



## Frequently Asked Questions

## General Questions:

### **1. What is SideKick Sync and why would I want it?**

If you are a corporate user and if you want to stay connected to all the latest Contacts, Calendar and Email information on your Microsoft Exchange Server, then, SideKick Sync is the product for you. Using licensed Exchange ActiveSync technology from Microsoft, SideKick Sync provides the mobile phone with a direct connection to the Microsoft Exchange Servers 2003 and 2007.

### **2. How do I get SideKick Sync?**

SideKick Sync is currently available only for Verizon customers. SideKick Sync can be downloaded from Get It Now or Media Center.

1. Navigate to Menu à Media Center / Get It Now.
2. Select 'Browse & Download' / 'Tools on the Go'
3. Select 'Get New Application'.
4. Select 'Email'.
5. Select 'SideKick Sync' and subscribe the application.

### **3. What handsets offer SideKick Sync?**

To see if SideKick Sync is available on a specific handset by your carrier, visit the "supported handsets" page for SideKick Sync at

[http://www.remoba.com/phones\\_SideKick\\_Sync\\_vzw.html](http://www.remoba.com/phones_SideKick_Sync_vzw.html) for an up-to-date list.

### **4. What types of data can be synchronized using SideKick Sync?**

SideKick Sync enables you to synchronize your e-mail messages, calendar, and contacts lists from your Exchange Server 2003/2007.

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

Your IT system Admin should be able to help you on this. Usually you can also find the Version when you access the login page over the Outlook Web Access using the Internet Browser.

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

Enabling Mobile access is controlled by your IT department. Consult your IT Department for the same.

### **7. What details are required before I attempt to use SideKick Sync to synchronize with my MS Exchange® server?**

You will require the following information for configuring SideKick Sync to synchronize with your MS Exchange® server:

- **Server Type:** The MS Exchange® Server type that you wish to connect to. SideKick Sync supports MS Exchange® Server 2003 and 2007
- **Server:** The MS Exchange® Server address for e.g. [exchange.yourcompany.com](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

#### 8. How do I start Synchronizing?

To start Synchronizing, open SideKick Sync on your phone. Choose "Manual Sync" and then select the collections (Email, Calendar, Contacts) that you would like to synchronize. and pressing Sync option will start the synchronization process.

#### 9. Is SideKick Sync supports AutoSync with new email alerts

Yes. SideKick Sync supports Autosync on all collections. In Order to receive auto updates, Enable the '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 SideKick Sync 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 **Settings > Account & Sync Settings > Sync Schedule** and check the box against Direct Push to enable it. Define what days and timing you would like Direct Push Enabled.

You may use the Direct Push feature if you want to always have the latest information on your phone – Contacts, Calendar and Email, pushed to your phone immediately on arrival 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.

#### 12. How do I change the schedule of my automatic synchronizations?

To change the schedule of your automatic synchronization, Launch SideKick Sync on your phone, Navigate to "**Settings > Account & Sync Settings > Sync Schedule**" menu. Select Scheduled Sync and define the schedule as needed. You can set the scheduled sync to synchronize periodically by choosing the interval from anywhere between 15 minutes to 2 hours or choose the Daily or Weekly options.

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

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

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

Corporate Directory is a Global Address List maintained on the Corporate Server. 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 Corporate Directory' feature allows you to search for contacts from the Corporate Directory 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 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 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.

#### **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 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'.

#### **17. How many emails from my MS Exchange® Server will be fetched to my Phone during synchronization?**

SideKick Sync 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.

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

What to Sync collections are the elements that are 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.

#### **19. 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.

This limitation not applies to SideKick Sync 2.1 version and later versions. SideKick Sync 2.1 downloads all future events / Meetings. The past event limitation is set to past one month only.

#### 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 Reminder and Alert settings as also your Calendar views work as desired. This is especially true if you are traveling across time zones.

#### 21. 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.

#### 22. 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.

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

This option allows you choose the display theme for the SideKick Sync application on your Phone. You may choose from the available themes and notice that the color schemes will change throughout the application. SideKick Sync supports 2 themes that you may choose from.

#### 24. What is Sync Status?

The Sync Status option allows you to view the status of your last synchronization that was performed from the Phone. The information includes the Status of the Last synchronization, time and date information of last 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. During the account setup SideKick Sync directs to create a 4-digit Security PIN. These settings can be changed by the Policy Settings defined by the Exchange Admin. Based on the Policy Settings SideKick Sync asks to select the new PIN. User can set to ask the pin 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 when exchange admin enabled security policy for your account.

#### **26. How Secure is SideKick Sync?**

SideKick Sync implements the security features 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, Remote Data Wipe are controlled by the Exchange Admin 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 à Account & Sync Settings à Alert Settings'. Select Notification option helps to enable or disable the alerts. Where as 'Sound & Vibrate Settings' helps to change the ringer tone. 'Alert Display Time' controls the duration alert message be displayed for user response.

#### **28. What is 'Third party SSL Certificate'? How it helps?**

Exchange Server supports various SSL Certificate issued by the different vendors. But the BREW devices may not have all the root certificates installed on the device. As of now only limited vendors like Verisign are supported. The BREW devices not allows installing root certificates as in case of Windows Mobile devices. Failure to find root certificate results in SideKick Sync throwing Error 1295. 'Third Party SSL Certificate' helps to overcome this draw back. Enabling this option by passes the SSL requirement.

### **Common Error Messages.**

#### **1. Error 401 – Login Failed**

Access is denied due to incorrect login credentials. Navigate to 'Settings à Account & Sync Settings à Account Setup' and verify the user name and password. Correct user credential and Incorrect domain also results 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 Admin and check whether the account is provisioned.

Error 403 also can result when your server requires SSL and client trying to access the server without SSL communication. In this case navigate to 'Settings à Account & Sync Settings à Account Setup', Enable the SSL and Sync again.

Refer Microsoft KB 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 à Account & Sync Settings à 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. In case the 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 IT admin to find the right information.

Error 1289 can also result when SSL is checked when server not supports SSL. Try by disabling the SSL option.

In case all information entered is correct, check whether the server is up and running. You can verify it by accessing OWA using Internet browser.

#### **4. Error 1291 – SSL Error**

Error 1291 results when SSL is disabled but Server needs SSL enabled for the communication. Enable the SSL by Navigating to 'Settings à Account & Sync Settings à Account Setup'. Try the Sync again.

#### **5. Error 1295 – SSL Error**

Error 1295 results because of SSL encryption failure. This can happen in the following cases.

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

When this error happens, check who issued the SSL Certificate. In case certificate is not issued by Verisign then try by enabling the third party SSL Certificate option to by pass the SSL requirement. Navigate to 'Settings à Account & Sync Settings à Third Party SSL Certificate', Enable the option and try the manual sync again.

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

The SideKick Sync 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)