

## Applies to: Windows Mobile 5.0 Pocket PC

ActiveSync is the program that allows you to synchronize data and information between your desktop computer and your Windows Mobile device. Most of the help for ActiveSync is available from the ActiveSync help menu on your desktop computer.

### How do I change ActiveSync settings?

Once you set up synchronization using the Sync Setup wizard on the PC, you can later change your synchronization settings:

- If you want to change ActiveSync settings for synchronizing with a PC, use ActiveSync on the PC. For more information, see "Changing the amount of information synchronized" in ActiveSync Help on the PC.
- If you want to change ActiveSync settings for synchronizing with Exchange Server, use ActiveSync on your phone, as described in "Change settings for an information type."

### How do I change settings for an information type?

#### Note

Before changing synchronization settings on the phone, disconnect it from your PC.

1. On the Home screen, click **Start > ActiveSync > Menu > Options**.
2. Select one of the information types.
3. Do one of the following:
  - To view or change settings for an information type (when available), click **Settings**.
  - To view or change settings for a computer or Exchange Server, click **Menu > Settings**.
4. Change the amount of information to be synchronized or other settings.
5. Click **Done** (or **Finish** in the Exchange Server settings wizard).

### How do I set up an Exchange Server connection?

To set up an Exchange Server connection, you will need to get the name of the server and the server domain name from your service provider or system administrator. You must also know your Exchange user name and password.

#### Note

Before you change synchronization settings on the phone, disconnect it from your PC.

1. On the Home screen, click **Start > ActiveSync > Menu > Configure Server**. If you have not yet set up sync with Exchange Server, this will say **Add Server Source**.
2. In **Server address**, enter the name of the server running Exchange Server, and click **Next**.
3. Enter your user name (e.g. [john.smith@domain.co.uk](mailto:john.smith@domain.co.uk), the username would be "john.smith◆◆?"), password, and domain name = "thinstore-int!", and click **Next**.

4. If you want the phone to save your password so that you will not need to enter it again when connecting, select the **Save password** check box.
5. Select the check boxes for the types of information items that you want to synchronize with Exchange Server.
6. To change available synchronization settings, select the type of information, and click **Menu > Settings**.
7. To change the rules for resolving synchronization conflicts, click **Menu > Advanced**.
8. Click **Finish**.

## How do I connect my phone to the PC?

### Important note

To synchronize using ActiveSync, you must install ActiveSync on your PC before you connect your phone to the PC.

1. Turn on the phone.
2. Connect your phone to your PC using a serial cable, USB cable, Bluetooth, or infrared connection. For more detailed information, see "Connecting a mobile device to a PC" in ActiveSync Help on your PC.

### Connect to a PC using infrared

1. Follow the instructions in ActiveSync Help on the PC for setting up your PC to receive infrared beams.
2. Line up the infrared (IR) ports according to the instructions in the manufacturer's documentation for your phone so that they are unobstructed and within close range.
3. On the phone Home screen, click **Start > ActiveSync**.
4. Click **Menu > Connect via IR**.
5. Click **Sync**.

### Connect to a PC using Bluetooth

1. Follow the instructions in ActiveSync Help on the PC for configuring Bluetooth on your PC to support ActiveSync.
2. On the phone Home screen, click **Start > ActiveSync**.
3. Click **Menu > Connect via Bluetooth**. Ensure that the phone and PC are within close range.
4. If this is the first time you have connected to this PC via Bluetooth, you must complete the Bluetooth wizard on the phone and set up a Bluetooth partnership with the PC before synchronizing.
5. Click **Sync**.
6. When finished, click **Menu > Disconnect Bluetooth**.
7. To preserve battery power, turn off Bluetooth.

## How do I install and set up ActiveSync?

1. Install ActiveSync on your PC, as described on the Windows Mobile Getting Started Disc. After Setup completes, the Sync Setup Wizard automatically starts when you connect your phone to the PC.
2. Follow the instructions on the screen to complete the wizard. In the Sync Setup Wizard, you can:
  - Create a synchronization relationship between your PC and the phone.
  - Configure an Exchange Server connection to synchronize directly with Exchange Server. To synchronize your phone with Exchange Server, obtain the name of the Exchange Server, your user name, password, and domain name from your administrator before completing the wizard.
  - Choose information types to synchronize.

### Notes

When you finish the wizard, ActiveSync synchronizes your phone automatically. Once synchronization completes, you can disconnect your phone from your PC.

## How do I schedule synchronization as items arrive?

You can schedule automatic synchronization between your phone and Exchange Server every time an item arrives or is changed in Exchange Server if your company is running Exchange Server with Exchange ActiveSync, and after your first full synchronization with Exchange Server.

1. On the phone Home screen, click **Start > ActiveSync > Menu > Schedule**.
2. Do one or both of the following:
  - Under **Peak times**, select **As items arrive**. It's more cost-efficient to synchronize on at regular intervals when mail volume is high.
  - Under **Off-peak times**, select **As items arrive**. This can be more cost-efficient than synchronizing on a regular schedule when mail volume is low.
3. When finished, click **Menu > Device Address** to provide Exchange Server with the address to use to contact your phone.
4. Click **Done**.

### Notes

Before changing synchronization settings on the phone, disconnect the phone from your PC.

## How do I change the synchronization schedule?

Before changing synchronization settings, disconnect the phone from your PC.

1. On the phone Home screen, click **Start > ActiveSync > Menu > Schedule**.
2. Do one or more of the following:

To sync	Do this
When you are working, or e-mail volume is high.	Select an appropriately frequent interval in the <b>Peak times</b> list.
When e-mail volume is low.	Select a longer interval or <b>As items arrive</b> in the <b>Off-peak times</b> list.
While roaming	Select the <b>Use above settings while roaming</b> check box. To minimize roaming charges, clear the check box, and synchronize manually while roaming.
When you click <b>Send</b> in Messaging on the phone	Select the <b>Send outgoing items immediately</b>

	check box.
--	------------

### Important Note

The device power-down timer is reset each time you synchronize. If you schedule a synchronization interval that is shorter than the time interval set for the device to automatically power down, the device will never turn off to save battery power.

### Tip

To change peak time settings to more accurately adjust to periods of e-mail volume for you, click **Menu > Peak Times**.

#### How do I set up the device address?

Do this only if you choose to synchronize as items arrive. On any other sync schedule or to synchronize manually, you will not need to set up the device address.

1. On the phone Home screen, click **Start > ActiveSync > Menu > Schedule**.
2. Click **Menu > Device Address**.
3. Do one of the following:
  - If you have been instructed to use a pre-defined service provider profile, select the profile name for your service plan in **Service Provider**. This list will be populated after your first sync. Then, enter your device's phone number in **Device phone number**.
  - If you do not want to use a provider profile, select **Other** in **Service Provider**, and enter the address that identifies your device on the network in **Device SMS Address**. This is the same address that Internet users use to send text messages to your device.
4. Click **Done**.

### Notes

Before changing synchronization settings, disconnect the phone from your PC.

#### How do I start and stop synchronization?

1. On the Home screen, click **Start > ActiveSync**.
2. To start synchronization, click **Sync**.
3. To stop synchronizing, click **Stop**.

### Notes

You can start and stop synchronization only if your phone already has a sync relationship with a PC or Exchange Server.

#### How do I view information about sync status?

ActiveSync keeps synchronization status messages on a status page for you to view at any time. You can view status in one of the following ways:

- When alert text is displayed on the ActiveSync main page, click the alert text to open the status page.
- Click **Menu > Status**.

### Notes

Some errors interfere with automatic synchronization. If you suspect that a scheduled synchronization has not occurred, you should attempt to manually synchronize your information. Successfully completing manual synchronization resets automatic synchronization. For more information, see "Synchronizing Information" in ActiveSync Help on the PC.