

Windows Mobile Push

Step-by-Step Guide to Account Set-up &
Administration on the 2007 Platform

Contents

1. Configuration of your device	3
2. Troubleshooting	5

Windows Mobile Push – Manual Configuration

Notes: This guide assumes you have signed up for the Hosted Exchange Service and are able to send and receive email from your Hosted Exchange account.

If you haven't completed your Hosted Exchange Configuration, a quick start guide is available in our Documents centre at our Support Centre www.outsourcery.co.uk/support.

In addition to this, a comprehensive Hosted Exchange guide is available at www.outsourcery.co.uk/help/exchange.

Important: Please ensure you have completed the “Hosted Exchange Quick Start Guide” pdf before completing this guide, this guide will have been e-mailed to you when you signed up.

Overview

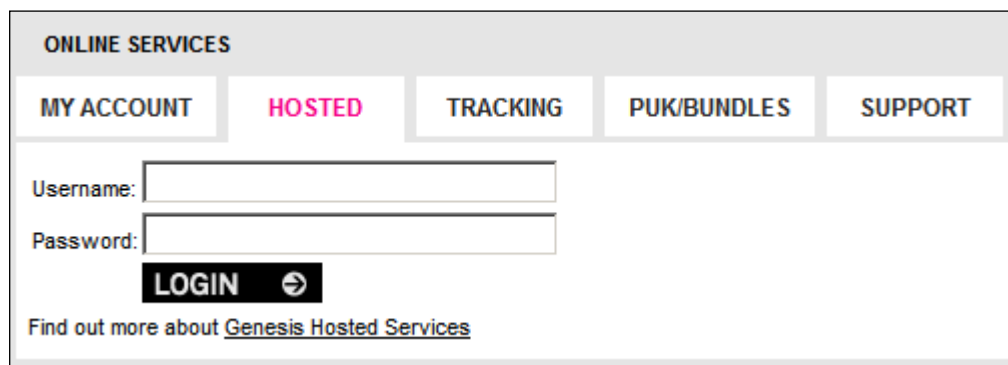
All our Hosted Exchange accounts come complete with Windows Mobile Push technology which allows your Windows Mobile device to be synchronised with your Outlook information: email (sent and received), address book, calendar, task list.

There are two ways to configure your Windows Mobile device: **Automatically** (using ActiveSync) and **Manually** (by typing the settings into your phone).

Using this guide, you will login to the control panel using your end user account (usually *firstname.lastname@yourdomain*) not the administrator account (*admin@yourdomain*).

Start

- 1.1 Go to <https://www.outsourcery.co.uk/login> and select the hosted tab login to the Outsourcery control panel using your username and password (*firstname.lastname@yourdomain*).



ONLINE SERVICES

MY ACCOUNT **HOSTED** TRACKING PUK/BUNDLES SUPPORT

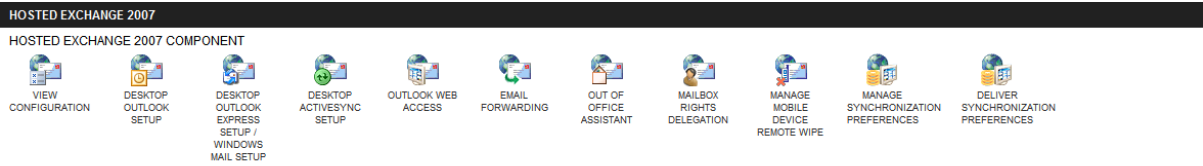
Username:

Password:

LOGIN ➔

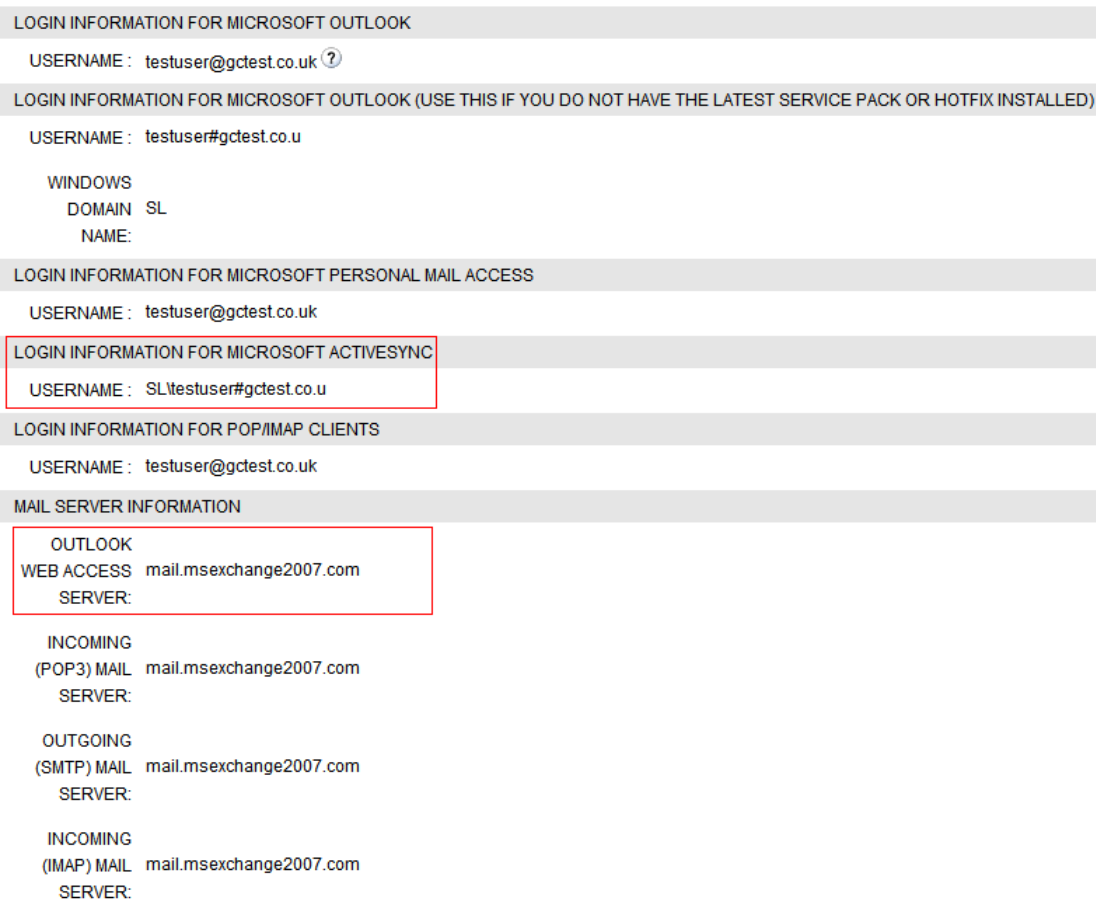
Find out more about [Genesis Hosted Services](#)

Note: When you log in to the control panel for the first time, you will be asked for a password reminder – eg. What is your pet's name? Enter this and click “Save”.



Once in the control panel, click on the “View Configuration” icon under the “hosted exchange 2007” section as shown below:

You now need to make a note of your specific settings for your username (below) and Outlook Web access server which will normally be “mail.msexchange2007.com”



1.4 You now need to enter this information into your Windows Mobile device. These settings are found under the “active sync” or “mobile push” sections.

Finish

Troubleshooting

If your Windows Mobile fails to synchronise, please check the following:

- 1) Make sure that your Windows mobile has GPRS enabled and you have data access enabled with your mobile service provider.
- 2) Make sure you have configured your Windows Mobile device correctly; double check each setting and re-typing your password if necessary.
- 3) Check our online knowledge base for additional configuration articles for your specific Windows Mobile device. Our knowledge base is found in our support centre at www.outsourcery.co.uk/support.