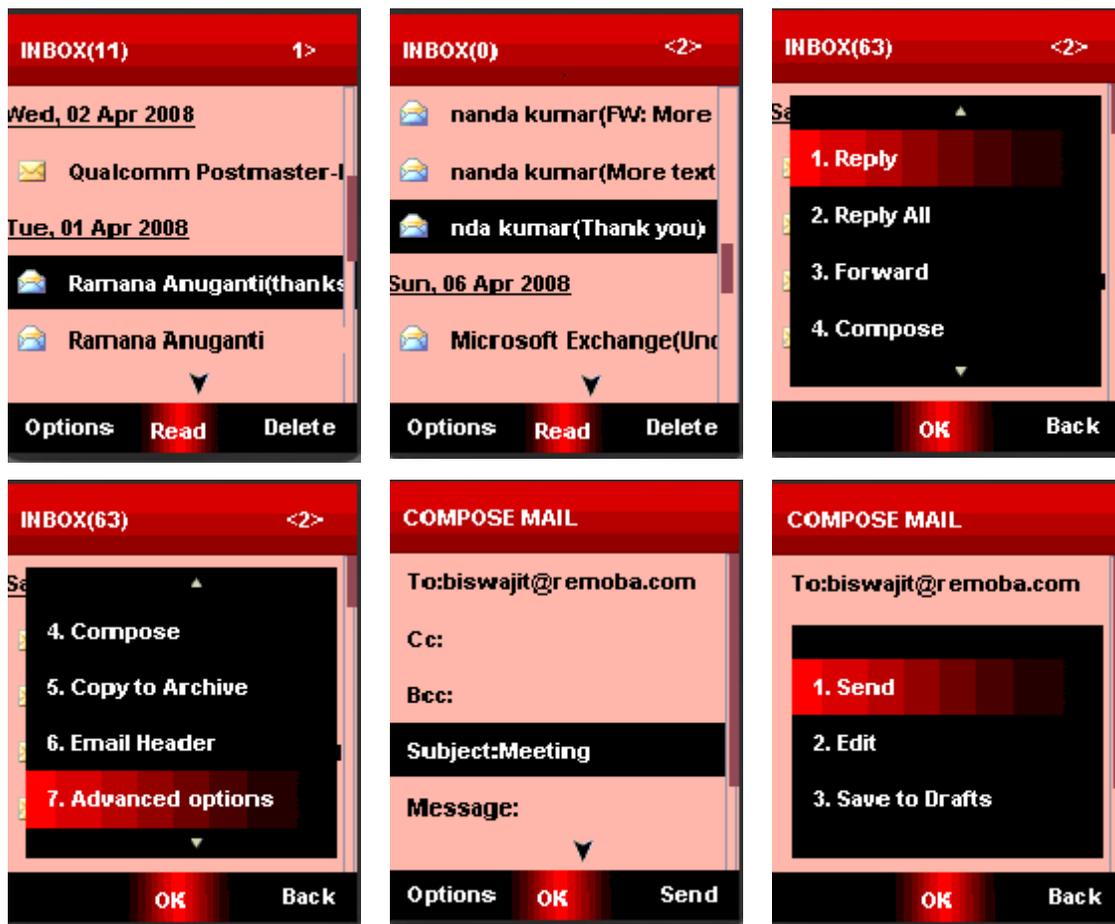
Figure 5

To read the complete mail select the header and click on *OK*. This will display the mail body. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Reply:** to Reply to an incoming mail
> **Reply all**: to send replies to all recipients of the mail
> **Forward**: to forward a mail. This will open up the Compose mail screen where you have to enter the recipient addresses in the To, Cc and Bcc fields and the body content. Pressing OK will send the mail via the MS Exchange Server® which in turn will attach the body of the original mail before sending it to the destination**.**
> **List attachments**: On User selection the application fetches the Attachments present in the mail. The user can first view a list of all attachments that are present in the mail.
> **Save Info**: This option allows you to save email addresses from incoming mails directly to the handset's native PIM. This will save you the trouble of reentering mail ids that you may require later.
> **Details**: to view all details of the incoming mail like all email addresses, time etc.
> The following options will be visible only if the incoming mail is a Meeting Invite:
> **Accept:** Use this option to *accept* a Meeting Request
> > **Tentative:** Use this option if your attendance is *tentative* or not sure
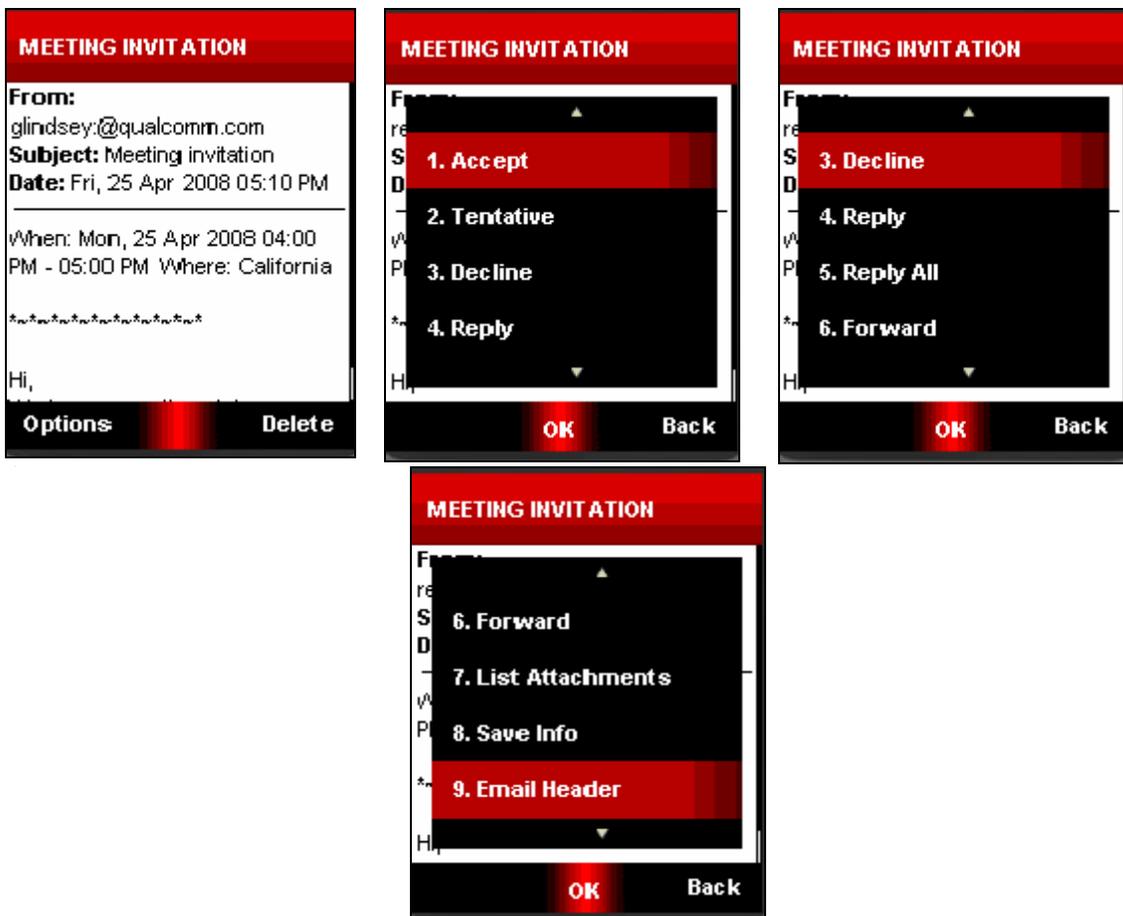> > **Decline**: Use this option to *decline* the meeting invitation.

Figure 6

> **Compose mail:** Clicking on this option will bring up the compose mail screen that allows you to compose a new mail and add recipient addresses to it before sending it. Pressing the *Left Soft key (LSK)* will bring up the following options as shown in Figure 7 below:
> > **Contacts:** Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields
> > **Groups:** You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed.

GAL Contacts: Clicking on Global Address List (GAL) Contacts will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields

OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the To, Cc or the Bcc fields

Multitap: Use this option to toggle between the *Alphabet*, *Number*, *Symbols, Rapid Text* input options
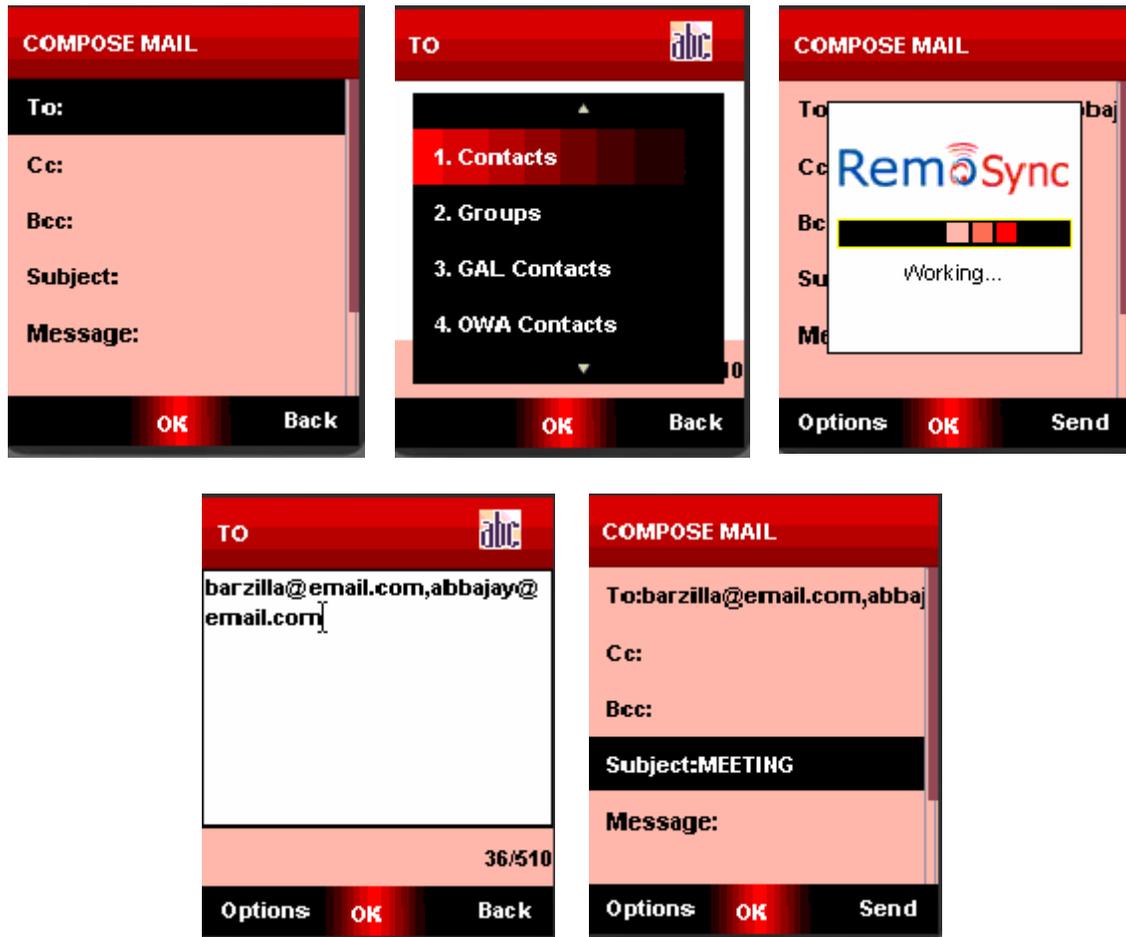
Figure 7

Pressing the back key from this screen will take you back to the previous screen.

Advanced Options: Selecting this option will navigate you to the page that displays the following options:

Server Folders: Using this you can view the folders from your email account in the same hierarchical order as on the Server*.* You may then click on each of the folders to view the contents of the folder. Pressing the *Left Soft key (LSK)* will bring up the following options:

View Subfolders: Allows you to view the child folders under the selected parent folder.

View Parent Folder: Use this option to navigate back to the Parent folder from any level of subfolders

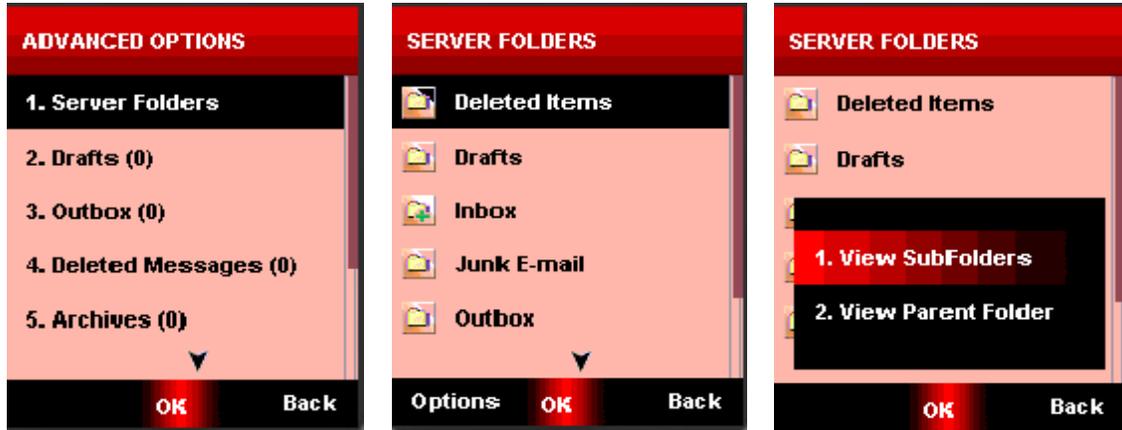**OK:** Allows you to fetch mails within the current folder/subfolder

Figure 8

Drafts: The Draft folder can be used to temporarily save the drafted mails to be sent later. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Edit:** Allows you to edit the mail in the Drafts folder before being sent
> **Send:** Use this option to send the mail.
> **Delete**: Deletes a particular mail from the Drafts folder
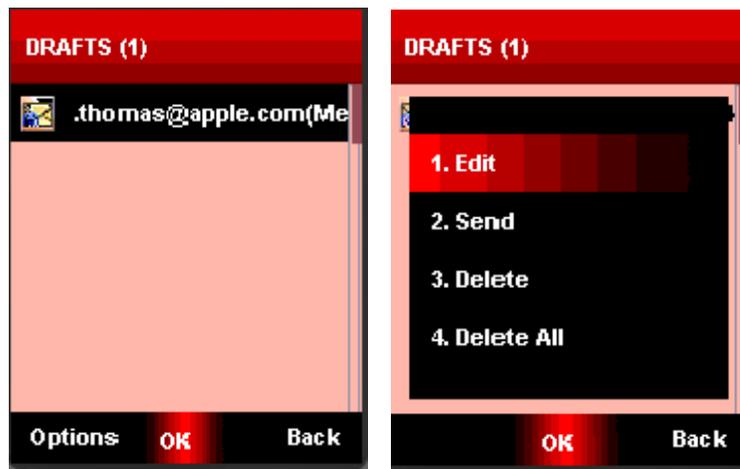> **Delete All:** Deletes all mails from the Drafts folder.

Figure 9

Outbox: Stores the unsent mails, or mails which failed to be sent from the application. You can also edit the mails present in the Outbox. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Resend**: Use this option to retry sending the mail.
> **Edit:** Allows you to edit the mail in the Outbox before being sent
> **Delete**: Deletes a particular mail from the Outbox
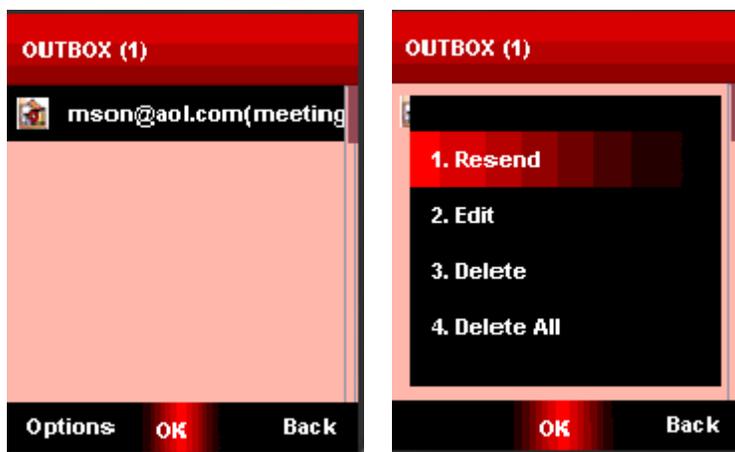> **Delete All**: Deletes all mails from the Outbox.

Figure 10

Deleted Messages: Contains the message deleted from the phone. During the next Synchronization mails present here will be moved to the "Deleted items" folder on the server from the phone.
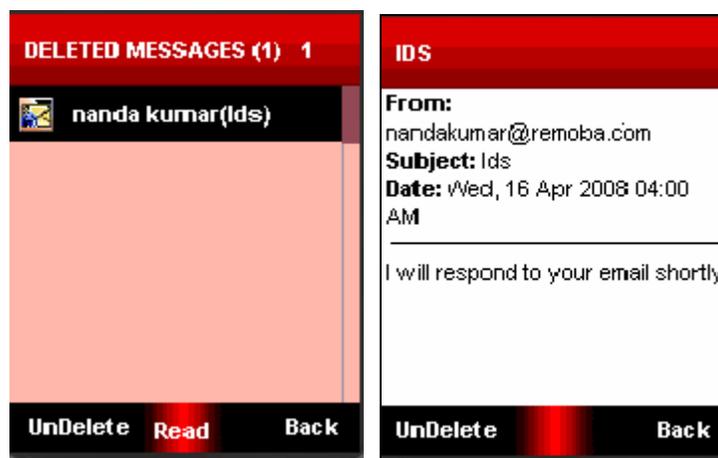

Figure 11

Archives: This allows you to download and store mail on the phone for later viewing. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Reply:** to Reply to an incoming mail
> **Reply All:** to send replies to all recipients of the mail
> **Forward:** to forward a mail*.*
> **Email Header:** to view the full details of the mail like all email addresses, time etc
> **Save Info:** This option allows you to save email addresses from incoming mails directly to the handset's native PIM.
> **Delete:** Deletes a particular mail from the Archive.
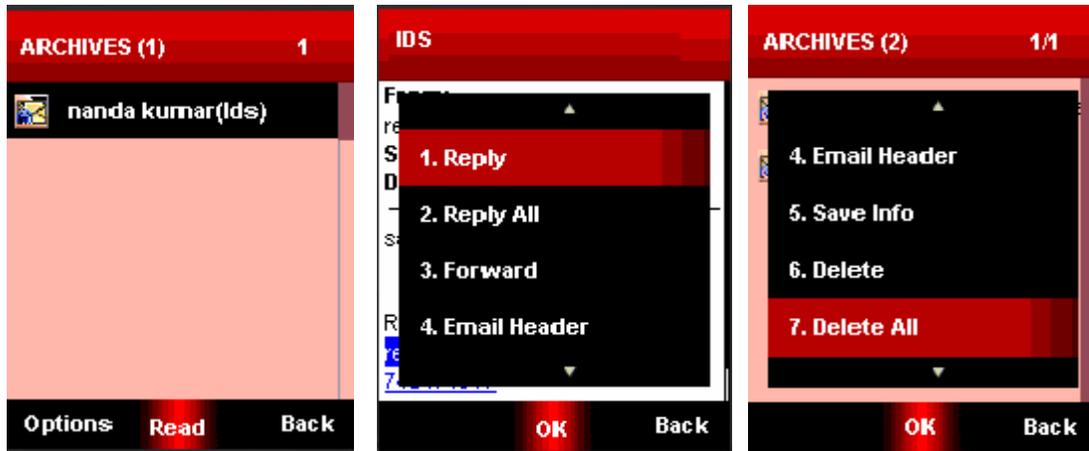> **Delete All:** Deletes all mails from the Archive.

Figure 12

Search: enables you to search for particular mails in the INBOX or in any one particular folder or
through all folders. You may enter your search criteria in the following manner:

> **Start Date:** Specify the Start date from which the mails have to be retrieved.
> **End date:** Specify the End date from which the mails have to be retrieved.
> **Search Text**: Specify the search text.
> **Search In**: Specify the Parent folders to search in – Drafts, Outbox, Inbox or Custom folders.
> **Search in Sub folders**: Specify if the search must include subfolders by toggling between **YES/NO**
> **Reset:** This will clear the previously entered search parameters and allows you to enter new search parameters.
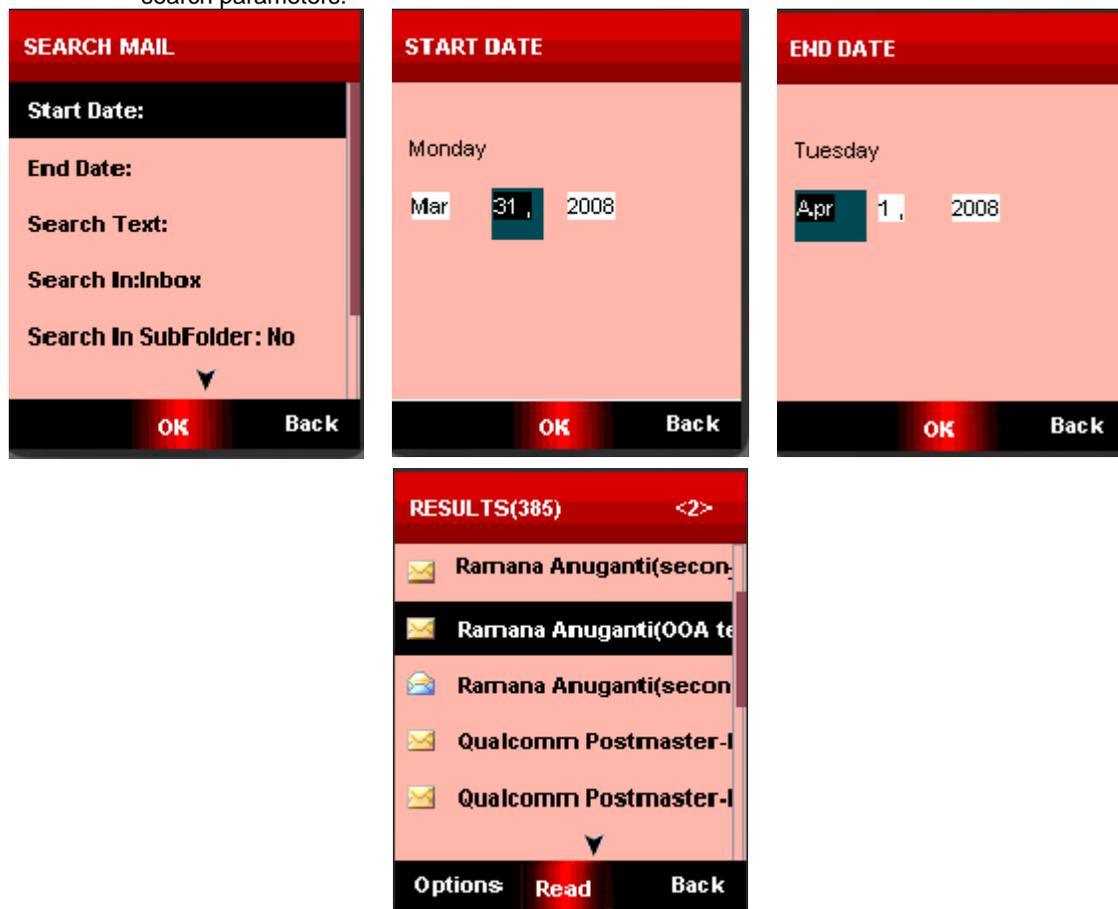

Figure 13

The matching search results will be displayed with an option to navigate to the Next/Previous pages. Pressing the *Left Soft key (LSK)* will bring up the following options:

Reply: Use this option to reply to the sender of the mail from the 'Search Results page'
Reply All: Use this option to reply to all recipients
Forward: Use this option to forward the mail to the desired recipients.
Home: This will navigate you to the Main Menu of the application.

Figure 14

Quick Messages: Up to 50 custom messages can be configured for Quick and Easy Replies. This will help you to quickly add messages from a predefined list without having to type in the message. Pressing the *Left Soft key (LSK)* will bring up the following options:
Edit: Allows you to edit a quick message from the available templates.
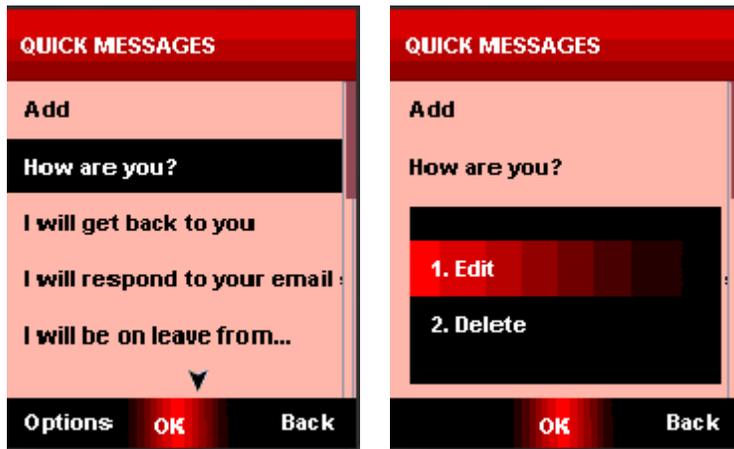**Delete**: Allows you to delete a quick message from the available templates.

Figure 15

5.2.   Calendar

Selecting *Calendar* will take you to the Calendar function. You will be first navigated to the Current Day view with all the Titles and the event times of the Calendar events for the day displayed. You can use the left and right navigation keys to switch to the *Next/Previous* day view. Pressing the *Left Soft key (LSK)* will bring up the following options:

Go to Date: Allows you to jump to a particular day's Calendar events.
Search: Allows you to search for a particular event by 'Title'
Week View: Will navigate you to the current 'Week view' of your Calendar with events marked by days
Month View: Will navigate you to the current 'Month view' of your Calendar
Refresh: Will refresh the Calendar view on your phone and downloads new event data in the process.

For usability, Calendar stores 3 months of cached data on the phone so that you can still view your calendar even if you are outside the network. Clicking on the Title of the Calendar event will open up the details for that event that includes the 'Title' of the event, the 'Schedule' of the event, 'Duration' of the event and 'Reminders' if any for the event. Pressing the *Left Soft key (LSK)* will bring up the following options:

*Fetch Notes (*option available for MS Exchange® 2007 server only): This option allows you to fetch the notes that are associated with a particular Calendar event from the server.
Edit: Allows you to edit the Calendar event
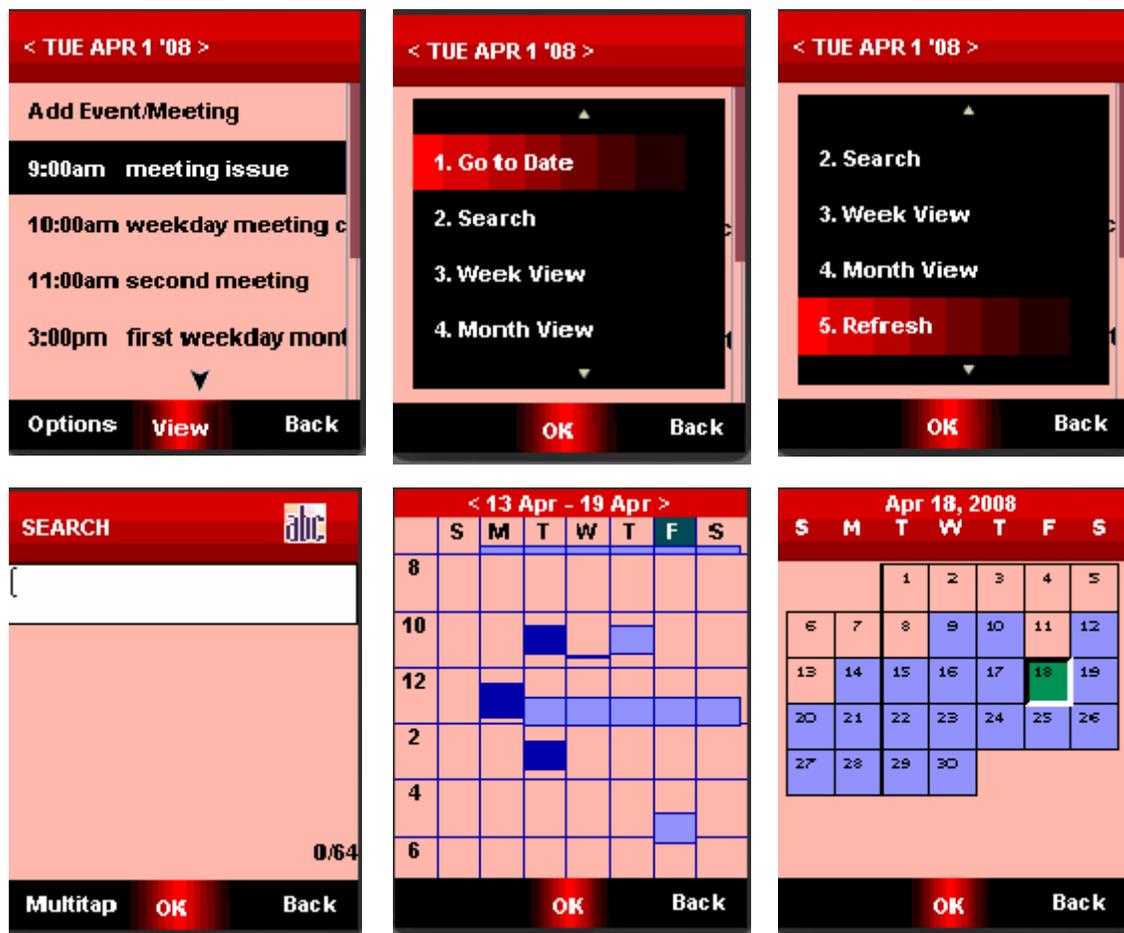*Delete*: Deletes the calendar event.

Figure 16

The **Add Event/Meeting** menu item at the end of the 'Day view' screen allows you to add a new calendar event/meeting from your phone. (If no events are available for the day, then the *Add Event* menu item is displayed on top of the list). Clicking on the *Add Event* menu item will present you with a screen where all

the details for the event/meeting have to be entered. The following details would be required to add a new event:

Title: Enter the Title for the meeting

Date: By default the current day is displayed. You may change it by clicking on the date and then choosing the required date by using the Up/Down keys. Use the *Right/Left* keys to navigate to month, day and year

Start Time: Select the Start time for the event/meeting. Use the *Up/down* arrow keys to choose the required time. Use the Right/Left keys to navigate between hours and minutes.

Duration: Select the duration for the event/meeting. Use the *Up/down* arrow keys to choose the required duration. Use the Right/Left keys to navigate between hours and minutes.

Location: Enter the location for the event/meeting

Reminder: Allows you to set a reminder ahead of the event occurrence. Enter the required duration value and then choose the required units as *Minutes, Hours, Days* or *Weeks*

Note: Enter notes if any for the event/meeting

Meeting: By default displays '*No*'. Click on '*OK*' to toggle between '*Yes*' and '*No*'. If you set this value to '*Yes*', then the following options will be visible

Required: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Required attendees'* list. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Multitap:** Use this option to toggle between the *Alphabet*, *Number*, *Symbol, and Rapid* text input options.
>
> **Groups:** You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed
>
> **Contacts:** Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Required attendees'* list
>
> **GAL Contacts:** Clicking on Global Address List (GAL) Contacts will bring up the contacts list from the MS Exchange® Global Address List. You may then choose from the listed contacts to add to the '*Required attendees'* list
>
> **OWA Contacts:** Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Required'* field.

Optional: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Optional attendees'* list. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Multitap:** Use this option to toggle between the *Alphabet*, *Number* and *Symbol* text input options
>
> **Groups:** You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed
>
> **Contacts:** Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Optional attendees'* list
>
> **GAL Contacts**: Clicking on Global Address List (GAL) Contacts will bring up the contacts list from the MS Exchange's Global Address List. You may then choose from the listed contacts to add to the '*Optional attendees'* list.
>
> **OWA Contacts:** Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Optional'* field.

Resource: Clicking on this option will bring up a screen where you can enter the recipient email addresses of the '*Resource'* list. Pressing the *Left Soft key (LSK)* will bring up the following options:

> **Multitap:** Use this option to toggle between the *Alphabet*, *Number* and *Symbol* text input options
>
> **Groups:** You can use the group option to send mail to all email addresses listed under a group. Clicking on Groups will display a list of available groups from which you can select and add. If no predefined groups are present, then *'Empty'* will be displayed.
>
> **Contacts:** Clicking on Contacts will bring up the contacts list from the Phone's address book. You may then choose from the listed contacts to add to the '*Resource attendees'* list
>
> **GAL Contacts**: Clicking on Global Address List (GAL) Contacts will bring up the contacts list from the MS Exchange Server's Global Address List. You may then choose from the listed contacts to add to the '*Resource attendees'* list. Once the required information is entered, you can click on the *Left Soft key (LSK)* options to choose to '*Save to Phone'* or '*Save to Server'*

OWA Contacts: Clicking on Outlook Contacts will bring up the contacts list from the MS Exchange® Outlook PIM. You may then choose from the listed contacts to add to the '*Resource'* field.

Pressing the *Left Soft key (LSK)* will bring up the following options:

Go to Date: Using this option you can navigate to the calendar event of any day/month/year. This option is particularly helpful if you want to jump directly to a particular event/meeting view.

Search: Allows you to search for a particular event from the local cached calendar data.

Week View: Displays the calendar events for the current week by day of week

Month view: Displays the calendar events for the current month.

Refresh: This will refresh your local calendar view by initiating calendar synchronization and then displays the calendar data along with recently added events/meetings.
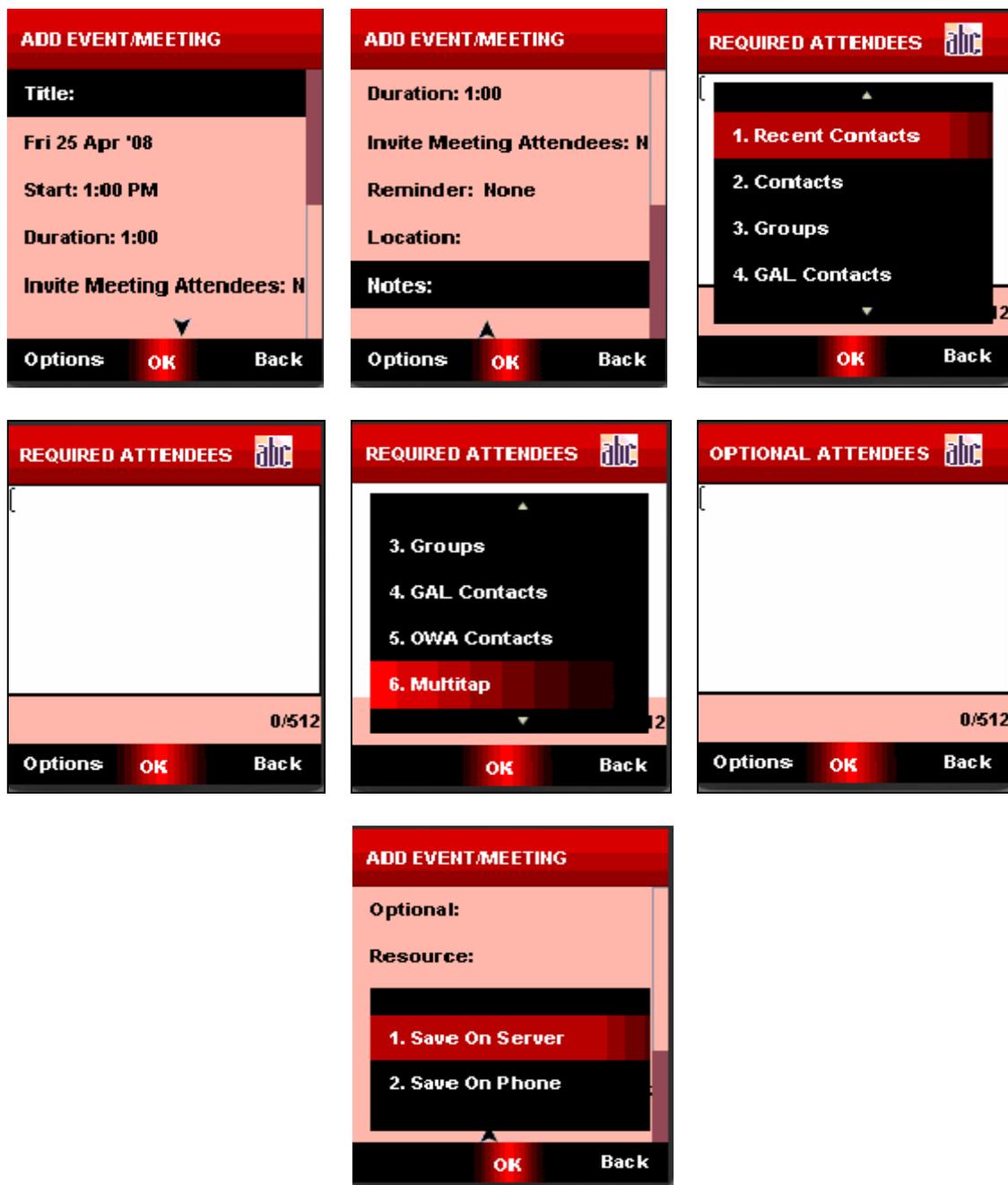
Figure 17

5.3. Manual Sync

Selecting Manual Sync will navigate you to the 'Collections' screen where you can select the Folder collections that you wish to synchronize. The *Left Soft key (LSK)* can be used to toggle between check/Uncheck the collection to synchronize. Pressing 'OK' will start the user initiated Synchronization process and synchronize the information for the selected Collection. A message about the number of items synchronized is displayed at the end of a successful synchronization.
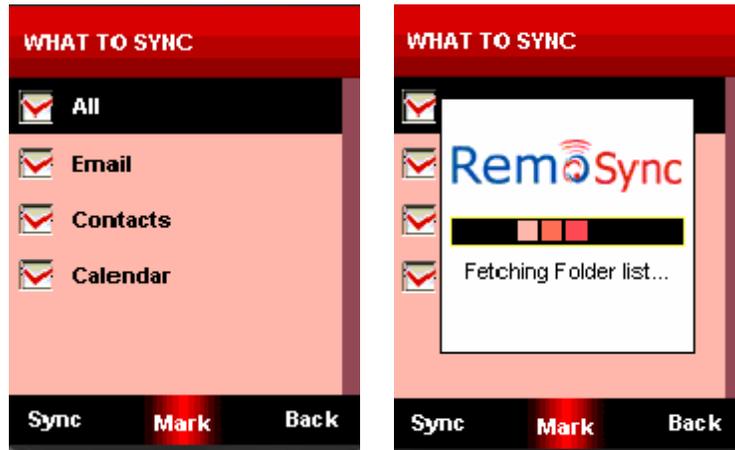

Figure 18

5.4. Search Outlook Contacts

This option is available for MS Exchange® 2007 server only. This option allows you to search for contacts from your MS Exchange® account. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated. The matched contacts will be displayed in alphabetical order spanned across pages. Pressing the *Left Soft key (LSK)* will bring up the 'Details' option that allows you to view the complete details for that particular contact, with a 'More details' item to fetch further details that were not displayed in the first view. From the details page, pressing the *Left Soft key (LSK)* will bring up the following options:

Call: Pressing on this option while the focus is on one of the displayed Phone numbers will dial the number for that contact:

Send SMS: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send an SMS to the desired number.

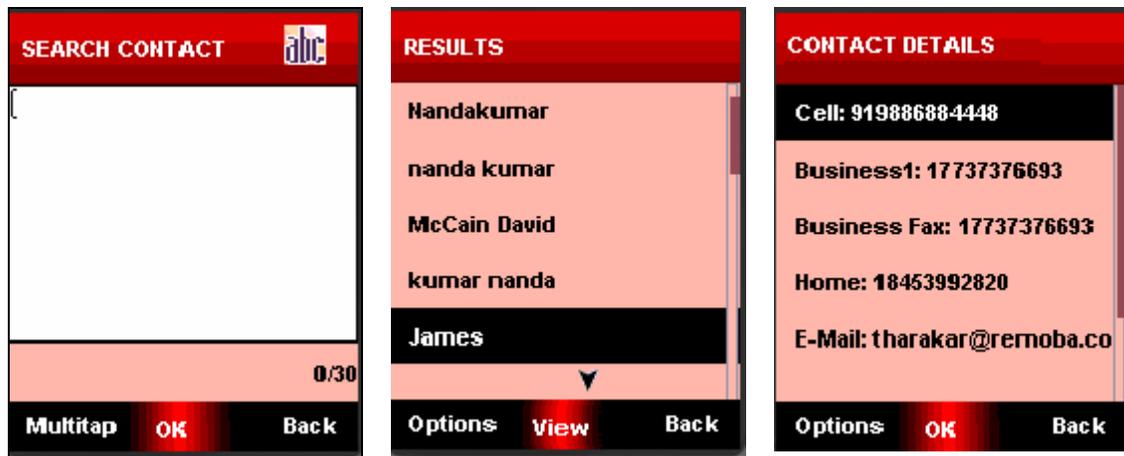**Next Page**: Navigates you to the next page of the searched contacts list.

Figure 19

5.5.　Search Corporate Directory

The 'Search Corporate Directory' option allows you to search for Contact entries from the Global Address List on your MS Exchange® Server. Clicking on this option will bring up a text entry screen where you can enter the contact first name or last name that you wish to search. You must enter a minimum of 3 characters for a successful search to be initiated. The matched contacts will be displayed in alphabetical order spanned across pages. Clicking 'OK' on a contact name will display the details for that contact. Pressing the *Left Soft key (LSK)* will bring up the following options:

　Call: Pressing on this option while the focus is on one of the displayed Phone numbers will dial the number for that contact:

　Send SMS: Pressing on this option while the focus is on a displayed Phone number will open up the text input screen from where you can send an SMS to the desired number.

　Add to Phone: Use this option to add the Searched contact information to your Phone's address book.

　Next Page: Navigates you to the next page of the searched contacts list.
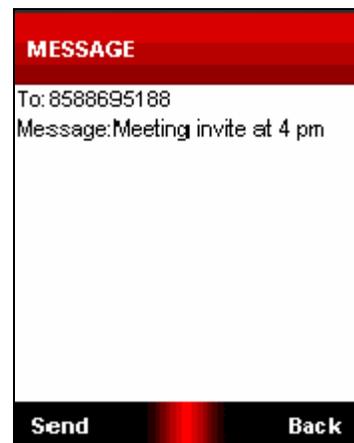
Figure 20

5.6.   Create Groups

Allow you to pre-configure and store email ids that you frequently use by grouping them under an Alias. This is particularly helpful during sending a mail, where you can quickly pick up and add one or more groups from the stored groups to the To, Cc , Bcc, Required, Optional or Resource fields before sending the mail or adding and event/meeting. To create a new group, click on '*Add Group'*, and then enter a name for the group. Proceed to add contacts (Maximum of 10 mail ids) from the Phone's address book. Once done, the Groups page will display the list of available Groups. Selecting a group and Pressing the *Left Soft key (LSK)* will bring up the following options:

   Add Member: Allows you to add a contact to the Group.
   Remove Member: Allows you to remove a contact from the Group.
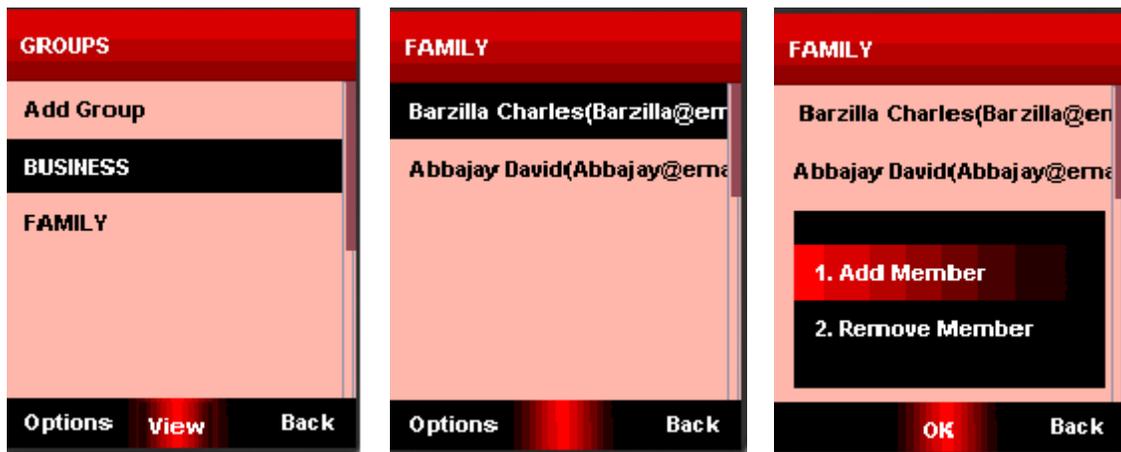
Figure 21

5.7.   Settings

Choosing this option will navigate you to the Settings Sub menu that contains the following 4 primary settings options that you can use to control the behavior of RemoSync on your Mobile Phone.
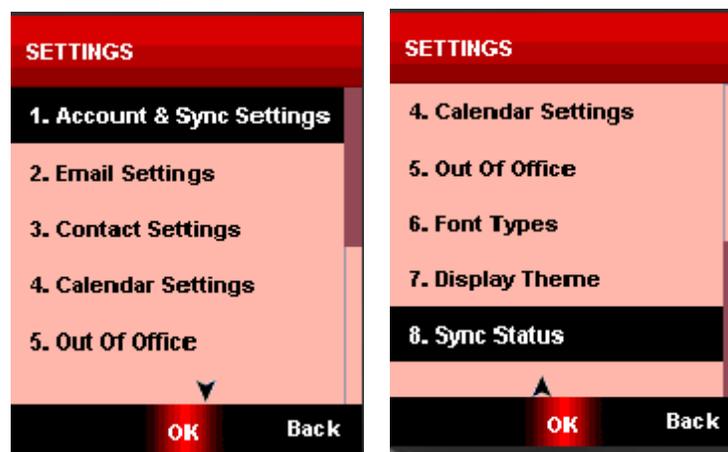

Figure 22

The Menu and submenu items under settings are organized in the following manner:

1. **Account and Sync Settings**
   1. Account Setup
   2. Security
   3. What to Sync
   4. Sync Schedule
   5. Alert Settings
   6. Full Sync
2. **Email Settings**
   1. Email Filter settings
   2. Mail Body Preference
3. **Contact Settings**
   1. Conflict Resolution
   2. Contact Name Format

4. **Calendar Settings**
   1. Time Zone
   2. Past Reminder Display Duration
5. **Out of Office**
6. **Font Types**
7. **Display Theme**
8. **Sync Status**

The settings options are explained below:

5.7.1. Account and Sync Settings

Account Setup: You may use this option to edit the following fields of your account settings:
- **Server Type**: Edit the server type
- **Server**: Edit the server address/name
- **SSL:** **Select** or Deselect.
- **User ID**: Edit your User id
- **Password**: Edit password information.
- **Domain**: Edit domain information.
- **Email Id**: Enter the email address of your MS Exchange® account
- **Email signature**: Change the way you want to sign your outgoing mails

Once you are done with the changes, click on the *Left Soft key (LSK) 'Save'* option, which will save your new settings information on the phone.
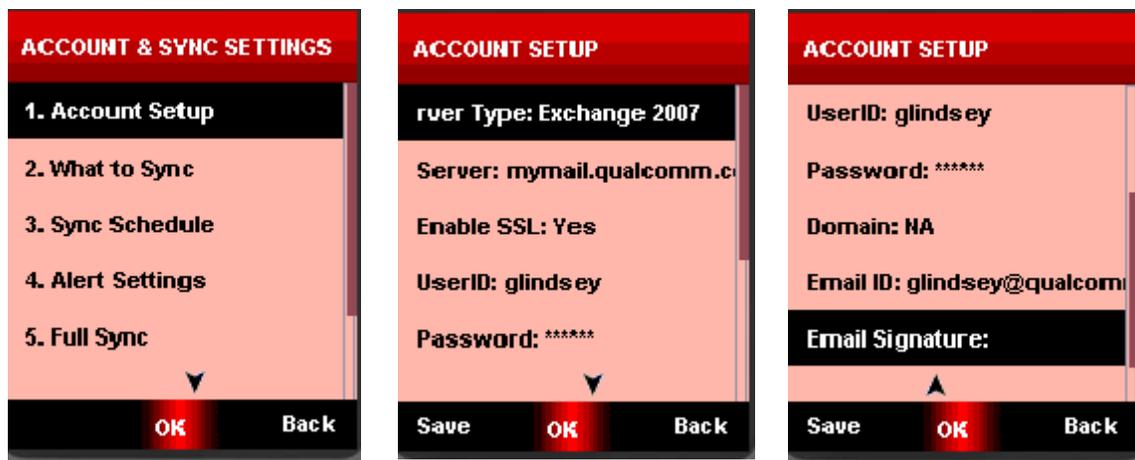

Figure 23

Security

Clicking on Security option will navigate to the Security page where you may choose from the following options:
- **Change PIN:** *Can change the old PIN to New.*
- **Ask PIN every time** (recommended): Use this if you want to be asked for the PIN to be entered each time you launch RemoSync
- **Ask PIN once a day** (recommended): Use this if you want to be asked for the PIN only once a day
- **Don't ask PIN** (not recommended): Use this option if you never want to be asked for the PIN
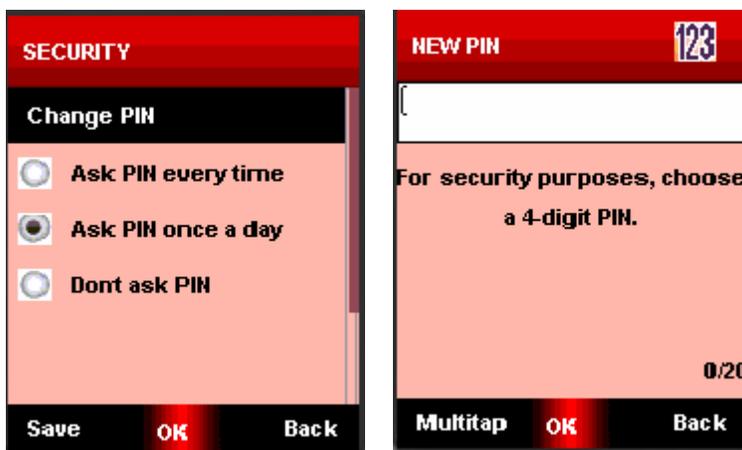
Figure 24

What to Sync: This option allows you to choose the Sync collections – *Email*, *Contacts*, *Calendar* or *All* to be synchronized each time. Use the *Middle Soft key (MSK)* '**Mark'** option to select or deselect the collection. Checking against the item will enable synchronization for that collection. Pressing on '*OK'* will save your settings.
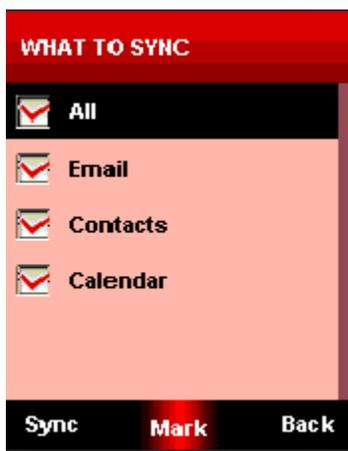

Figure 25

Sync Schedule: Allows you to select from the following Synchronization options:

Direct Push: This will enable '**Direct Push'** for the selected collections. By enabling direct push you will be able to receive real time notifications of new Contact, Calendar or Email data on your phone as soon as they arrive on the MS Exchange® server. Choosing Direct Push will navigate you to the *Schedule* page that contains a list of your existing schedules along with an option '**Add Schedule'** to add a new schedule

Scheduled sync: You can set up the application for a scheduled synchronization. You may choose between a frequency of 15 minutes to 2 hours at a 15-minute interval as well as Daily or Weekly. You will then be navigated to the Start time – to choose the start time; End time – to choose the end time (say between 8 a.m. and 8 p.m. on the scheduled days). Then you will be navigated to select the Day of week, and the schedule will be set to the selected day of the

week at the specified time. The application will automatically check for updates at the defined day and time and synchronize them to the phone.

The navigation for setting up Direct Push is shown in the application screenshots (Figure 26) below:
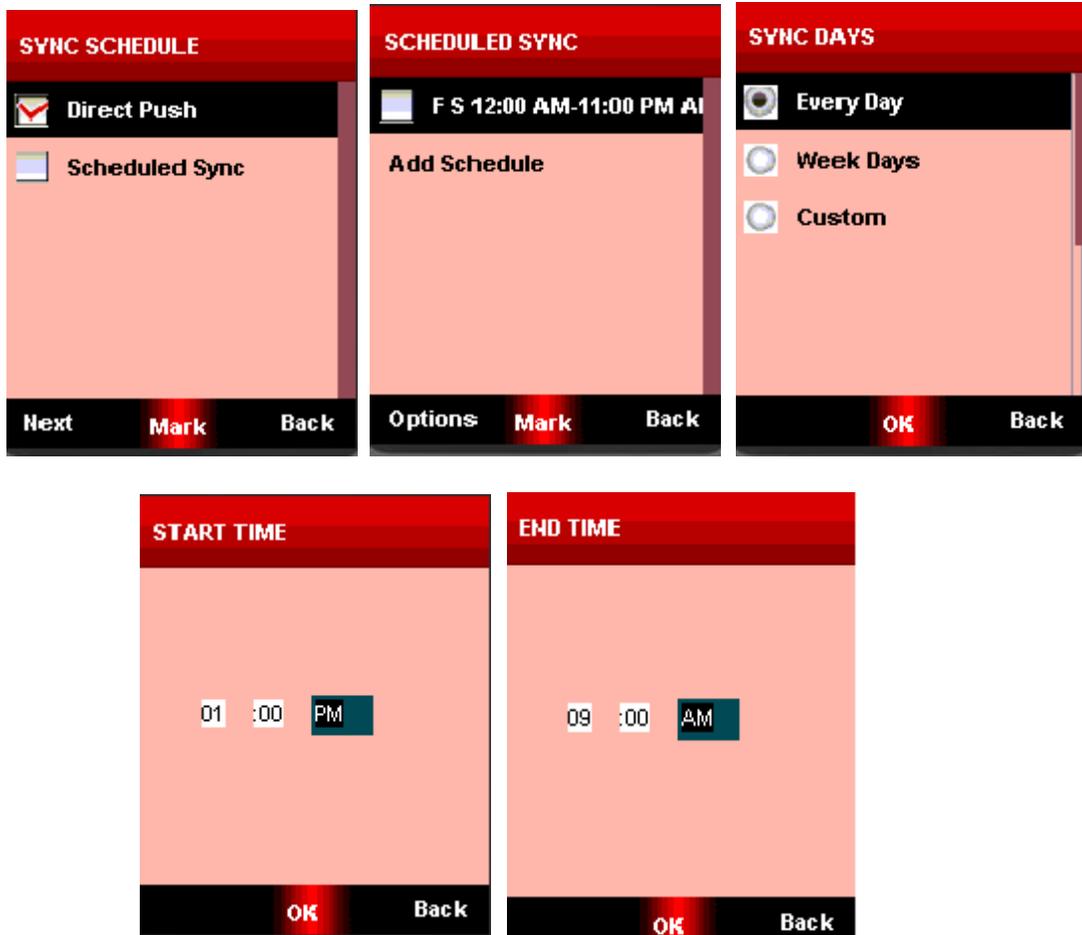

Figure 26

Choosing Custom on the Sync Days page will allow you to enable synchronization on select days by providing you with an option to select the days from a list as shown below in Figure 27. The remaining setting options are as shown in the screenshots above.
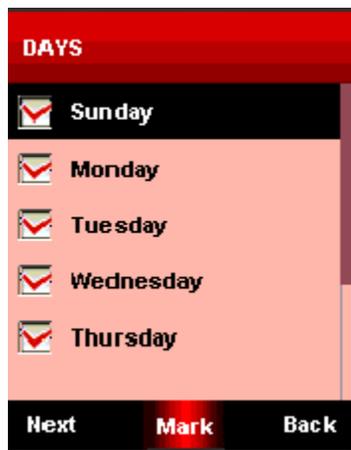

Figure 27

The screenshots below in Figure 28 indicate the **Scheduled Sync options** for RemoSync
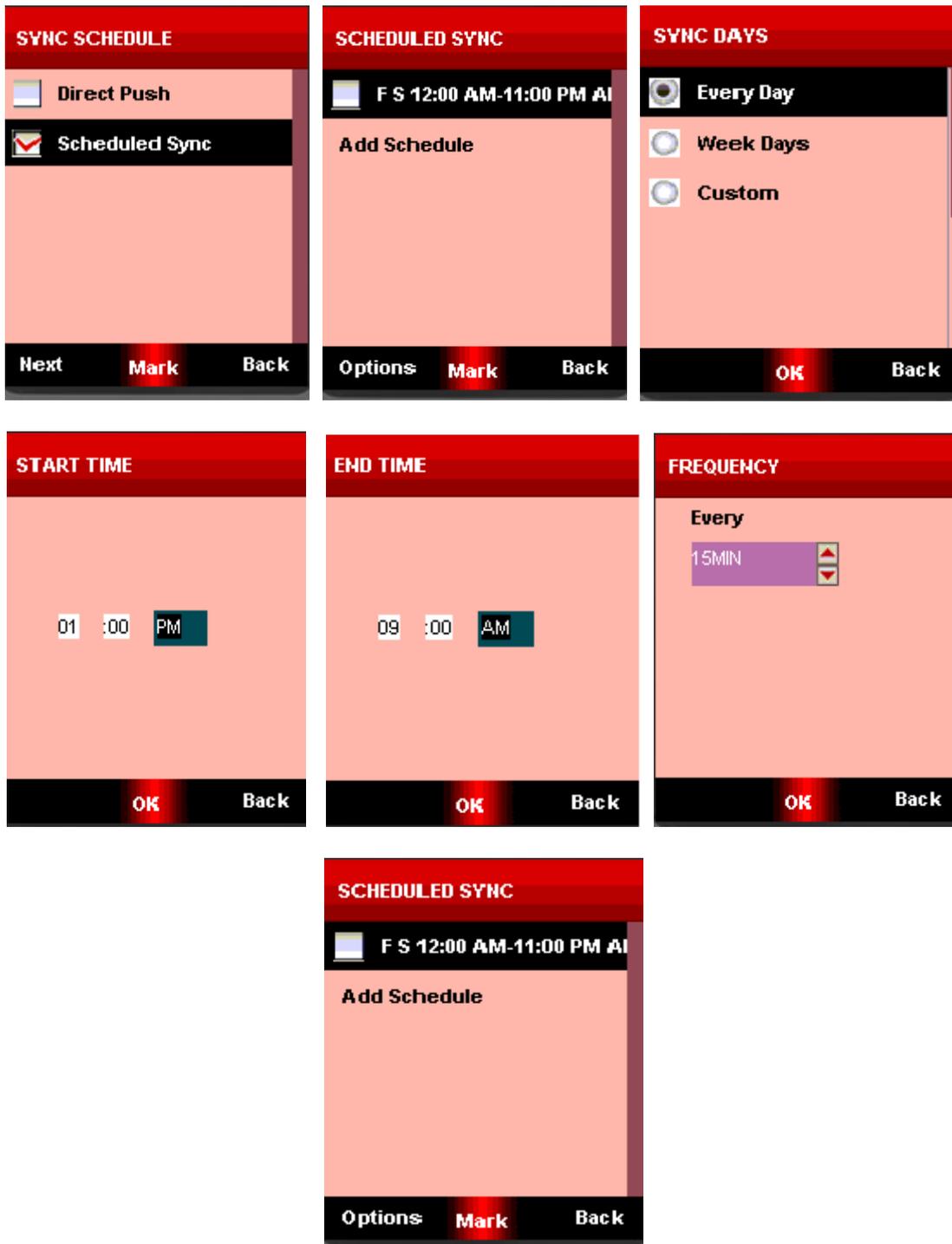

Figure 28

The last screenshot above shows the list of schedules that you have already created.

Alert Settings: Allows you to set up your alerts for upcoming events or new mails using the following options:

> **Select Notifications:** Use this option to select the events that you want to be alerted for, by choosing from the following options:
>
> > **Email Alerts***: Use this option to be alerted on new email arrival.*
> >
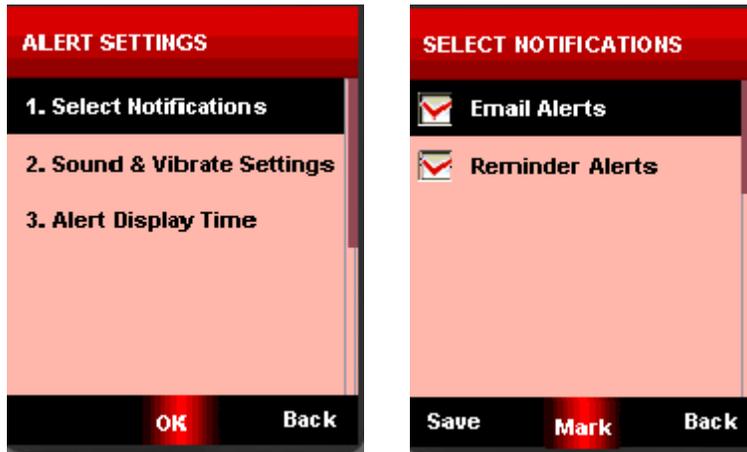> > **Reminder Alerts***: Use this for your Reminder alerts*

Figure 29

Sound & Vibrate Settings: Allows you to associate audible indications for the selected alerts. You must first choose the event that you wish to be alerted for from the following events:

> **Meeting Reminder:** for Meeting Reminder alerts
>
> **New Email:** for alerts on new email arrival

Then, choose the type of alert from the following:

> **Vibrate:** Allows you to turn on the Phone's vibrate alert for the selected event
>
> **Audible Alert:** Allows you to turn on the Phone's ringer alert for the selected event. On phones that may not support a ringer tone, a beep will be used instead.
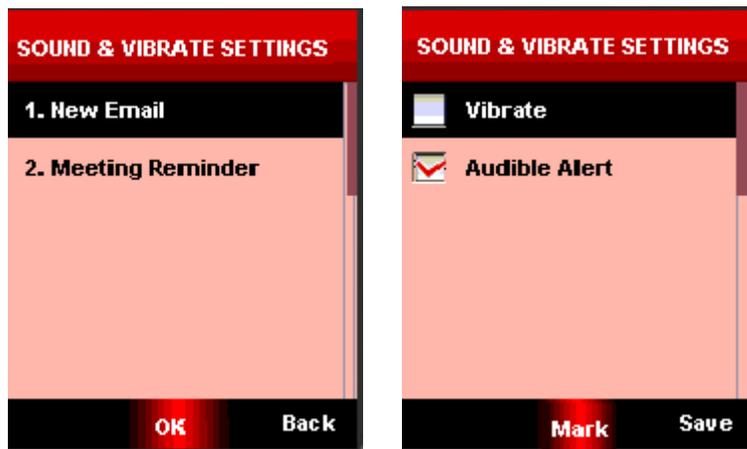

Figure 30

Alert Display Time: This option allows you configure the alert display time settings. Whenever an alert is popped up on a new mail (e.g. when Direct Push is ON), some form of user action is expected (user must dismiss the alert) to ensure that the alert has been noticed. But if there is no user feedback, then the alerts will continue till the time specified by the 'Alert Display Time'. For e.g. An alert is displayed on a new mail arrival and the *Alert Display time* is set to 15 minutes which means that this alert will be alive for 15 minutes after the initial notification after which it will automatically be dismissed.

Figure 31

Full sync: You can use this option to perform a full synchronization that will delete the existing Contact, Calendar and Email information from your phone and start a fresh synchronization. This option must be used only in cases where you repeatedly encounter "Synchronization error" or if for some reason you are unable to get the updates properly.

Figure 32

5.7.2. Email Settings

Allows you to personalize your email on RemoSync using the options:

Email Filter Settings: Allows you to filter and synchronize your mails from last 1 day, 3 days or mails from the past 1 week using the following radio button options:

> ***One day:*** Synchronizes only those emails that are 1 day old
> ***3 Days:*** Synchronizes emails that are up to 3 days old
> ***1 week:*** Synchronizes emails that are up to a week old

Clicking on '*OK'* will apply the designated filters and during subsequent synchronizations only mails from the 'previous day' or the last '3 days' or for the past '1 week' will be synchronized to the device.

Figure 33

Mail Body Preferences: Allows you set up RemoSync to fetch only the header part of your mail or fetch up to 2KB of your mail (includes header and some part of your mail body). Particularly helpful if you don't want to fetch a large amount of data and would like to view the headers first before deciding to fetch the entire mail.
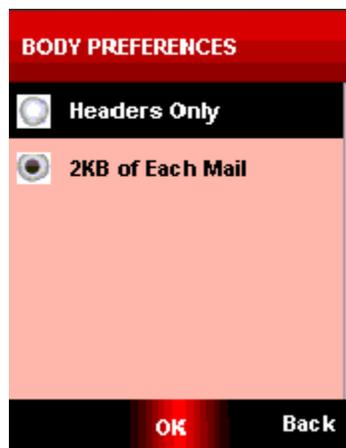
Figure 34

5.7.3. Contact Settings:

Conflict Resolution: Allows you to select from the following Conflict resolution settings:

> ***Keep Client changes:*** Choosing this option will ensure that during subsequent synchronizations all the server changes (Contacts, Calendar and Email) will take precedence.

> ***Keep Server changes***: Choosing this option will ensure that all server changes (Contacts, Calendar and Email) will take precedence during subsequent synchronizations.
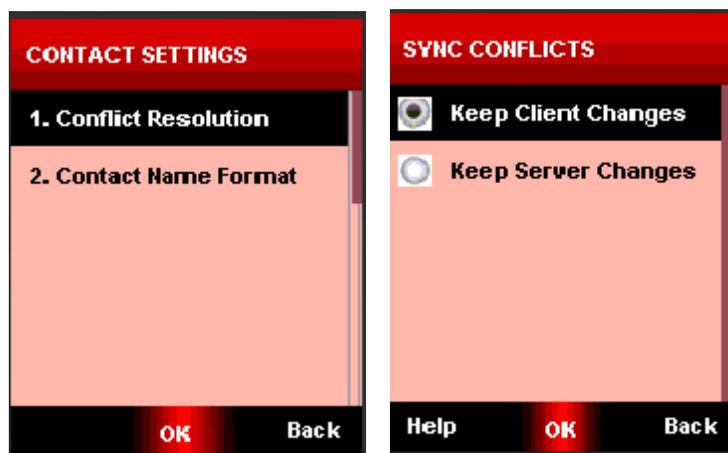

Figure 35

Contact Name Format: This is a critical setting that you must specify for your contacts to ensure that there is parity between the contact information that is stored on your Server and on the client. All phones do not store contact information in the same way and synchronizing disparate contact lists may lead to duplicates. To avoid this, you can first choose the Contact Name format and synchronize by choosing the appropriate one from the following supported formats:

> ***FirstName LastName:*** To be used if your phone accepts contact names in this order: First Name <space> Last Name

> ***Last Name FirstName:*** To be used if your phone accepts contact names in this order: First Name <space> Last Name

> ***FirstName, LastName:*** To be used if your phone accepts contact names in this order: First Name, Last Name

> ***LastName, FirstName:*** To be used if your phone accepts contact names in this order: Last Name, First Name.

The Contact Name format setting screen is shown in Figure 36 below:
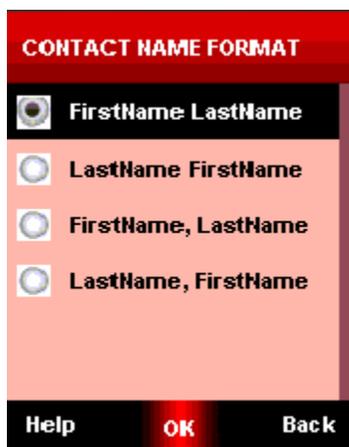

Figure 36

5.7.4. Calendar Settings

Allows you set up your time zone and the reminder duration for your alerts using the following options:
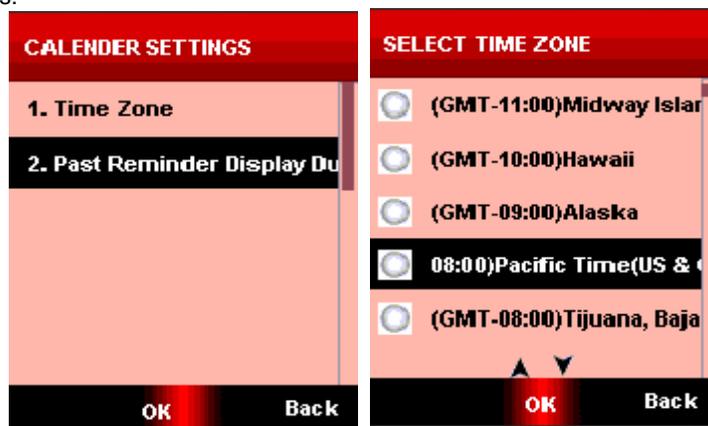

Figure 37

Time Zone: Allows you to select your preferred time zone setting. You can choose from the available time zone options and save it.

Note: You must ensure that you select the correct time zone setting to ensure that your calendar alerts, reminders etc. work properly. This is especially true when you travel across time zones.

Past Reminder Display Duration: This option allows you configure the past reminder duration settings. Whenever reminders are popped up, for an upcoming event or new mail, some user action is expected (user must dismiss it) to ensure that the reminder has been noticed. But if there is no user feedback, then the reminders will continue to be displayed till the time specified by the 'Past Reminder Duration'. For e.g. A Reminder that is set for 9.00 a.m. for a 9.30 meeting, will fire up at 9.00 a.m. and will stay there until you dismiss it. All subsequent reminders also will pop up at the appointed times and dismissing each one is cumbersome. Using the past reminder duration you can ensure that all the reminders are automatically dismissed after a period of time.
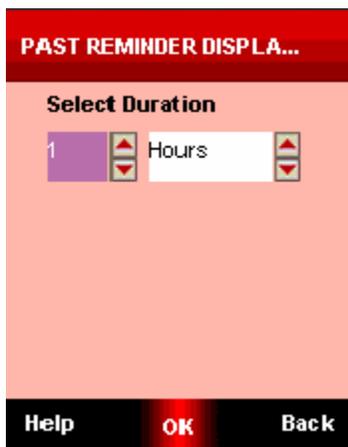

Figure 38

5.7.5 Out of Office

This feature allows you to configure the Out-of-office settings to automatically reply to emails that you receive when you are not in office. Based on your settings all incoming mails during this period will be auto-replied with a mail containing your custom Reply message. To configure *Out of Office* settings:

Choose *Out of Office* option from the Settings menu which will navigate you to the out of office settings screen. Choose from the following types:

Enable: This will enable your **Out of Office** setting and navigates you further to the **Out of Office Types** page that contains internal and external settings page.

    Inside Organization: Choose this option if you would like to send a customized reply message to internal senders i.e. senders from within the organization. You will then be navigated to the

    External Known: Choose this to reply with your customized response to senders who are from outside your organization, but are listed on your Contacts list - for e.g. business acquaintances.

    External Unknown: Choose this option to auto-reply to all senders who are neither Internal nor External senders.

      Today: Choose this option to enable Out of office only for the current day (12.01 am to 11.59 p.m.)

      Select Duration: Choose this option to select the duration for which Out of Office must be enabled

        Start Date: Choose the date from which Out-of-office must be enabled

          Start time: Choose the start time from which your Out-of-office settings must be enabled.

        End Date: Choose the end date

          End time: Choose the end time after which your Out-of-office settings must be disabled.

      No Duration: Choose this option to set Out of Office with no end time

      Internal: Edit your response that must be sent for mails from senders who are within the organization

      External: Edit your response that must be sent for mails from External Users

    Disable: Choosing this option will disable your out-of-office settings.

Save your settings, to update the same on the server. The **Out of Office** settings are shown below:
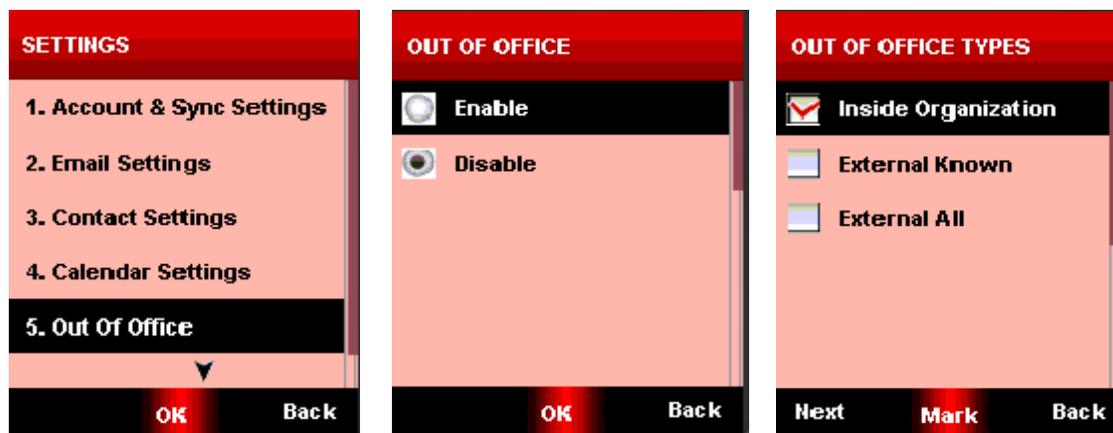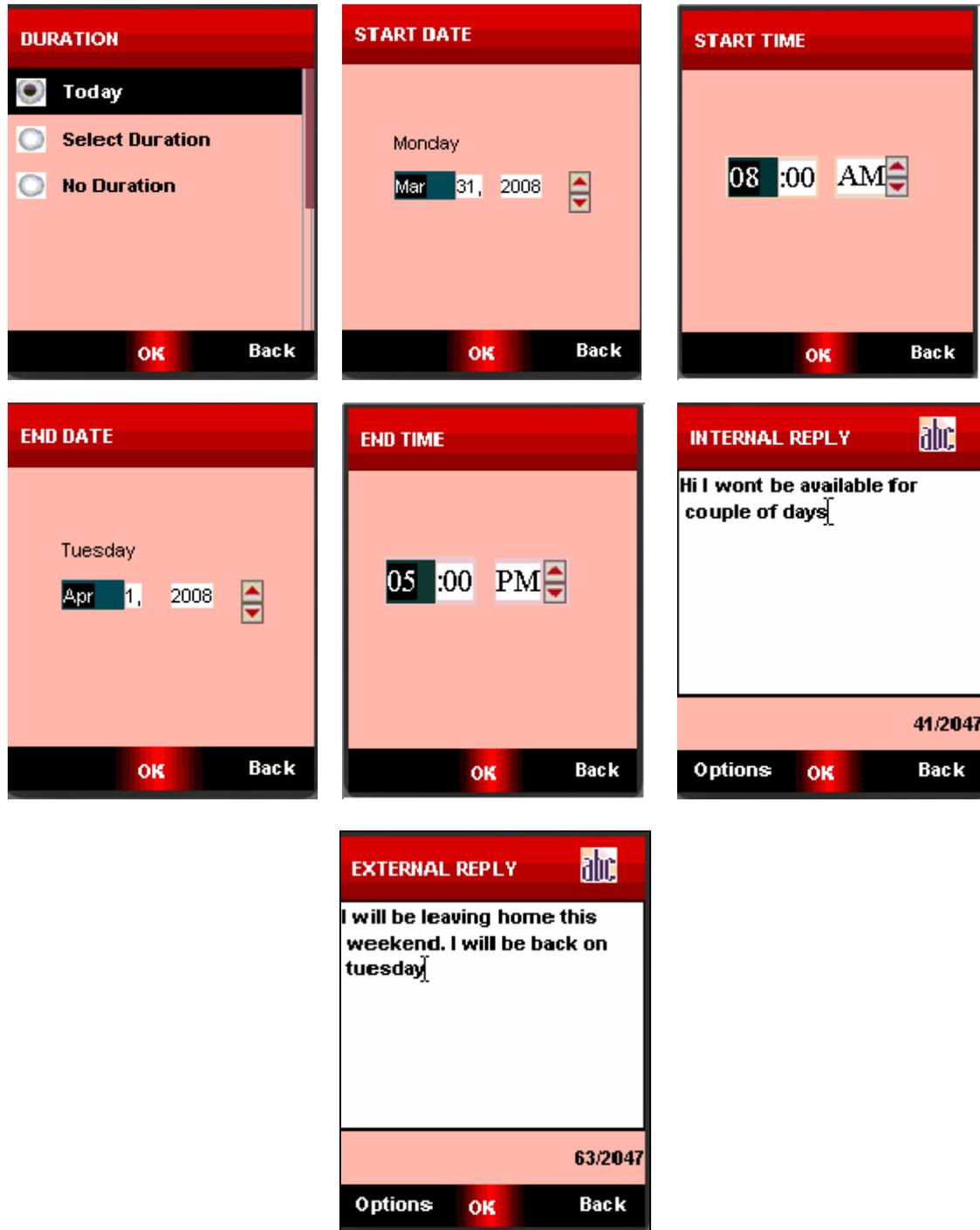
Figure 39

5.7.6 Font Types

The font type option allows you to choose from different font styles for the application. The available font types are shown alongside the application screenshots depicting it.

- *Default font*
- *Basic 4*
- *Basic 6*
- *Basic 9*
- *Basic 10*
- *Basic 11*
- *Basic 12*
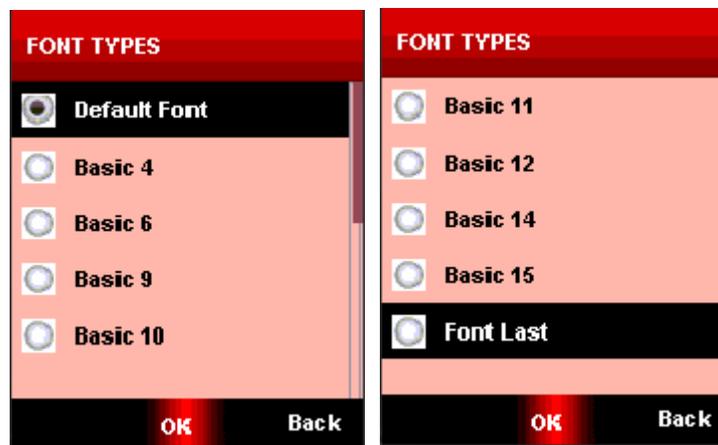- *Basic 14*
- *Basic 15*
- *Font Last*

Figure 40

5.7.7 Display Theme

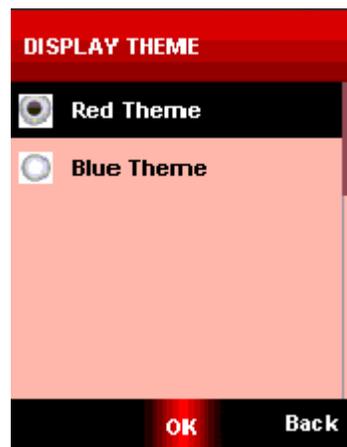Allows one to select the theme from the available themes and will affect the look and feel of the application.

Figure 41

5.7.8 Sync Status

Displays information on the Date, Time and the Status of the last synchronization carried out from the Phone.
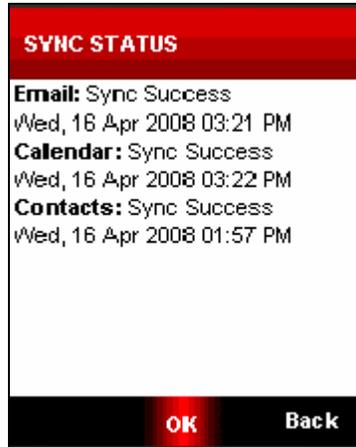
Figure 42

5.8 Help

The Help section provides you with brief usage instructions for RemoSync. You must refer this User Manual for detailed instructions on the features and functions of RemoSync.
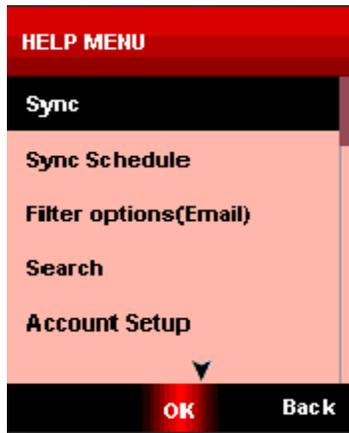

Figure 43

5.9 Exit

This option allows you to exit the application and return to the Application catalog.


Figure 44

6   TIPS & TRICKS

The following tips and tricks will help you in optimizing your key presses and make it easier to navigate and use some key features of the application:

1. **Shortcut Keys**

    All menu items are numbered from 0 to 9. You may press and hold the number key to quickly activate a particular menu item in the context of the menu instead of navigating to the menu item using the scroll and then clicking on **OK** button to do the same.

    For e.g. On the Settings Menu, under the Account & Sync Settings sub menu, to navigate to **Sync Schedule,** all you have to do is press and hold the **number key 4** on your Phone's keypad in the context of the menu.
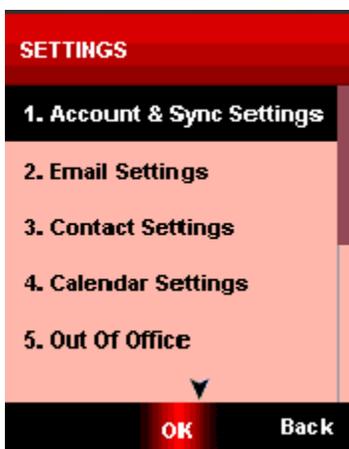
2. **Quick Messages**

    To quickly send replies to incoming mails, store the most commonly used messages as Quick Messages and later add them quickly to the Subject and Body of your emails to avoid typing long messages.

3. **Synchronization schedules**

    Scheduling automatic synchronizations during off peak hours or Night times would go a long way in reducing data usage

7   FREQUENTLY ASKED QUESTIONS [FAQ]

1. **What is RemoSync and why would I want it?**
   If you are a corporate user and if you want to stay connected to all the latest Contact, Calendar and Email information on your Microsoft Exchange Server, then, RemoSync is the product for you. Using licensed Exchange ActiveSync technology from Microsoft, RemoSync provides the mobile phone with a direct connection to the Microsoft Exchange Servers 2003 and 2007.

2. **How do I get RemoSync?**
   To get RemoSync, you need to download RemoSync to your handset.
   To find RemoSync -
   - Open the BREW Catalog on your handset
   - Find RemoSync
   - Download it to your phone!

3. **What handsets offer RemoSync?**
   To see if your handset offers RemoSync, visit the "supported handsets" page for RemoSync at the www.remoba.com website for an up-to-date list.

4. **What types of data can be synchronized by using RemoSync?**
   RemoSync enables you to synchronize your e-mail messages, calendar, and contacts lists in your Exchange Server 2003/2007 mailbox with a BREW Mobile Phone.

5. **How do I know if I am using Microsoft Exchange Server 2003 or 2007?**
   There is no way to know this from your Phone and you would have to consult your IT Department for this.

6. **How do I enable mobile access on the Exchange Server?**
   To enable mobile access on the server requires Server configuration and this configuration varies between MS Exchange Server® 2003 and 2007. Consult your IT Department for the same.

7. **How do I change the schedule of my automatic synchronizations?**
   To change the schedule of your automatic backups, go to the **Main Menu > Settings** > **Account & Sync Settings** > **Sync Schedule > Scheduled sync** menu of RemoSync on your phone and select "Add Schedule". You can set the schedule to synchronize periodically by choosing the interval from anywhere between 15 minutes to 2 hours or choose the Daily or Weekly options

8. **How do I start Synchronizing?**
   To start Synchronizing, open RemoSync on your phone. Choose the folders that you would like to synchronize – Email, Contacts or Calendar and pressing OK will start the synchronization process.

9. **What details are required before I attempt to use RemoSync to synchronize with my MS Exchange® server?**
   You will require the following information for configuring RemoSync to synchronize with your MS Exchange® server:
   - *Server Type*: The MS Exchange Server® type that you wish to connect to. RemoSync supports MS Exchange® Server 2003 and 2007
   - *Server*: The MS Exchange® Server address for e.g. http://exchange.yourcompany.com
   - *SSL* : Check the box if your server is SSL enabled
   - *User ID:* Username (as on your MS Exchange Server® account)
   - *Password*: Password (as on your MS Exchange Server® account)
   - *Domain*: Domain for your MS Exchange Server®
   - *Email Id*: Email address of your MS Exchange® account

   Note: If you are not sure of the server information or continue to face problems, consult your IT Department for the required information.

10. What does "Direct Push" mean? When should I use it?
Direct Push is a feature of RemoSync that allows all new information – Email, Contacts, Calendar, from your MS Exchange Server® to be pushed directly to your Mobile Phone as they arrive on the Server. This will prevent you from having to logging in from your phone manually to check for new emails or calendar events. Direct Push will enable the application to always be up-to-date with the server.
To enable Direct Push go to the **Main Menu > Settings > Account & Sync Settings > Sync Schedule** and then check the box against Direct Push to enable it.
You may use the Direct Push feature if you want to have the latest information on Contacts, Calendar and Email, pushed to your phone instantaneously as they arrive on the server.

11. What does "Scheduled Sync" mean? When should I use it?
Scheduled sync provides you with an option of setting up your own schedule of when the device synchronization must be done automatically. For e.g. if you want the synchronization to be done once a day at 8'o' clock every night, you could set this time in the scheduled sync settings and at the appointed hour, the application will start and complete the synchronization with the MS Exchange® Server.
You may use this feature if you are a light user and don't expect a lot of email or calendar events on your server and would like to be notified at set intervals about new items on your Server.

12. What is GAL? What does Search GAL do?
GAL is an acronym for the Global Address List. If you are a MS Exchange Server® user, all your Corporate contacts are organized under one common list called the Global address List. The 'Search GAL' feature allows you to search for contacts from the Global Address List and then store that contact information on to your phone. You must specify a minimum of 3 characters for your search to be initiated on the Global Address List.

13. What is conflict resolution and how do I use it?
Conflict resolution is a feature that allows you to choose which data must take precedence. Since synchronization will update data on the Phone and the Server, sometimes, it is possible that the same information (Contacts or Calendar) has been updated on both the Phone and the Server. You must specify what data you want kept, by choosing the conflict resolution options – '***Keep Server changes'*** or '***Keep Client changes'***; Choosing the former, will ensure that changes on server will be kept these will be downloaded to the Phone. Choosing '***Keep Client changes'*** will ensure that changes on the Client will be kept and changes from client will be written to the server.

14. What is 'Full Sync' and when do I use it?
Full sync is a full synchronization process wherein all the contact, calendar and email information is erased from the Phone first and then the contacts, calendar and email information from your MS Exchange Server® is downloaded to your Phone. Generally the synchronization process only brings in the updates and keeps the server and the phone current. But sometimes you may face some problems during synchronization which may be due to faulty network, or bad responses from your MS Exchange® Server. In such cases you may not be able to proceed with the regular synchronizations in which case you have to initialize the '**Full Sync'**.

14. How many emails from my MS Exchange Server® will be fetched to my Phone during synchronization?
RemoSync fetches and stores the latest 100 emails from your MS Exchange Server® account and displays them on the Phone. You can view the 'Mail Headers' first before proceeding to view the complete mail.

15. What does the 'What to Sync?' option do?
'What to Sync?' option allows you to choose the collections that must be synchronized between the Phone and the server. These elements – Email, Contacts and Calendar are called the Sync Collections. You have to specify what collections have to be synchronized by checking the appropriate box. Only the selected collections will be synchronized with the MS Exchange Server® during subsequent synchronizations.

16. **How do I disable the "Direct Push" option?**
To disable the 'Direct Push' option, first launch RemoSync and then navigate to the **Main Menu > Settings > Account & Sync Settings > Sync Schedule > Direct Push** option**.** Uncheck the **'Direct Push'** option using the Left Soft Key option '**Unsel**'. Then press the 'Save' button to save your settings. This will disable the **'Direct Push'** option.

17. **I have several Calendar events on the Server but cannot view calendar events 4 months into the future. Why?**
Due to limited memory capabilities of the device, the application will only synchronize and display 5 months of cached data on the Phone. This includes the Calendar of the previous month, Calendar for the current month and the calendar of the next 3 months from the current month.

18. **What is Contact Name Format and how will that be useful to me?**
All Mobile Phones do not store Contact information in the same way. Some store it in the First Name, Last name format, while some may store it as Last Name, First Name. This may cause some problems on some phones which may result in contacts being duplicated on your Mobile Phone. Before synchronizing with a new device it is advisable to select the supported Name format for your Phone

19. **What is Time Zone setting?**
Time Zone identifies the time zone that you operate from**.** This setting is extremely important to ensure that the Reminder and Alert settings as also your Calendar views work as desired. This is especially true if you re traveling across time zones.

20. **What is Out of Office and how do I use it?**
Out of Office setting allows you to send automatic responses to sender emails, with a custom message to indicate that you are away from office for a specific duration. You must specify the date and time between which the Out of Office messages must be sent as replies to incoming mails. You can customize two types of response messages for –
    1. *Internal* i.e. senders from within the organization and
    2. *External Known –* are the Senders who are not a part of your organization but are known to you i.e. contacts that are part of your address book
    3. *External Unknown:* are the senders who are not known to you. For e.g. new contacts.
You can disable this setting using the **Disable** option under Out of Office setting.
.
21. **What is Past Reminder Display Duration and how do I use it?**
This option allows you configure for how long the past reminders must be displayed. Whenever reminders are popped up, for an upcoming event or new mail, some user action is expected (user must dismiss it) to ensure that the reminder has been noticed. But if there is no user feedback, then the reminders will continue to be displayed till the time specified by the 'Past Reminder Duration'. For e.g. A Reminder that is set for 9.00 a.m. for a 9.30 meeting, will fire up at 9.00 a.m. and will stay there until you dismiss it. All subsequent reminders also will pop up at the appointed times and dismissing each one is cumbersome. Using the past reminder duration you can ensure that all the reminders are automatically dismissed after a period of time.

8.   TROUBLESHOOTING

1. **Whenever I sync my calendar items, I don't see the correct time on the calendar events.**
    Resolution: If you see that your appointments on your Phone are not at the time mentioned on your MS Exchange Server® Calendar, then you need to make sure that the time zone you specified is correct. This occurs because all appointments on the RemoSync are stored based on the offset from GMT.

2. **The number of contacts on my Exchange account is more than what my Phone can support. What should I do?**
    Resolution: RemoSync places a limit on the number of contacts that can be synched to the Phone due to Address book limitations on the Phone. If a user has more contacts on his MS Exchange Server® account than what the phone supports, then the user must create a secondary folder and move those additional contacts (choose contacts which you don't want synchronized) to that folder and keep only those contacts that you use regularly and would require to be synchronized in the primary folder.

3. **I have mails in my email account on the MS Exchange Server®, but I don't see any mails in my Inbox on the Phone after synchronization.**
    Resolution: You will have to check the Email filter option and change it appropriately. If this does not resolve the problem, then you can try to do a Manual Sync using the **Manual Synchronization** option.

4. **I get a "Outbox/Draft Full" message when trying to save a mail.**
    Resolution: Delete some mails from the Drafts folder or the Outbox folder before proceeding.

5. **The 'Direct Push' feature is turned 'OFF' even after I have turned the feature 'ON'**
    Resolution: This could be caused due to persistent Network problem. RemoSync will attempt to connect to the server up to 3 times in case of failure in communicating with the server. If even after 3 times the network problem persists then, the application automatically turns OFF the 'Direct Push' to prevent multiple attempts at connecting. You may have to turn it ON again at a later time.

6. **I receive an '*Error_500'* error message when I synchronize my mobile device with MS Exchange Server® 2003.**
    Resolution: You will see this error if your Microsoft Exchange Server® 2003 does not have the Service Pack 2 (SP2) installed on it. To resolve this issue, install Microsoft Exchange Server® 2003 Service Pack 2 (SP2) on the server. Contact your IT Department for a resolution.

7. **I am facing persistent synchronization problems.**
    Resolution: If you face persistent synchronization problems, then use the **Full Synchronization** option which will reset the application and start a fresh synchronization. If you continue to face problems, then, deleting the partnership in ActiveSync on your desktop and creating a new partnership resolves some problems.

8. **I receive an '*Error_1295'* error message whenever I try to synchronize my mobile phone with MS Exchange Server®**
    Resolution: You will see this error if the Microsoft Exchange Server® you are connecting to, requires SSL. Turn on the SSL settings to resolve this.

9. **I receive an '*Error_400 - Bad Request*' error message whenever I try to synchronize my mobile phone with MS Exchange Server®**
    Resolution: You will see this error if the Microsoft Exchange Server® you are connecting to, is unable to resolve the Server Type or the Server address that you have provided in the Account settings. Verify your account details and enter the correct details by contacting your IT department.

10. **I receive a '*Login Fail'* error message whenever I try to synchronize my mobile phone with Microsoft Exchange Server®**
    Resolution: You will see this error if the account credentials – username and password, that you are using is wrong. Verify your account details and enter the correct details by contacting your IT department.

9.   DEVELOPER WEBSITE

You can access more information about the Product, its architecture and other associated information by opening

your browser and accessing the link: http://www.remoba.com/remosync.html

You may also, from a browser, visit: http://www.remoba.com   and then navigate to the **Products** drop down menu

and then click on **RemoSync** to be navigated to the RemoSync product page, where you will find all associated

information about the product.

10. DISCLAIMER & COPYRIGHT INFORMATION

Warning and Disclaimer

Every effort has been made to make this document as complete and accurate as possible, but no warranty is implied. The information provided is on an "as is" basis. We assume neither liability nor responsibility to any person or entity with respect to any loss or damage arising from the use of this product or the information contained in this document.

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11. APPENDIX A - Account Push:

Configuring your MS Exchange account on RemoSync requires some details of your Corporate MS Exchange Server and users are usually not aware of the settings that they must do on their phones to enable them to synchronize with the Exchange server. This means that the users would then have to consult their IT Department, get the details of the MS Exchange server, and then type in those when configuring RemoSync on their Phones. To avoid this problem, Remoba has provided an added feature of a Push Server that is hosted at Remoba's secure Production center, using which Administrators of Corporate Exchange servers can quickly send the account information to the user's phone after which RemoSync would automatically configure itself and all that the user has to do is, enter the username and password for his/her MS Exchange account.

To enable pushing the account information to RemoSync users, an administrator must first create a database of users along with their account information and store them on the DNS Server. This can be achieved either by entering each user's account information manually or this information can be imported from a .CSV file. The steps for creating the user accounts database are as follows:

5. An Administrator requests Remoba for an Administrator account on the DNS server hosted at Remoba center.

6. Remoba creates an *Administrator Account* and provides the login credentials (Remoba recommends that the password be changed after the first login)

7. Administrator logs into the account by going to: https://remo.xpherix.com/remosync/ and entering the login credentials provided by Remoba and proceeds to create *User accounts* by entering the required user details manually or by importing them from a .CSV file

8. Administrator then enters the Server Configuration details of the MS Exchange Server:

    a. **MS Exchange Server Address**

    b. **SSL Required:** *Yes/No*

    c. **MS Exchange Server Domain Name:**

    d. **MS Exchange Server Version:** e.g. *2003/2007*

9. Administrator then selects the member names to whose phones the account information must be pushed.

10. Administrator clicks on 'Account Push' link to push the account details to the User's phone.

The following pages describe the step-by-step approach to setting up the Administrator account and the pushing the account information to user phones.

Step 1: Admin Login

Administrator logs into the Account (which was earlier created by Remoba) using the credentials provided by Remoba
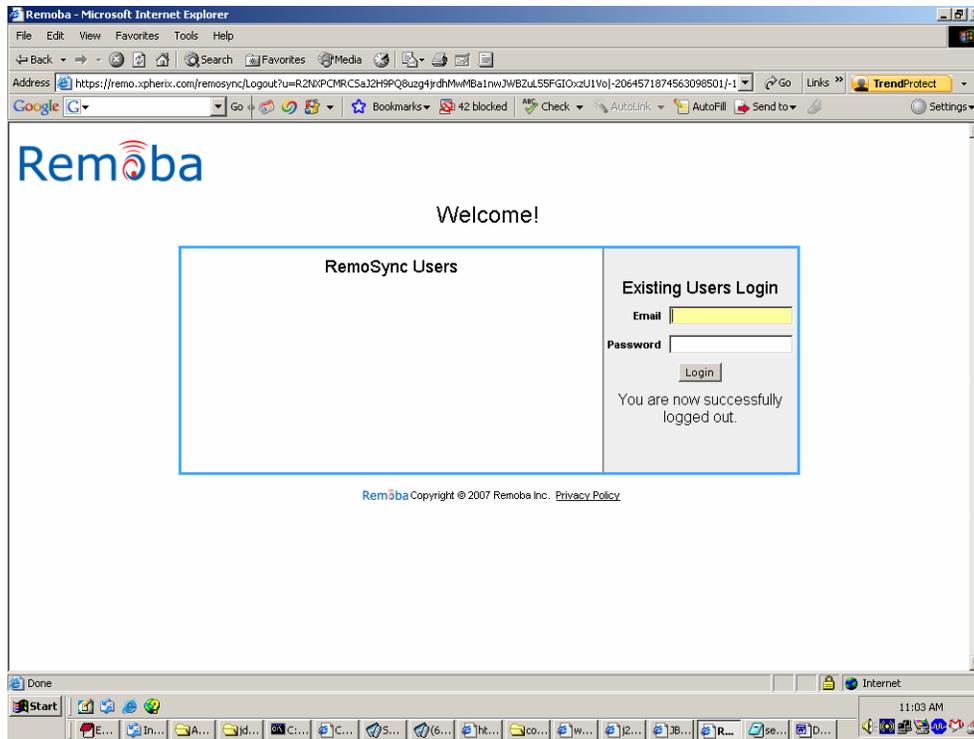

Figure A-1

Once logged in, you will be navigated to the home page that contains details of the current user accounts.

The Administrator has the following options available on the home page:

- Manage Server Configuration - contains the MS Exchange Server details
- Add member
- Edit member
- Delete member
- Import members
- Create and Add Groups
- Add or Remove Member(s) from Group(s)
- Push Account
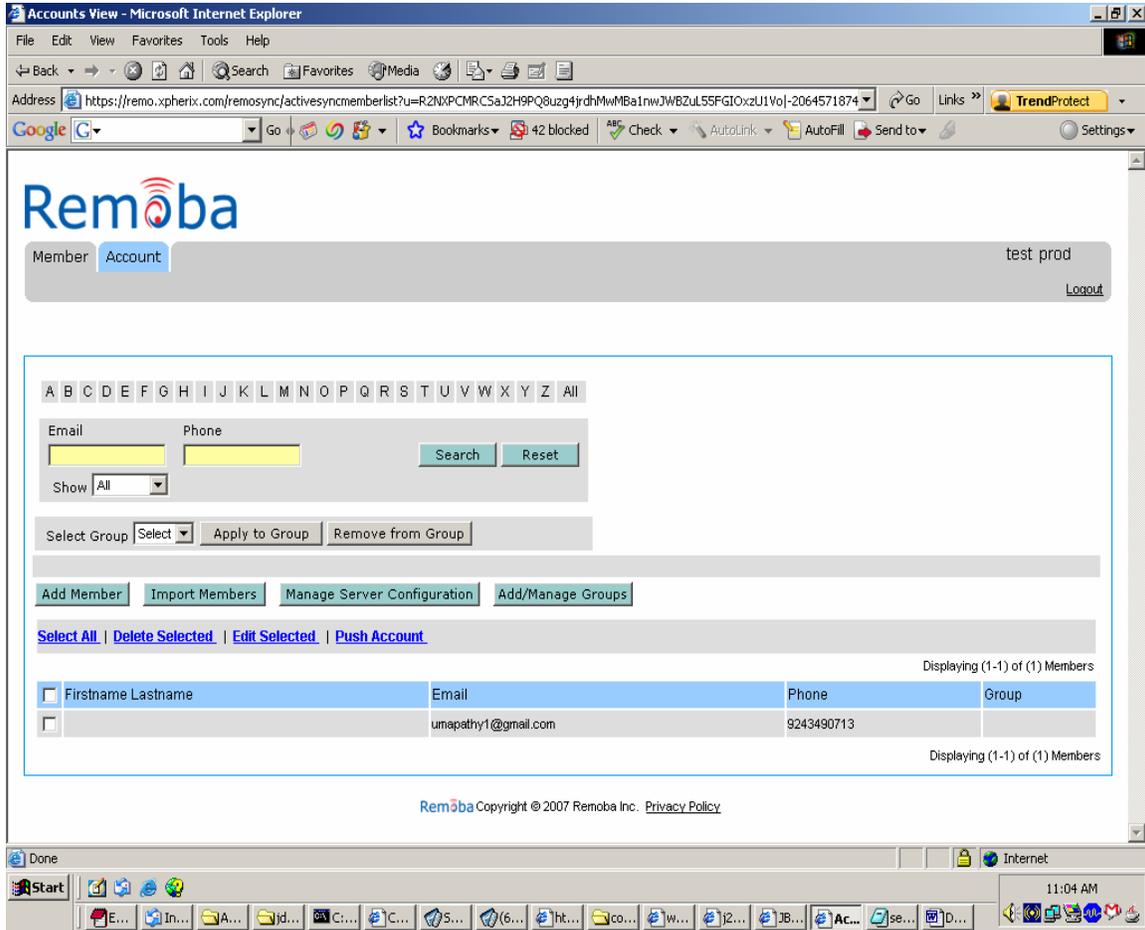
Figure A-2

Step 2: Create User accounts

The Administrator must first create User accounts by entering the required details for an account using the Add Member button as shown below. The following are the required fields for creating a Member:

- Email address:
- Username:
- Mobile Phone Number:
- First Name:
- Last Name:
- Carrier:

Step 2.1: Add Member

To add a new member click on the **Add Member** button as shown below, and then enter all the required information for the member. Once done, click on **Save Member Account** button to save the member information as shown in the **Figure A-4** below:
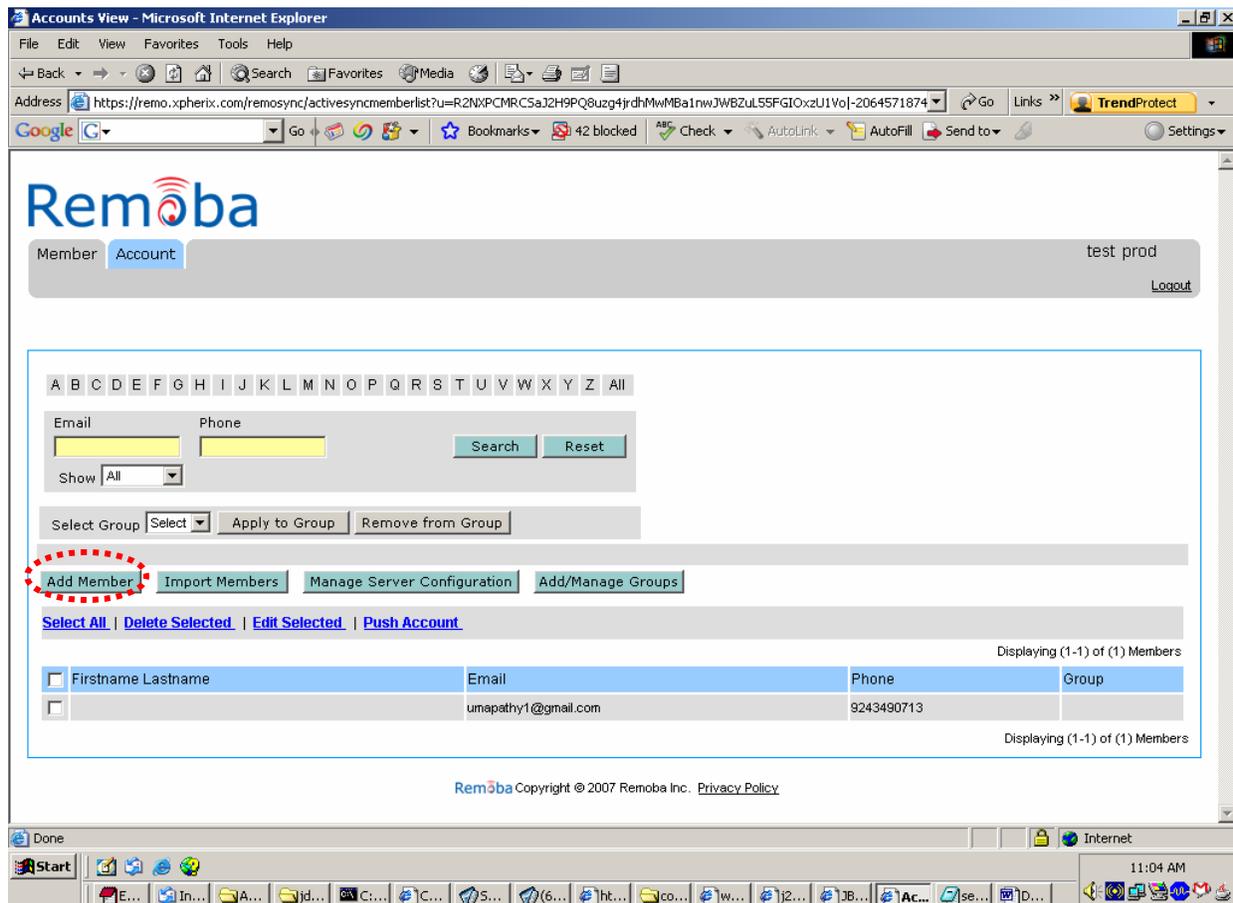
Figure A-3
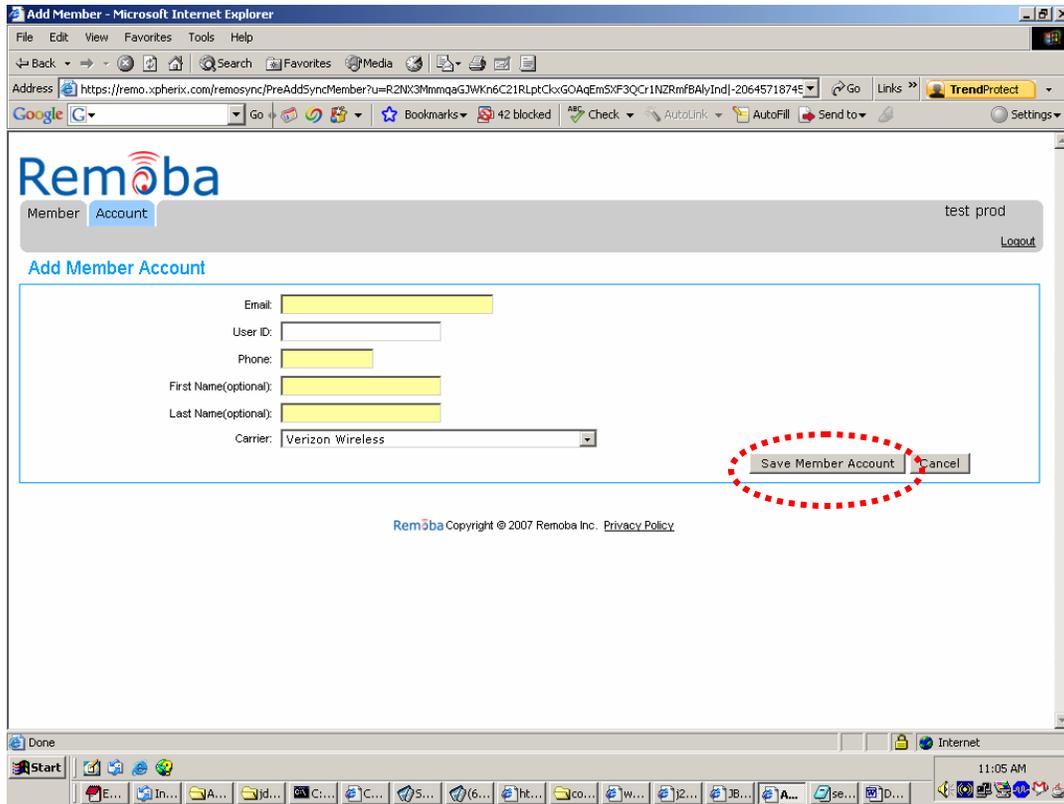
Figure A-4

To create multiple member accounts at once, you may use the *Import Members* option as shown below:
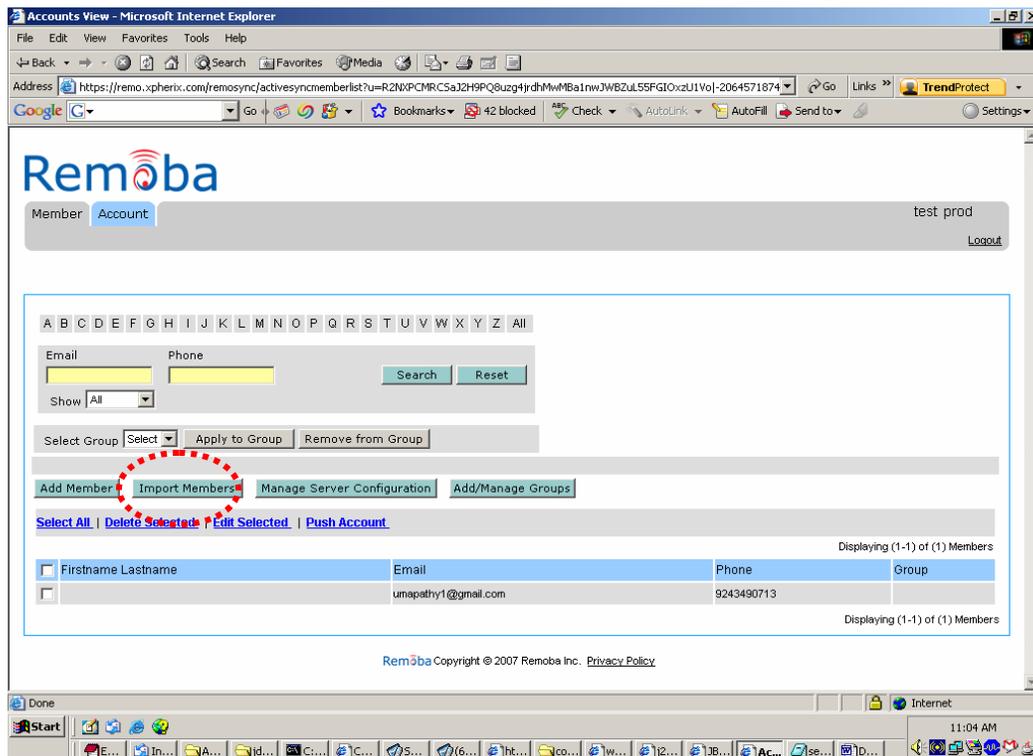
Figure A-5

Clicking on **Import Members** will navigate you to the Import Members page which allows you to select the CSV file from which you want to import the member details as shown in Figure below:

Step 2.2: Import Members

To begin importing members, click on **Import Member** button. This will navigate you to the 'Import members' page.
- Browse and locate the .CSV file that contains the member account information.
- Click on **Import Now** to start the import process.
- On a successful import, all member accounts can be viewed on the 'Member Account' page

Note: Each member must have a unique email address and Mobile phone number for the import to be successful.
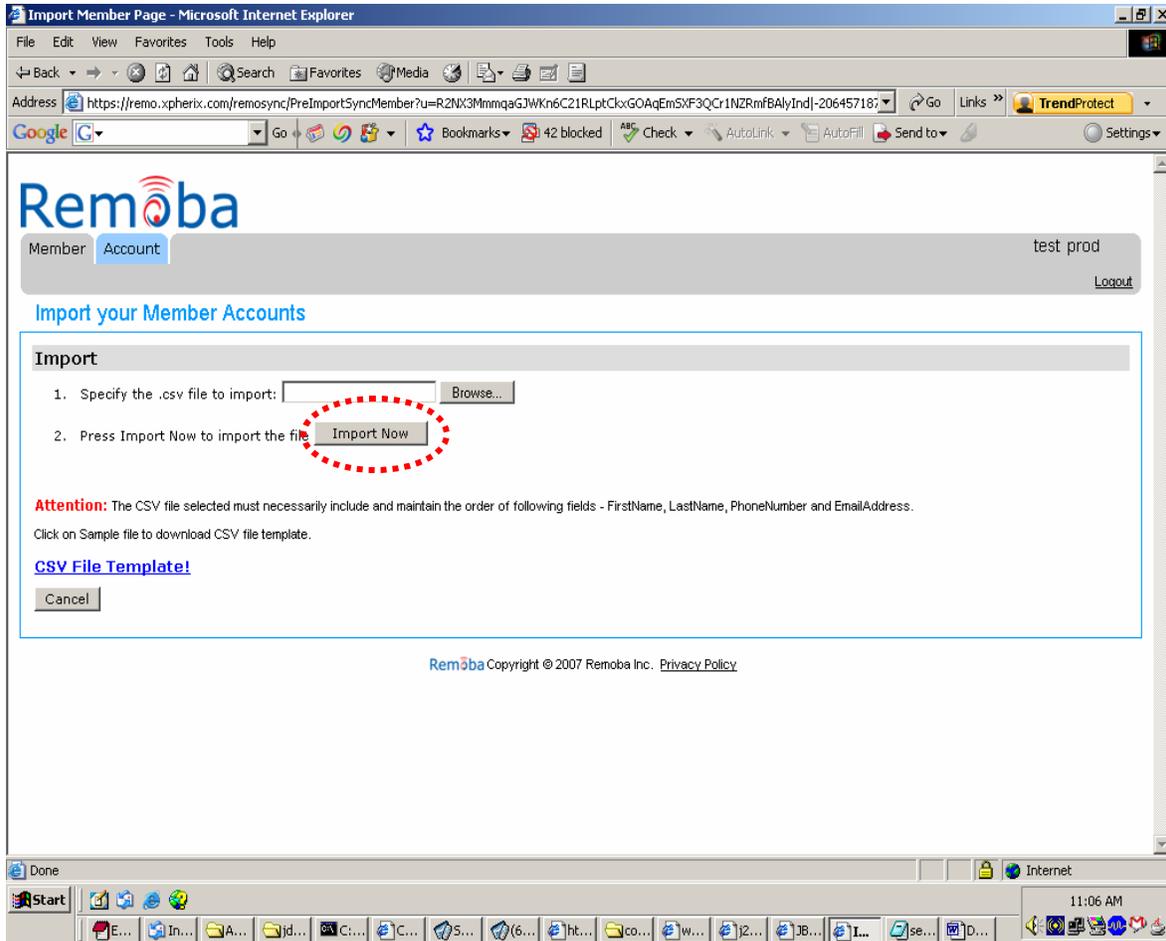
Figure A-6

Step 3: Create User Groups (optional)

Though this feature is optional, creating Groups of users from the available list of users will simplify the process of pushing account information. You may then push account information to selected groups only, instead of sending to all. To create User Groups, click on the **Add/Manage Groups**, which will navigate you to the 'Add/Manage Groups' page.
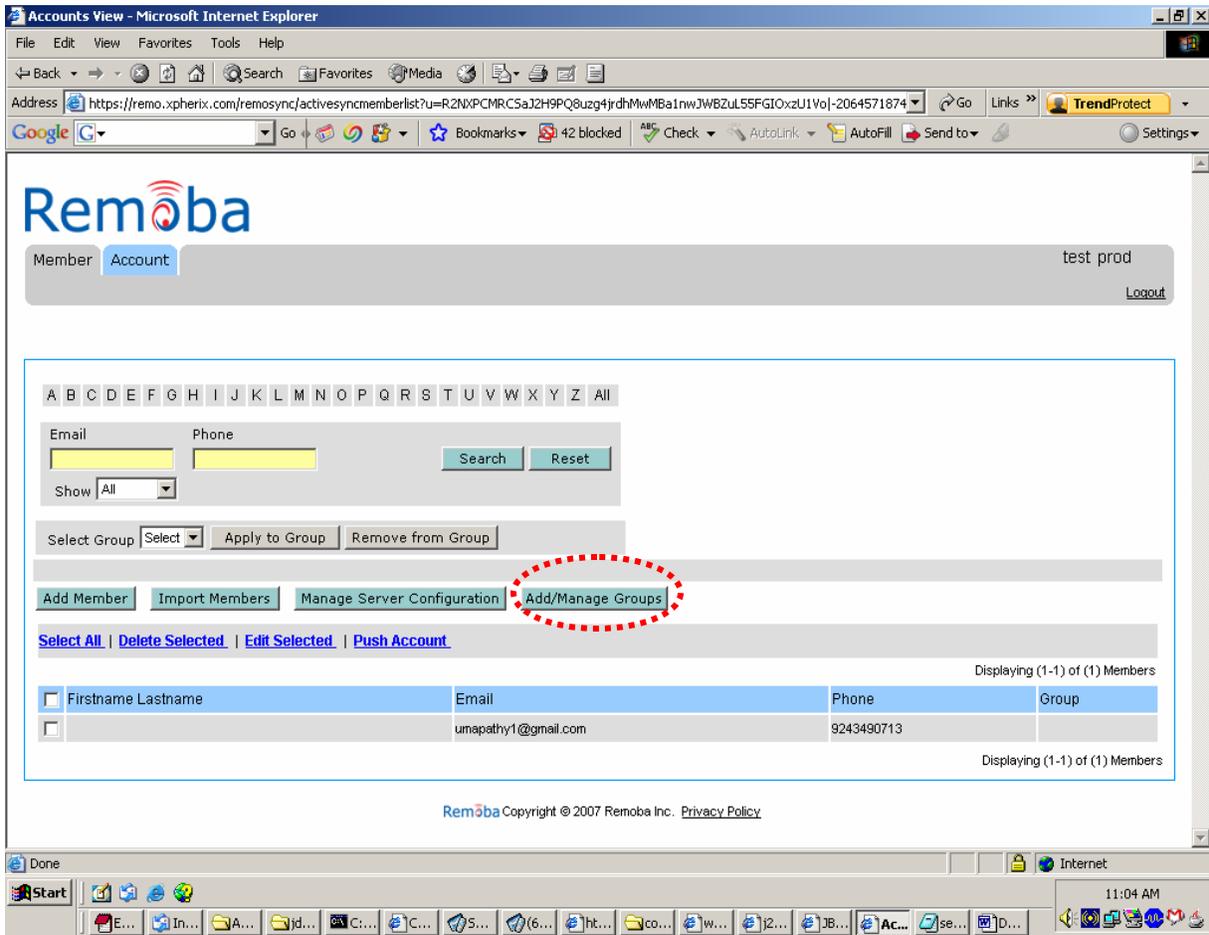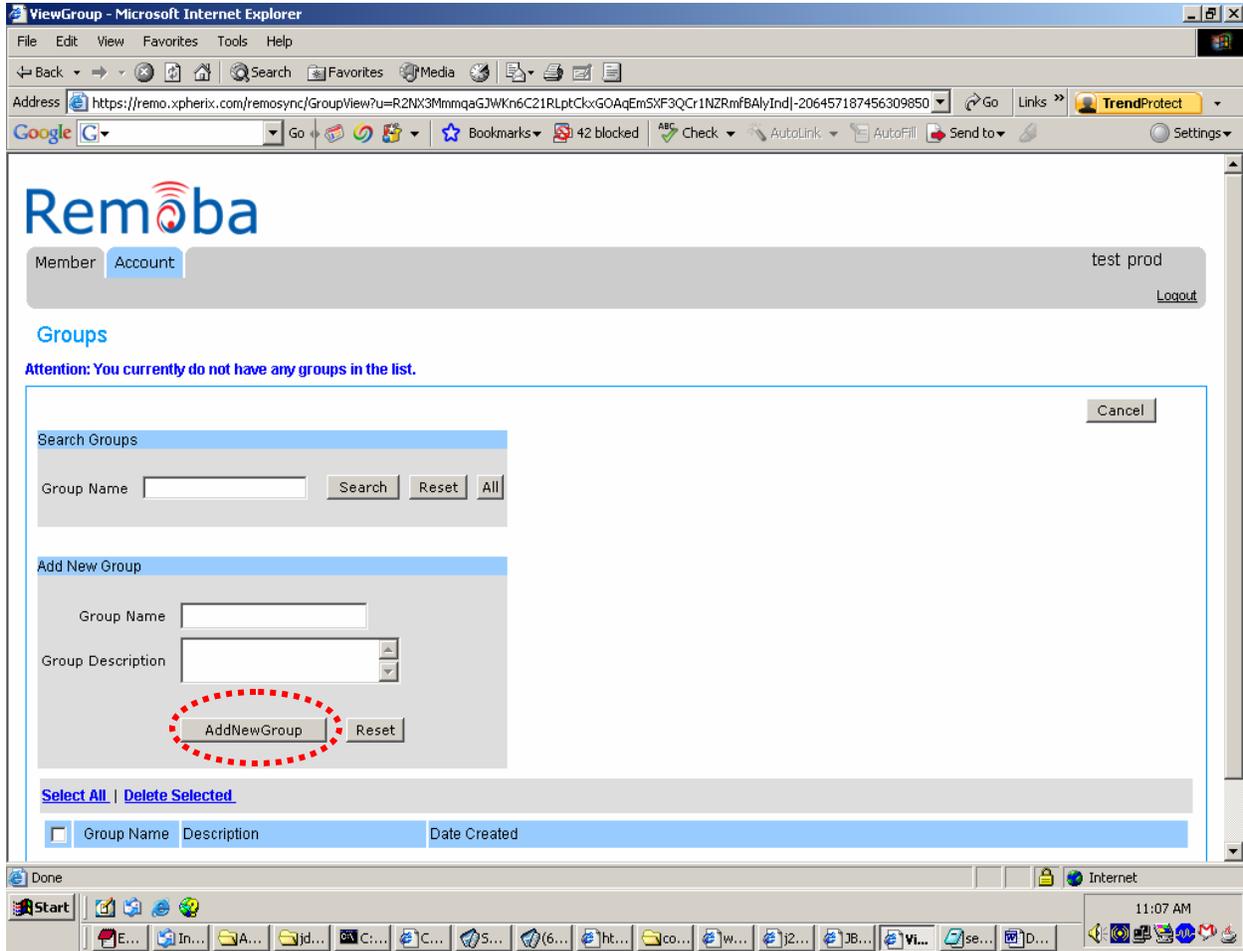

Figure A-7

Step 3.1: Add Group

Enter a name for the Group, add a description for the Group and then click on **Add New Group** button to create a new Group.

Step 3.2: Add Users to Group

Once you create a Group, you must proceed to add members to the Group. You may do this by navigating to the Members Page, and then choosing the Group that you wish to add the Users to and then selecting the Users by checking the Check box against the user.
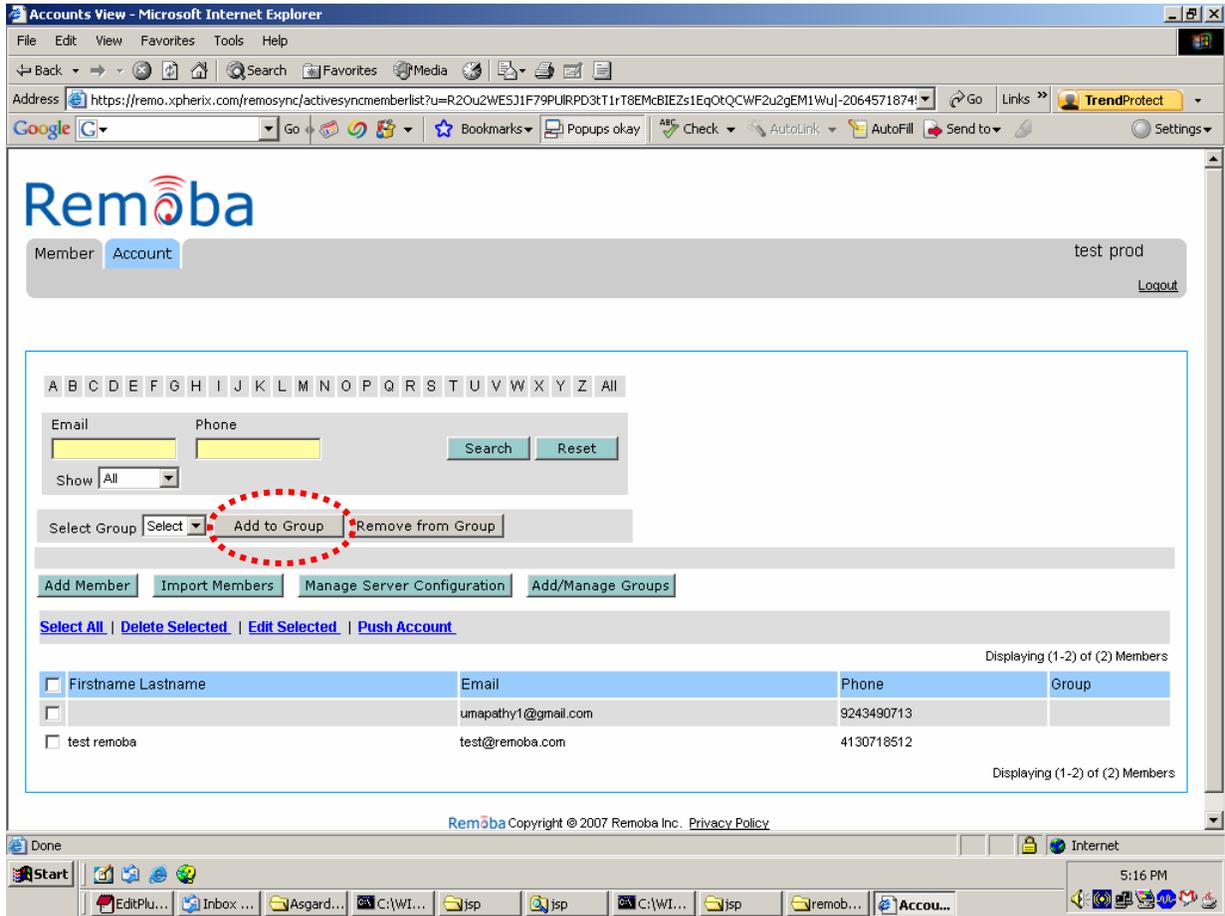

Figure A-8

Step 4: Server Configuration

You must then enter the Server configuration details for your MS Exchange Server. This is the same account configuration details that will be pushed to the Users' Mobile Phones. Ensure that you enter the correct configuration details.

Once you are done with entering the Server Configuration details, click on 'Save' to save the changes.
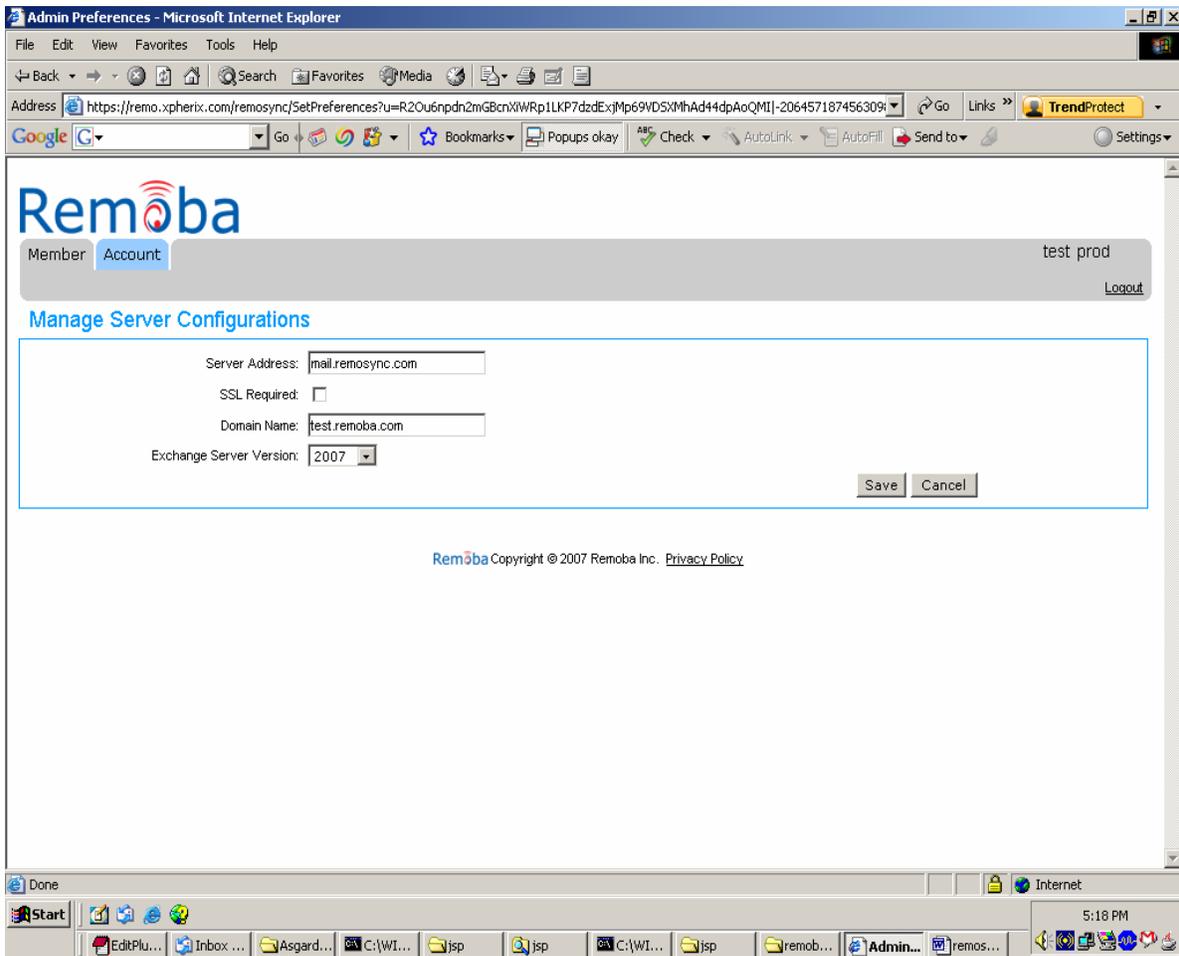
Figure A-9

Step 5: Push Account

Now you are ready to push the account details to your member Phones. Select the member(s) that you want to push the account information to. Then click on the **Push Account** link. This will immediately push the account details to the member mobile phone(s). A *Success Message* is displayed on top of the member accounts page on a successful send.
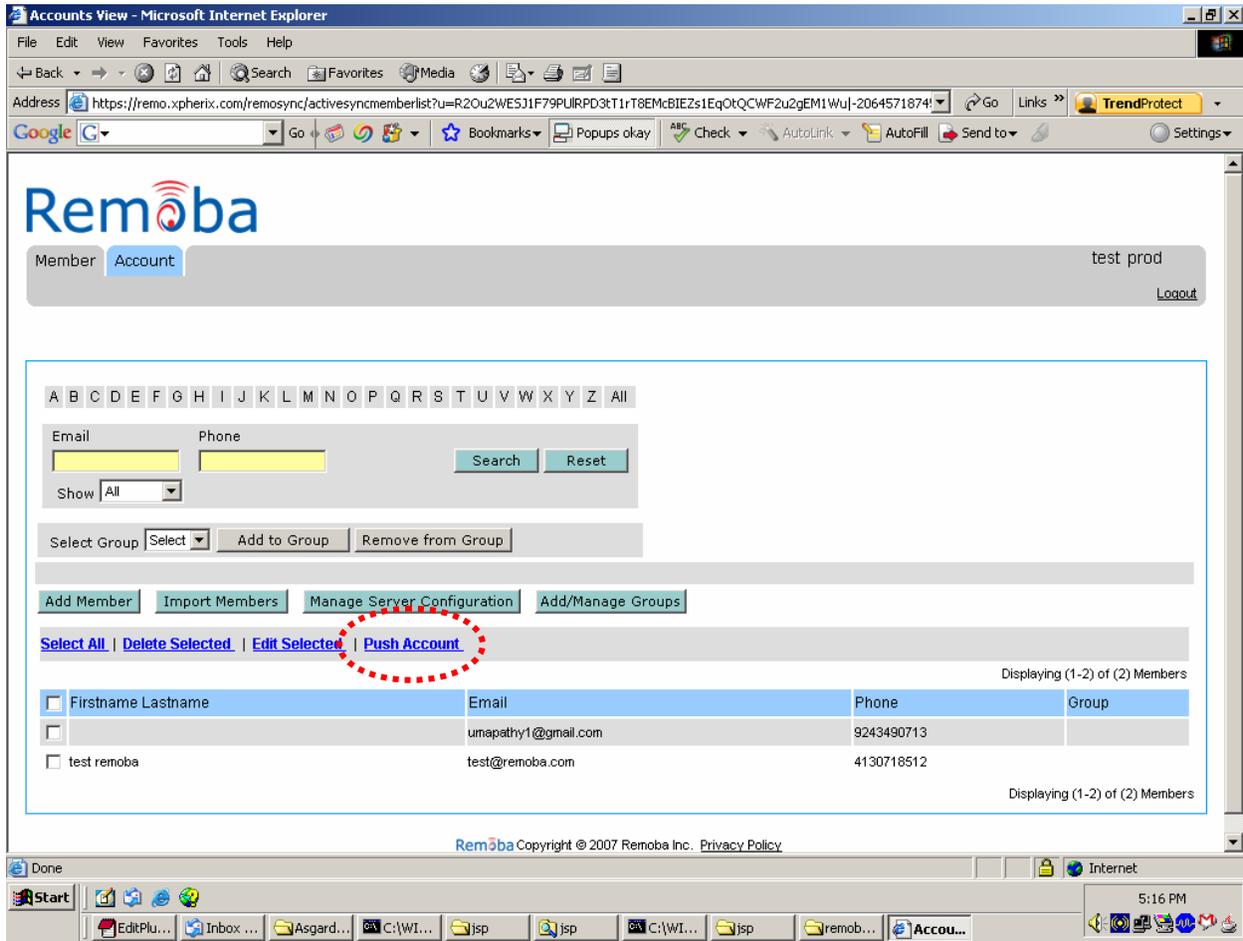

Figure A-10

In case you have not selected any members before clicking on the **Push Account** link, then you will be navigated to the Member details page, where you must enter the member details to which you wish to push the account information and then click on **Save and Send** button.
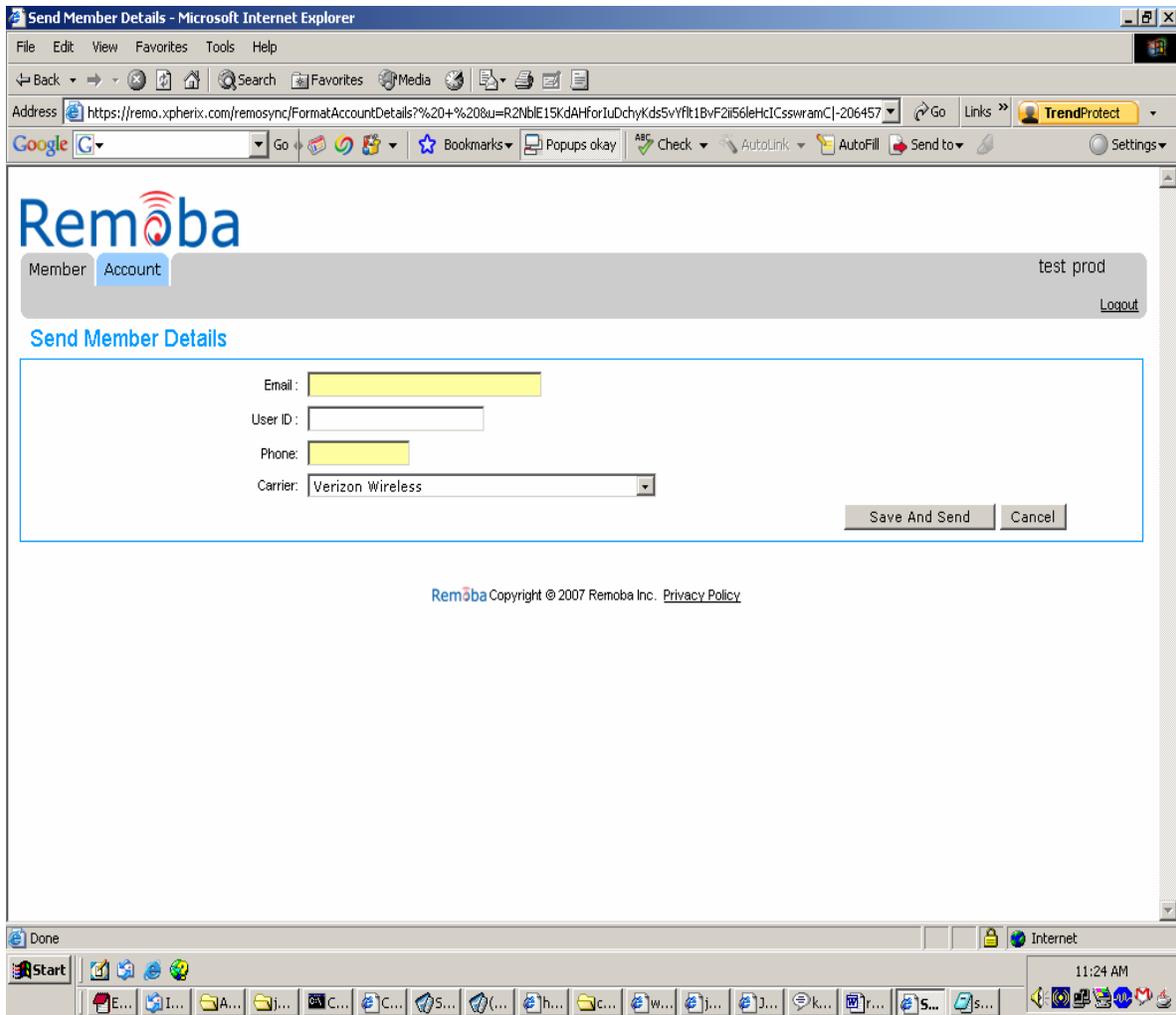

Figure A-11

Step 6: Additional Features - Edit/Delete Member

Step 6.1: Edit Member

To edit a member account, select the desired Account name from the list. Click on the **Edit Selected** link. This will navigate you to the 'Edit Member Account' page. Do the required changes. When finished, click on the **Save Member Account** button to save the changes or click on **Cancel** button to discard your changes.
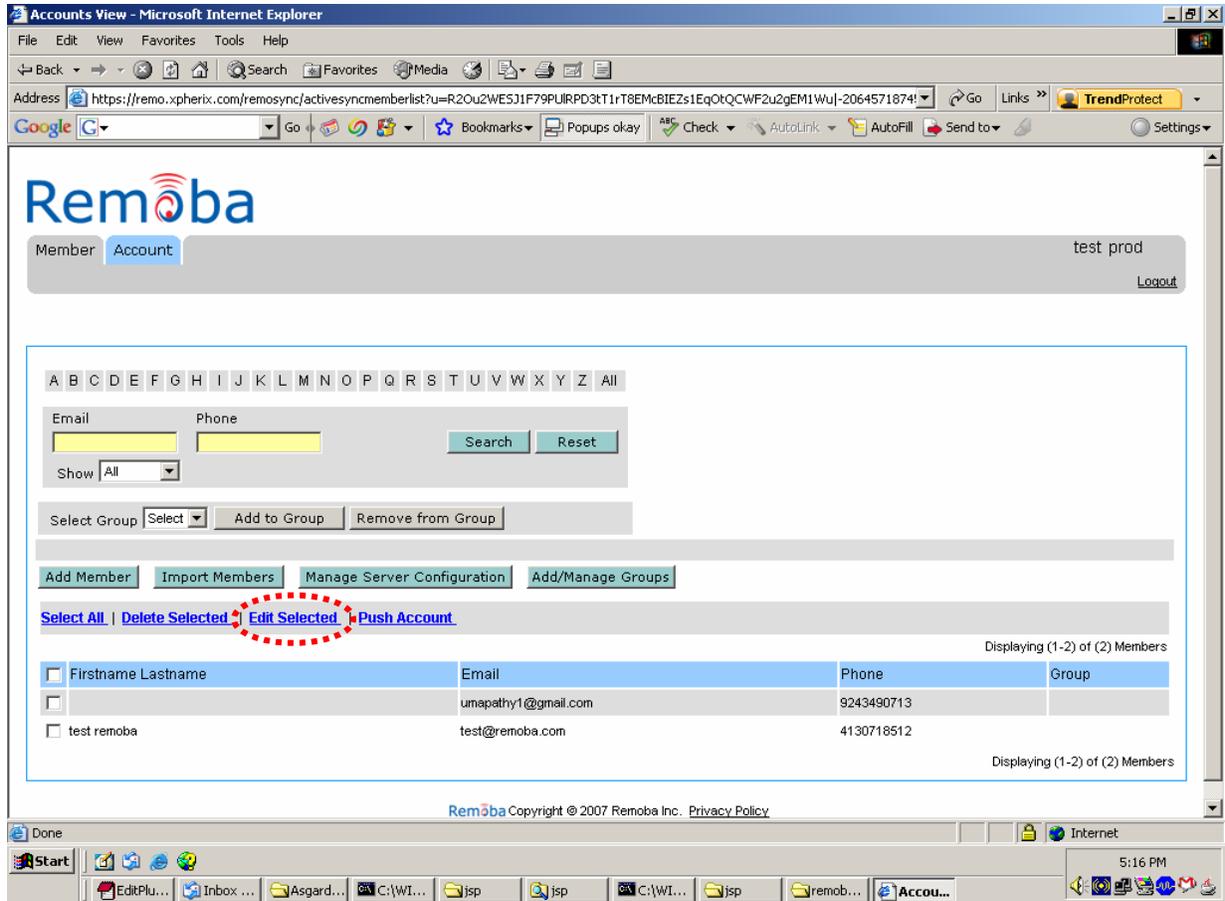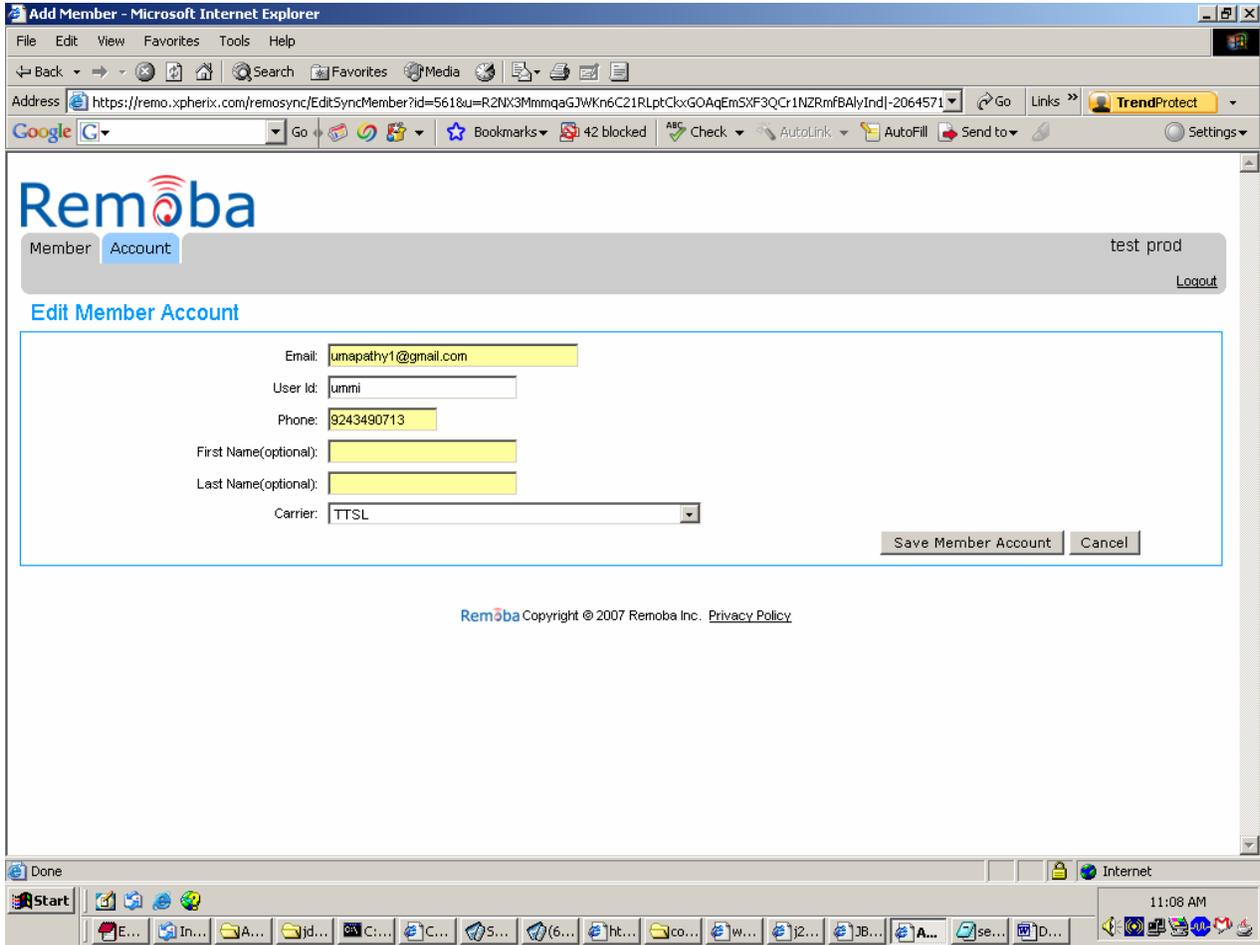

Figure A-12

Figure A-13

RemoSync

Step 6.2: Delete Member(s)

To delete member(s), select the members that you wish to delete, using the check boxes and then clicking on the *Delete Selected* link. This will delete the selected members from the list.
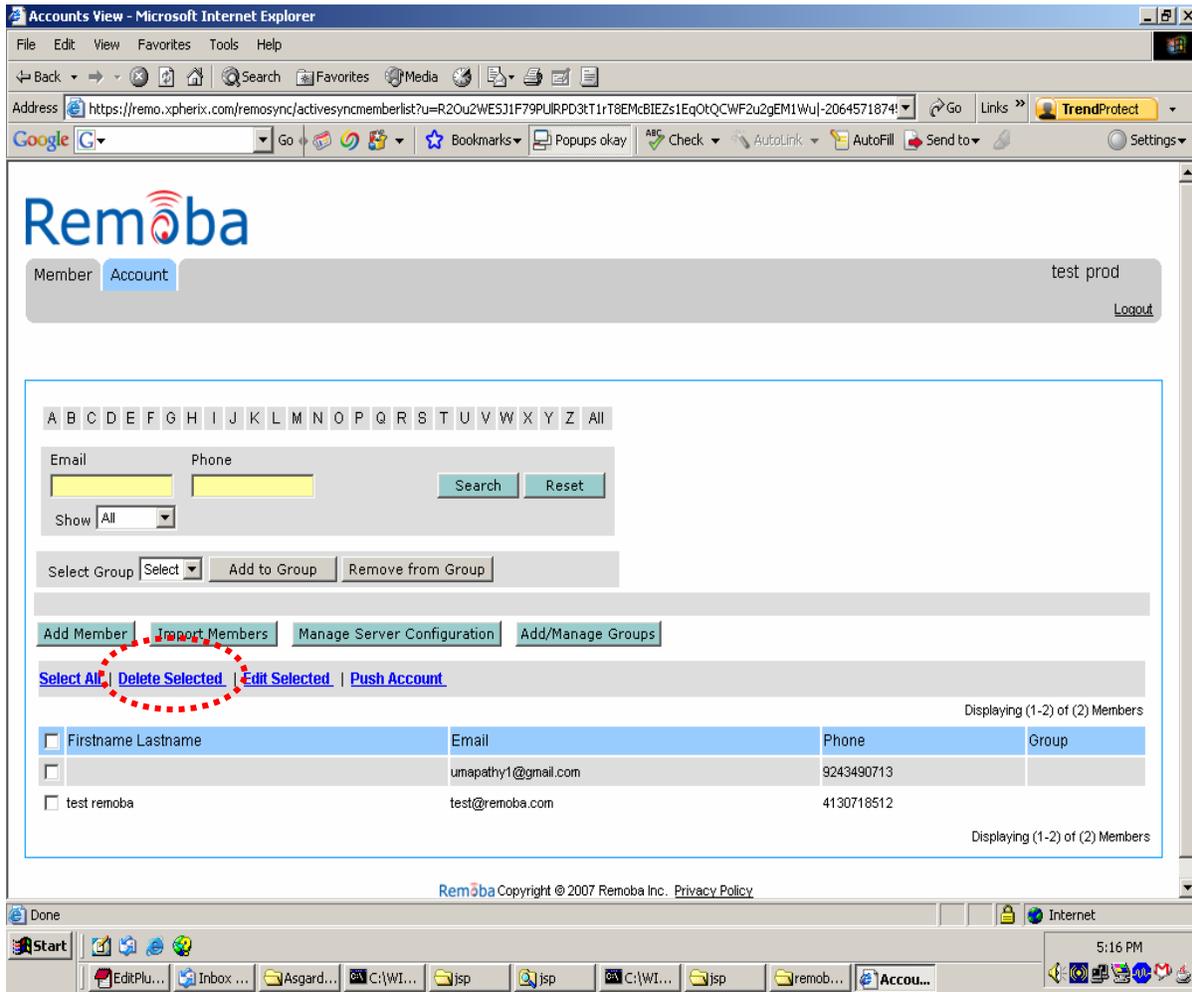
Figure A-14