OX App Suite

Connector for Business Mobility

OX App Suite: Connector for Business Mobility

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Please note

Mobile devices may not be supported for all Open-Xchange Server installations. Please contact your support to activate this feature.

Chapter 1. Introduction

1.1. What is the Connector for Business Mobility?

Mobile communication and information are an increasingly important factor of success in a business environment. You must thus synchronize emails and PIM data between the groupware server and your mobile phone.

The solution offered by Open-Xchange is the Connector for Business Mobility, which has the following characteristics:

- based technically on the Microsoft Exchange ActiveSync protocol
- automatic push synchronization of emails, appointments, tasks and contacts between your mobile phone and the Groupware Server
- easy to install
- integrates seamlessly with the applications of the mobile phones already used

Note: Please note that for data transfer, depending on the cell phone contract, additional costs can arise. For more information, contact your cell phone provider.

1.2. Which mobile phones are supported?

The Connector for Business Mobility supports the following smartphones:

Platform	Support
Symbian	yes (Mail for Exchange 3.x)
Windows Mobile 6, 6.5	yes
iPhone 2G, 3G, 3GS, 4, iPad	yes
HTC Devices	yes
BlackBerry	yes (additional EAS client software required
Android 2.1, 2.2, 2.3	yes
Android 4	yes
Windows Phone 7	yes

1.3. Which data is synchronized?

The Connector for Business Mobility synchronizes the following data:

- E-Mails in your inbox and in all E-Mail subfolders.
  Note: The synchronization of E-Mail subfolders might not be activated. Contact your administrator or hoster.

  Note: Depending on the mobile phone, some E-Mail attachments might not be supported.

- personal contacts
  Note: Distribution lists are **not** supported.

- Global Address Book
  Note: Other public folders are **not** synchronized.

- personal appointments

- personal tasks

Apple iPhone additionally synchronizes the following folders:

- personal subfolders for contacts, appointments, tasks

- shared and public folders for contacts, appointments, tasks
  The name of a shared folder indicates the user who shared the folder.

Note: The synchronization for those folders might not be activated. Contact your administrator or hoster.

Warning: When synchronizing serial appointments on Apple devices resources and participants assigned to the serial appointment are deleted in specific cases. This error can occur if a participant changes the appointment reminder on the Apple device. The error is caused by a communication problem between the Apple Client software and the Microsoft Exchange ActiveSync protocol.

Warning: When receiving an appointment invitation on your Apple device and the invitation was sent from a Microsoft Exchange Server or from Lotus Notes, the appointments's start time might differ after synchronizing with the Groupware Server. This error is caused by a problem with exchanging different time zones between the Apple Client Software and the Microsoft Exchange Server or Lotus Notes.

Note: If accepting or declining an appointment invitation from an external participant on your Apple device, an appointment duplicate will be created. To avoid this, do not answer appointment invitations from external participants on your Apple device.

Chapter 2. Configuring the mobile phone

There are two possibilities to configure your mobile device for the usage with the Groupware Server:

- Auto configuration with the Groupware Server. This is not possible with all supported mobile devices.

- Manual configuration from within the mobile device. This is possible for all supported mobile devices.

As soon as having configured your mobile device, the data are synchronized between the mobile device and the Groupware Server. Information on how to use the mobile devices can be found at the end of the instructions for the manual configuration.

2.1. Automatic Configuration

When using the auto configuration all data needed - except your password - are sent to your mobile device by the Groupware Server. Depending on the Groupware Server configuration, you can choose whether to receive the data requested by E-Mail or sms.

The auto configuration is possible with the following mobile devices:

- Windows Mobile 6
- Apple iPhone

How to use the auto configuration:

1. Switch to the start page of the Groupware Server.

2. In the panel section **Synchronization** click the **Mobile phone** icon. A pop-up window opens.

3. From the **Configuration via:** drop-down menu select one of the entries **E-Mail** or **SMS**.
   Note: Prior to selecting **E-Mail**, make sure your mobile device can receive E-Mails to the address entered.
   Follow the further instructions. An E-Mail or sms is sent to your mobile device.

4. Open the E-Mail or sms. Click the link. The configuration is started.

5. Enter your password for the Groupware Server.

Result: Your mobile device is configured for the usage with the Groupware Server.

Tip: You can also start the auto configuration from within the wizard.

2.2. Manually configuring Windows Mobile 6

Windows Mobile 6 includes a pre-installed ActiveSync client, with which you can synchronize your emails, contacts, appointments and tasks between your mobile phone and the Groupware Server.

Note: This guide refers to a non-modified version of Windows Mobile 6 Professional. The icons and names on your mobile phone may be different from this guide. In this case, refer to your mobile phone documentation or ask your cell phone provider.

To configure your Windows Mobile 6 mobile phone:

1. In the main menu, select the **ActiveSync** software in the **Programs** folder. The ActiveSync client starts.

2. Select **set up your device to sync with it**.

3. If the page **Enter Email Address** is displayed, enter the email address you use for your email account on the Groupware Server.
Disable the **Attempt to detect Exchange Server Settings automatically** option.
Select **Next**.
Note: It is possible that these pages will not be displayed on your mobile phone. In this case, go to the next step.

4. On the **Edit Server Settings** page, enter the server name (hostname, FQDN) of the Groupware Server.
If your server uses encryption, enable **This server requires an encrypted (SSL) connection.**
Select **Next**.

5. Enter your access information (user name and password) for the Groupware Server.
Please note that the user name and the password are case-sensitive. If your user name contains the @ character, enter the characters preceding the @ in the **User name** field, and the characters following the @ in the **Domain** field. Example: For the user name mike@ox.io, enter mike for the user name and ox.io for the domain.
If your user name doesn't contain the @ character, enter the user name in the **User name** field, and the defaultcontext name in the **Domain** field.
Enable the **Save password** control field.
Select **Next**.

6. Select which data should be synchronized.
Select **Finish**.

Result: Your mobile phone is configured to use the Groupware Server. Your first synchronization starts immediately automatically. Depending on the amount of data and the network connection, the first synchronization can take a long time.

For practical uses, note the following.

- To read or create emails, switch to **Messenger** in the main menu. Select **Outlook-E-Mail** in the menu.

- To synchronize emails with the Groupware Server, switch to **Messenger** in the main menu. Select **Send/Receive** in the menu.

- To open the Groupware Server's global address book, select **Contacts** in the main menu. Select **Company directory.**.

2.3. Manually configuring Windows Phone 7

Windows Phone 7 includes a pre-installed Exchange ActiveSync client, with which you can synchronize your emails, contacts and appointments between your mobile phone and the Groupware Server.

Note: This guide refers to a non-modified version of Windows Phone 7. The icons and names on your mobile phone may be different from this guide. In this case, refer to your mobile phone documentation or ask your cell phone provider.

How to configure your Windows Phone 7 mobile phone:

1. In the main menu, select the right arrow icon or scroll to the left to access the application list.

2. Select **Settings**. Choose **email & accounts**.

3. Select **add an account**. Select the **Outlook** account type.

4. Enter the E-Mail address you use for the Groupware Server.
    Enter the password you use for the Groupware Server.
    Note: The entries are case-sensitive.
    Select **sign in**.

5. Enter your access data (username and domain) for the Groupware Server.
    If your username contains the @ character, enter the characters preceding @ in the **Username** field, the characters following @ in the **Domain** field. Example: For the username mike@ox.io enter mike as user and ox.io as domain.
    If your username does not contain the @ character, enter the username in the **Username** field and defaultcontext in the **Domain** field.
    Select **Sign in**.

6. A notification message is shown. Select **Advanced**.
    On the next page select **show all settings**.

7. Enter the server name (hostname, FQDN) of the Groupware Server in the **Server** field.
    If your server uses encryption, enable **Server requires an encrypted (SSL) connection**.

8. Check the settings.
    Select **sign in**.

Result: Your mobile phone is configured to use the Grouwpare Server. The initial synchronization automatically starts immediately. Depending on the data volume and the network connection, the first synchronization might take a while.

For the everyday use please read the following information.

- To read or compose E-Mails, select **Outlook** from the main menu.

- To synchronize E-Mails with the Grouwpare Server, select **Outlook** from the main menu. In the menu select **Synchronize**.

2.4. Manually configuring Apple iPhone

As of version 2.0, the Apple iPhone includes a pre-installed ActiveSync client, with which you can synchronize your emails, contacts, appointments and tasks between your iPhone and the Groupware Server.

To configure your Apple iPhone:

1. From the home screen, select **Settings**.

2. Select **Mail, contacts, calendar**.

3. Select **Add an account**.

4. Select **Microsoft Exchange**.

5. On the **Exchange** page, enter the following data:

- the email address you use for the email account on the Groupware Server

- the server name (hostname, FQDN) of the Groupware Server
  Note: The input field for the Groupware Server address might not be displayed here. In this case proceed with the next step. When having completed the next step, the input field for the Groupware Server address is displayed.

- your access information (user name and password) for the Groupware Server. Note that the username and the password are case-sensitive.
  If your user name contains the @ character, enter the characters preceding the @ in the **User name** field, and the characters following the @ in the **Domain** field. Example: For the user name mike@ox.io, enter mike for the user name and ox.io for the domain.
  If your user name does not contain the @ character, enter the user name in the **User name** field. In **Domain** field either enter defaultcontext or leave the field empty.
  Select **Next**.

6. Select the data that should be synchronized.
  Select **Finish**.

Result: Your iPhone is configured to use the Groupware Server. Your first synchronization starts immediately automatically. Depending on the amount of data and the network connection, the first synchronization can take a long time.

For practical uses, note the following.

- You will find the emails of your Groupware email account in the iPhone email application in a separate profile. This application supports email subfolders as well as the management of email folders. In the account settings you can define which E-Mail subfolder are synchronized.

- You will find the appointments of the Groupware Server in the iPhone calendar application. This application supports the display of multiple calendars. Thus, all your appointments from your personal calendars on the Groupware Server are available on your iPhone.

- You will find the contacts of the Groupware Server in the iPhone contacts application. This application supports the display of multiple contact folders. Thus, all your personal contacts from the Groupware Server are available on your iPhone. To access the contacts of the global address book, use the search function.

2.5. Manually Configuring Android 2

Note: This instruction refers to unmodified Google Android 2.1, 2.2 or 2.3 versions. You might use a version that has been modified by your device or mobile provider. This can result in client functions, described in this instruction, using a different terminology, being differently configured or not being available at all.

Non-modified Android 2 versions come with a pre-installed ActiveSync client, enabling you to synchronize your E-Mails and contacts between your Android device and the Groupware Server. With Android 2.2 and later versions it is also possible to synchronize appointments.

How to configure your Android 2 device:

1. From the application overview select **Settings**.

2. Select **Accounts and synchronization**.

3. Select **Add account**.

4. Select **Microsoft Exchange ActiveSync**.

5. On the **E-Mail setup** page enter the following data:
   - The E-Mail address used for your E-Mail account on the Groupware Server.
   - Your password for accessing the Groupware Server.

   Select **Next**.

6. On the **Exchange Server Settings** page enter the following data.
   - In the **Domain name/username** field enter your user name for the Groupware Server. Please note it is case-sensitiv. Please also note:

     If your username contains the @ character:
     first enter the characters after @, then the "\" character, then the characters before @.
     Example: For "mike@ox.io" enter **ox.io\mike** .

     If your username does not contain the @ character:
     first enter the characters "defaultcontext", then the "\" character, then the username.
     Example: For the username "mike" enter **defaultcontext\mike** .

     Select **Next**.
   - The password for accessing the Groupware Server. The password was entered already in the previous dialog. Check it now and if necessary, correct it.
   - In the **Exchange Server** field enter the server name (hostname, FQDN) of the Groupware Server.
   - To make an encrypted transfer of your data, activate the respective option.
   - Select **Next**

Result: Your Android 2 is configured for the usage with the Groupware Server. The initial synchronization is immediately started automatically. Depending on the data volume and the network connection the initial synchronization can take a while.

2.6. Manually configuring BlackBerry

BlackBerry devices do not include an ActiveSync client by default. Several third party vendors offer commercial software. Open-Xchange recommends the ActiveSync client from the AstraSync company. You can find a test version of the ActiveSync client as well as further information on the AstraSync web site http://www.astrasync.com.

The following instructions describe how to configure the ActiveSync client from the AstraSync company on your BlackBerry.

Note: Due to access restriction to the BlackBerry memory, software from third parties cannot use all functions of the device. Thus, the ActiveSync client cannot use the BlackBerry email application. The ActiveSync client can use the other BlackBerry applications for calendars and contacts.

To configure your BlackBerry using the AstraSync software:

1. Use the browser of your BlackBerry to download and install the AstraSync software.
    Note: To use the Groupware Server, version 3.0.20 or newer is required.
    Depending on your BlackBerry software, you will find the AstraSync software either in the download folder or in the main menu.

2. On the **AstraSync License Agreement** page, select **Accept**.

3. On the **Network Settings** page, AstraSync checks the network connection and displays the result. Select **Next**.

4. On the **Server Configuration** page, enter the following data:

    ▪ the email address you use for the email account on the Groupware Server

    ▪ the server name (hostname, FQDN) of the Groupware Server

    ▪ your access information (user name and password) for the Groupware Server. Note that the username and the password are case-sensitive.
       If your user name contains the @ character, enter the characters preceding the @ in the **User name** field, and the characters following the @ in the **Domain** field. Example: For the user name mike@ox.io, enter mike for the user name and ox.io for the domain.
       If your user name doesn't contain the @ character, enter the user name in the **User name** field, and the defaultcontext name in the **Domain** field.

    ▪ If your server uses encryption, enable **Use SSL**
    AstraSync checks the connection to the server and displays the result.
    Select **Next**.

5. On the **Sync Setting** page, select the data that should be synchronized.
    Select **Next**.

Result: Your BlackBerry mobile phone is configured to use the Groupware Server. AstraSync starts now a first synchronization. For questions about the functions and the settings of the AstraSync software, please consult the AstraSync documentation.

For practical uses, note the following.

▪ You will find the emails of your Groupware email account in the start screen of AstraSync.

▪ To access the contacts and the appointments of the Groupware Server, use the BlackBerry applications for contacts and calendars.

2.7. Manually configuring Nokia with Symbian S60

Some Nokia smartphones with Symbian OS and the S60 user interface already have the ActiveSync support built-in. For other Nokia devices with the S60 user interface, get the "Mail for Exchange" free software from the Nokia web site http://www.nokia.com. This web site contains also information on the supported devices.

Note: This guide refers to a non-modified version of a Nokia N95. The icons and names on your mobile phone may be different from this guide. In this case, refer to your mobile phone documentation or ask your cell phone provider.

Caution: Depending on which option you choose for the first synchronization, the existing appointments, tasks and contacts on your mobile phone may be erased. Save the data of your mobile phone using Nokia PC Suite before configuring your Nokia for the synchronization. You will find information on Nokia PC Suite on Nokia's web site.

To configure your Nokia with Symbian S60:

1. Using the browser of your mobile phone, download the suitable Mail for Exchange client from the Nokia Business Mobility web site.

2. The installation will start automatically. Acknowledge the security advices and the license information.

3. In the main menu, open the **Mail for Exchange** folder. Select the **Mail for Exchange** application. The application asks you to create an EAS profile.

4. To create the EAS profile, enter the following data:

   ▪ the email address you use for the email account on the Groupware Server

   ▪ Leave the **Domain** field empty. If you are prompted to enter a domain, enter a space.

   ▪ Select **OK**.

   ▪ your access information (user name and password) for the Groupware Server. Note that the username and the password are case-sensitive.
   If your user name contains the @ character, enter the characters preceding the @ in the **User name** field, and the characters following the @ in the **Domain** field. Example: For the user name mike@ox.io, enter mike for the user name and ox.io for the domain.
   If your user name doesn't contain the @ character, enter the user name in the **User name** field, and the defaultcontext name in the **Domain** field.

   ▪ on the **Connection** tab, the server name (hostname, FQDN) of the Groupware Server

   ▪ If your server uses encryption, select **Yes** for **Secure connection**.

   Caution: Depending on which option you choose at the following step for **First sync.**, the existing appointments, tasks and contacts on your mobile phone may be erased. You will find information on this behavior in the user's guide of Nokia Mail for Exchange.

5. Select the **Sync schedule** tab to set various synchronization parameters.

6. Select the **Calendar** tab to enable the synchronization of appointments. If necessary, configure further settings.

7. Select the **Tasks** tab to enable the synchronization of tasks. If necessary, configure further settings.

8. Select the **Contacts** tab to enable the synchronization of contacts. If necessary, configure further settings.

9. Select the **E-Mail** tab to enable the synchronization of emails. This option creates the new Mail for Exchange entry in the Messaging menu. If necessary, configure further settings.

10. To save the settings, select **Save**. The **Mail for Exchange** menu is displayed.

Result: Your Nokia smartphone is configured to use the Groupware Server. For questions about the functions and the settings of Nokia Mail for Exchange, please consult the Nokia Mail for Exchange user's guide.

For practical uses, note the following.

- You will find the emails of your Groupware email account in the **Messaging** application in **Mail for Exchange**.

- You will find the appointments and the tasks of the Groupware Server Server in the calendar application.

- You will find the contacts of the Groupware Server in the phone book.

- In case your Nokia Smartphone displays the message "Server Error", use the **Full resync** function to fix the error.

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Web: www.open-xchange.com
Open-Xchange Inc.
303 South Broadway
Tarrytown, New York 10591
Tel: +1 914 500 4020
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