

# RemoSync

## Frequently Asked Questions (FAQ)

### Top Three Questions

#### 1. How do I get RemoSync?

RemoSync can be downloaded from Get It Now / Tools on the Go / Get New Applications / Email / RemoSync-Corporate

#### 2. What does it cost?

The RemoSync subscription is \$9.99 per month. RemoSync will require about 1-2 MB data per month for the average user, or about \$2-4 dollars per month for data. And if you have the VCAST plan there is no additional charge for data.

#### 3. What do I need from my IT administrator?

Your IT administrator must set Exchange to permit remote access by your phone. Once done, you need the Exchange Server address, domain name, SSL support, and your user name and password.

### Common Error Messages

#### 1. Error 401 – Login Failed

Access is denied due to incorrect login credentials. Navigate to **Settings > Account & Sync Settings > Account Setup** and verify your user name and password. An incorrect domain will also result in Login Failed.

#### 2. Error 403 – ActiveSync not provisioned

Currently the Exchange Account is not provisioned to access from the mobile phone using ActiveSync. Contact IT administrator and check whether the account is provisioned.

Error 403 also can result when your server requires SSL and phone is trying to access the server without SSL communication. In this case navigate to **Settings > Account & Sync Settings > Account Setup**, enable SSL and sync again.

Refer to Microsoft Knowledge Base Article 817379 at

<http://support.microsoft.com/default.aspx?scid=kb;en-us;817379> for additional details on the problem.

#### 3. Error 1288 / 1289 – Incorrect Server Address or Domain Name

Error 1288 / 1289 is a result of incorrect server address or domain. Navigate to **Settings > Account & Sync Settings > Account Setup** and verify the Server Address and the domain. The server must be entered with no spaces or http:// or https:// or /Exchange or /OWA. The Server address is typically what you enter to access the OWA using an Internet browser. For example, if your OWA URL is <https://mail.domain.com/exchange>, enter only **mail.domain.com** in Server Address field.

The domain is the Exchange access domain. Note that this may be different from your regular email domain. Contact your IT administrator to find the right information.

Error 1289 can also result when SSL is checked when server does not support SSL. You can disable the SSL option on your phone and see if this resolves the error.

If all information entered is correct, check whether the server is up and running. You can verify it by accessing OWA using your internet browser.

#### **4. Error 1291 – SSL Error**

Error 1291 results when SSL is disabled but the server requires SSL for the communication. Enable SSL by navigating to **Settings > Account & Sync Settings > Account Setup**. Change the SSL setting and try to Sync again.

#### **5. Error 1295 – SSL Error**

Error 1295 results because of SSL encryption failure. This can happen when:

1. SSL is enabled when the Exchange Server does not support encryption.
2. The Exchange Server uses an SSL root certificate that the phone is not compatible with.

When this error happens, check who issued the SSL Certificate. If the certificate is not issued by Verisign, then enable the Third Party SSL Certificate option to by pass the SSL requirement. Navigate to **Settings > Account & Sync Settings > Third Party SSL Certificate**, enable the option, and try the manual sync again.

#### **6. Error 500 – Internal Server Error.**

The RemoSync client is reporting that a server error has occurred. This could happen for a number of reasons:

1. An internal HTTP 500 server error.
2. Synchronization failed due to an error on the Exchange Server.
3. An authentication error occurred while connecting to the Exchange Server.
4. The IT administrator has changed the IP address of their Exchange Server.

For possible problem and solution check this URL and look for HTTP\_500.

**[http://www.pocketpcfaq.com/faqs/activesync/exchange\\_errors.php](http://www.pocketpcfaq.com/faqs/activesync/exchange_errors.php)**

### **[Other Frequently Asked Questions](#)**

#### **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 emails, contacts, and calendar information on your Microsoft Exchange Server, then RemoSync is the product for you. Using licensed Microsoft Exchange ActiveSync technology, RemoSync gives your mobile phone a direct connection to Microsoft Exchange Servers 2003 and 2007.

## 2. How do I get RemoSync?

RemoSync is currently available only for Verizon customers. RemoSync can be downloaded from Get It Now.

1. Navigate to Menu → Get It Now
2. Select Tools on the Go
3. Select Get New Application
4. Select E-mail
5. Select RemoSync-Corporate and subscribe the application.

## 3. What handsets offer RemoSync?

To see if RemoSync is available on a specific handset, visit [http://www.remoba.com/phones\\_remosync\\_vzw.html](http://www.remoba.com/phones_remosync_vzw.html) for an up-to-date list.

## 4. What types of data can be synchronized using RemoSync?

RemoSync lets you synchronize your email messages, calendar, and contacts with your company's Exchange Server 2003 or 2007.

## 5. How do I know if I am using Microsoft Exchange Server 2003 or 2007?

Your IT system administrator should be able to help you with this. Usually you can also find the version when you access the Outlook Web Access login page using your web browser.

## 6. How do I enable mobile access on the Exchange Server?

Enabling Mobile access is controlled by your IT administrator.

## 7. What details do I need 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 Exchange Server type that you wish to connect to. RemoSync supports Exchange Server 2003 and 2007
- **Server:** Your Exchange Server address, e.g., [exchange.yourcompany.com](http://exchange.yourcompany.com)
- **SSL:** Check the box if your server is SSL enabled
- **User ID:** Your username (same as on your Exchange Server account)
- **Password:** Your password (same as on your Exchange Server account)
- **Domain:** Domain for your Exchange Server
- **Email ID:** Your email address

## 8. How do I start synchronizing?

To start synchronizing, open RemoSync on your phone. Choose "Manual Sync" and then select the collections (email, calendar, contacts) that you would like to synchronize. Selecting Sync option will start the synchronization process.

## 9. Does RemoSync support Auto Synchronization with new email alerts

Yes. RemoSync supports Auto Synchronization on all collections. To receive automatic updates, enable Direct Push for instant updates on new mails or Scheduled Sync for a periodic check. Alerts will be displayed only new email.

#### **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 Exchange Server to be pushed directly to your mobile phone as they arrive on the server. You don't have to manually log in from your phone to check for new emails or calendar events. Direct Push always keeps your phone up-to-date with the server, but the tradeoff is that it uses more battery power. To enable Direct Push go to the **Settings > Account & Sync Settings > Sync Schedule** and check the box against Direct Push. You can define what days and times you would like Direct Push enabled.

#### **11. What does "Scheduled Sync" mean? When should I use it?**

Scheduled sync gives you the option of setting up your own schedule for when your phone automatically syncs with the Exchange Server. If, for example, you want your phone to synchronize once a day at 8:00 PM, you can set this time in the scheduled sync settings and at the appointed hour, then your phone will synchronize with the Exchange Server. You may wish to use this feature if you are a light user and don't expect a lot of email or calendar events on your server. This feature will help you in battery life.

#### **12. How do I change the Synchronization Schedule?**

To change the schedule of your automatic synchronization, launch RemoSync on your phone, navigate to **Settings > Account & Sync Settings > Sync Schedule**. Select Scheduled Sync and define the new schedule. You can set the phone to synchronize periodically by choosing an interval from between 15 minutes to two hours or by choosing the daily or weekly options.

#### **13. How do I disable the Direct Push option?**

To disable the Direct Push option, first launch RemoSync on your phone and navigate to **Settings > Account & Sync Settings > Sync Schedule**. Uncheck the Direct Push option pressing OK Key. Then press CLR or right soft key "Back" button to save your settings. This will disable Direct Push.

#### **14. What is Corporate Directory? What does Search Corporate Directory do?**

Corporate Directory is a Global Address List maintained on the Corporate Exchange Server. Your corporate contacts are organized under one common list called the Global Address List. The Search Corporate Directory feature allows you to search for contacts from the Global Address List and then store that contact information on your phone. You must specify a minimum of three characters for your search to be initiated on the Corporate Directory List.

#### **15. What is conflict resolution and how do I use it?**

Conflict resolution is a feature that allows you to choose which data takes precedence during synchronization, the data on your phone or on your server. Since synchronization updates data both on the phone and the server, when contact or calendar information has been updated on both the phone and the server, you must specify which data you want to keep by choosing the one of the conflict resolution options: Keep Server changes or Keep Client changes. Choosing the former will ensure that changes on server will be preserved and downloaded to the phone. Choosing Keep Client changes preserves the data on the phone and uploads it to the server.

#### **16. 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 Exchange Server is downloaded to your phone. The regular synchronization process only downloads the updated data to keep the server and the phone current. But sometimes network problems or bad responses from your Exchange Server may prevent regular synchronization. In such cases you may have to initialize a Full Sync.

### **17. How many email messages from my Exchange Server will be downloaded to my Phone during synchronization?**

RemoSync fetches and stores the latest 100 emails from your Exchange Server account and displays them on the Phone.

### **18. What are 'What to Sync' Collections?**

What to Sync collections are the elements that you choose to 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 should be synchronized by checking the appropriate box. Only the selected collections will be synchronized with the Exchange Server during subsequent synchronizations.

### **19. I have several calendar events on the server but cannot view calendar events four months into the future. Why?**

Due to limited memory capabilities of the phone, early versions of RemoSync will only synchronize and display five 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 three months.

For all the latest software versions including RemoSync 2.1, downloads all current month and future events and meetings, as well as the previous month's events.

### **20. What is Time Zone setting?**

Time Zone identifies the time zone that you operate from. This setting is extremely important to ensure that the calendar reminder and alert settings work as desired. This is especially important if you are traveling across time zones.

### **21. What is Out of Office and how do I use it?**

When turned on, the Out of Office function sends automatic responses to received emails with a custom message indicating that you are away from office. You must specify the dates and times between which the out of office messages will be sent. You can customize three different responses for different audiences:

1. **Internal:** people from within the organization
2. **External Known:** people who are not a part of your organization, but are in your address book
3. **External Unknown:** people who are not known to you. You can disable this setting using the Disable option under Out of Office setting.

### **22. What is Past Reminder Display Duration and how do I use it?**

This option allows you to set how long the past reminders are displayed. Whenever reminders are popped up, for an upcoming event or new mail, you must dismiss it. But if there is no user feedback, then the phone will continue to display the reminders until the time specified by the Past Reminder Duration. For example, if the Past Reminder Display Duration is set for one hour, a reminder that is set for 9:00 AM will pop up at 9:00 AM and will stay there until either you dismiss it or 10:00 AM. This prevents old reminders from piling up.

### **23. What is Display Theme and how is it useful to me?**

This option allows you choose the one of two different display color themes for the RemoSync application on your Phone.

## 24. What is Sync Status?

The Sync Status option allows you to view the status of your last synchronization. The information includes the status of the last synchronization and time and date of synchronization for each collection item—email, contact and calendar

## 25. What is Security PIN?

Security PIN helps to prevent the unauthorized access to the application. If your Exchange Server system administrator enables this, RemoSync will direct you to create a Security PIN during account setup. Depending on the security settings established by the system administrator, you will be asked for your PIN either once per day or every time application is launched. This can be set at **Settings > Account & Sync Settings > Security**. The Security option shows up only if your system admin has enabled this security policy for your account.

## 26. How Secure is RemoSync?

RemoSync implements the security features that Exchange Server Supports. The key features are

- Secure Access using Security PIN
- SSL Support
- Inactivity Time Out
- Remote Data Wipe for Exchange 2007
- Data wipe on unsuccessful login attempts with Exchange 2003

Security PIN, Inactivity Time out, Handset usage based on unique ID, Remote Data Wipe are controlled by your system administrator using the Mobile Policy Settings.

## 27. Can I change the default ringer sounds on new mail alert or Calendar Reminders?

Yes. The ringer sounds can be changed by navigating to **Settings > Account & Sync Settings > Alert Settings**. The Select Notification option will enable or disable the alerts and the Sound & Vibrate Settings can be used to change the ringer tone. Alert Display Time controls the duration that the alert message is displayed.

## 28. What is “Third Party SSL Certificate”?

Exchange Server supports various SSL Certificates issued by the different vendors. But your phone may not have all the root certificates installed on the device. As of now, only a few vendors like Verisign are supported. The BREW phones do not allow you to install root certificates, as is the case with Windows Mobile phones. Failure to find a root certificate results in RemoSync displaying Error 1295. Accepting the Third Party SSL Certificate overcomes this drawback by passing the SSL requirement.