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## **OX App Suite**

**Connector for Business Mobility**



## **OX App Suite: Connector for Business Mobility**

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# Table of Contents

<b>Please note .....</b>	<b>v</b>
<b>1 Introduction .....</b>	<b>1</b>
1.1 What is the Connector for Business Mobility? .....	1
1.2 Which data is synchronized? .....	1
<b>2 Configuring Mobile Devices .....</b>	<b>3</b>
2.1 Manually Configuring Windows Phone 7 .....	3
2.2 Manually Configuring Apple iPhone .....	5
2.3 Manually Configuring Android 2 or 4 .....	6
Software License Agreement .....	7



## **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 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 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. Manually Configuring Windows Phone 7

Windows Phone includes a pre-installed 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, tap the right arrow icon or swipe 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:** Note that they 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 user name doesn't contain the @ character, enter the user name in the **User name** 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. In the **Server** field enter the server name (hostname, FQDN) of the Groupware Server.  
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 Groupware Server. The initial synchronization starts automatically without delay. 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 Groupware Server, select **Outlook** from the main menu. In the menu select **Synchronize**.

## 2.2. 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 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 (username and password) for the Groupware Server. Note that the username and the password are case-sensitive.  
If your username 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 username mike@ox.io enter mike as user and ox.io as 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 the everyday use please read the following information.

- 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 subfolders 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.

## 2.3. Manually Configuring Android 2 or 4

**Note:** This guide refers to a non-modified version of Google Android 2 and 4. 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 versions of Android 2 and 4 include a pre-installed ActiveSync client, with which you can synchronize your emails 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 or 4 device:

1. From the application overview select **Settings**.
2. Below **Accounts**, select **Add account**.
3. Select **Microsoft Exchange**.
4. On the **Add Exchange Account** 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**.
5. On the **Account Setup** page enter the following data.
  - In the **Domain name/username** field enter your user name for the Groupware Server. Note that they are case-sensitive. Please also note:
    - If your username contains the @ character:  
first enter the characters after @, then the "\" character, then the characters before @.  
Example: For the username "mike" enter **defaultcontext\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** .
  - 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 **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**.
6. Enter a name for the new account.

Result: Your Android 2 or 4 device 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.

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