

Windows Mobile from Vodafone

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brings people closer

1 Getting Started

1.1 Introduction

Windows Mobile from Vodafone offers you live access to professional e-mails wherever you are. You don't have to do anything to receive your messages, contacts and appointment requests. Thanks to Windows Mobile from Vodafone, you will receive them immediately.

This user guide explains the following subjects:

- .. Conditions
- .. Compatible devices
- .. Device configuration
- .. Working with e-mail
- .. Working with the calendar/diary
- .. Working with contacts
- .. Troubleshooting

1.1 Conditions

Ø Device side:

- .. The device should be Windows Mobile 5.0 AKU2 powered.
- .. The device should have wireless data connectivity, such as GPRS (provided through Proximus).
- .. You should request the activation on your account of Windows Mobile from Vodafone supplementary service.

Ø Server requirements

- .. The only server side requirement needed to enable Direct Push services is to have at least one Exchange 2003 front-end server with Exchange Service Pack 2 applied or Microsoft Small Business Server 2003 SP2
- .. Direct Push services also need to be enabled. This can be confirmed by going to Exchange System Manager, right clicking it and selecting properties.

Ø PC requirements

- .. Activsync 4.x should be installed on your PC. You can download it from the following URL
<http://www.microsoft.com/windowsmobile/activesync/default.aspx>

1.1 Compatible devices for Windows Mobile solution

Some of the compatible devices supported by Proximus are:

- .. Qtek V1640
- .. Qtek S200
- .. HTC TytN

This list is not exhaustive. New devices are coming onto the market.

For a list of Windows Mobile-compliant devices, go to the Proximus website: www.proximus.be

1.1 Device Configuration

1.1.1 Automatic device configuration

Installing security certificates on certain devices can be more troublesome than on other ones. The Windows Mobile from Vodafone offer includes a configuration tool.

This allows you to interactively configure your Windows Mobile 2005 device through the USB connection (via Active Sync).

This tool will also guide you by validating the parameters.

Requirement:

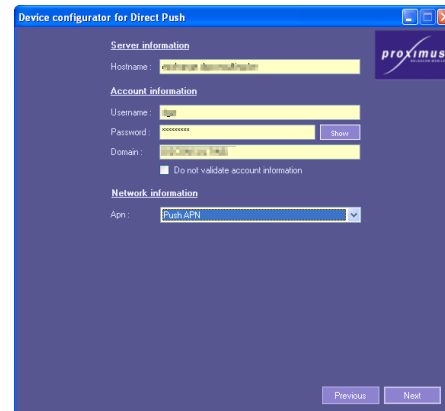
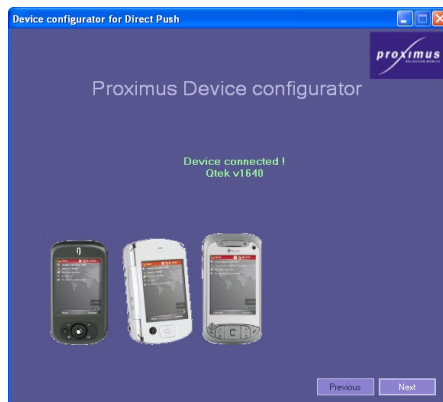
You need to have Admin rights on your PC to continue.

Step 1: Set up

- .. Locate [ProximusPushConfig.exe](#) on your PC and double click on it.
- .. If your .NET framework version is not greater than 2.0.5, the software will ask you to download the latest .NET framework version.
- .. If so, click "yes"

Step 2: Run

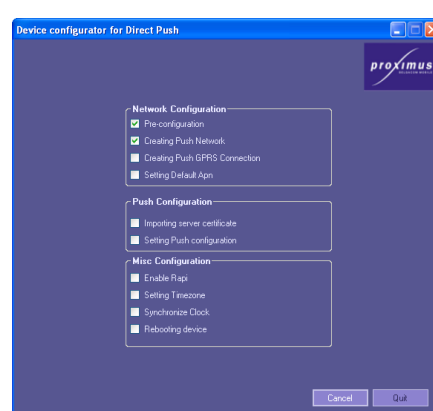
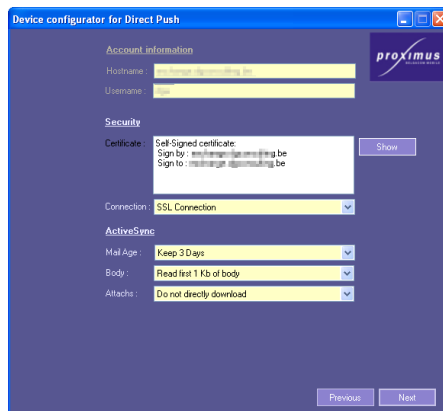
- .. Connect the device to your PC. If you forget, the application will remind you to do this.
- .. Run the application on your PC and follow the process by clicking on the **Next** buttons



- You will have to enter manually your e-mail server configuration parameters as shown in the picture above:
 - o Hostname, Outlook Username, Outlook Password and
 - o The Domain. name will be retrieved from the current computer. However, the user is able to override this value.
 - o The APN is fixed by the application (link to Proximus network).

What does the application do?

- The application checks the SSL parameter:
 - o It will check if the remote exchange server is using a self-sign certificate. If so, the application will install the certificate automatically on the device;
 - o If the exchange server uses a certificate authority that is not in the certification store of the device, the user will be requested to provide a certificate. A check will be made to verify that the provided CA certificate is correct.
- The application makes it possible to specify some active sync parameters such as
 - o **Mail Age:** This parameter is used in the Mail and Settings characteristics as an age filter for e-mail. The filter only filters out expired items; all unexpired e-mail messages are synced to the device. This parameter also determines how long expired e-mail messages can remain on the device.
 - o **Body:** This parameter is used in the Mail and Settings characteristics to identify the amount of e-mail message body to be retrieved during a Server ActiveSync.
 - o **Attachs:** This parameter is used in the Mail and Settings characteristics to specify the maximum size (in bytes) of an attachment for it to be automatically downloaded.



- The application will save the parameters onto the device, including the CA root certificate, and reboot the device.

At the end of the configuration process, we can be sure that the device is configured and that the parameters provided are correct, including the SLL Root certificate.

1.1.1 Manual device configuration

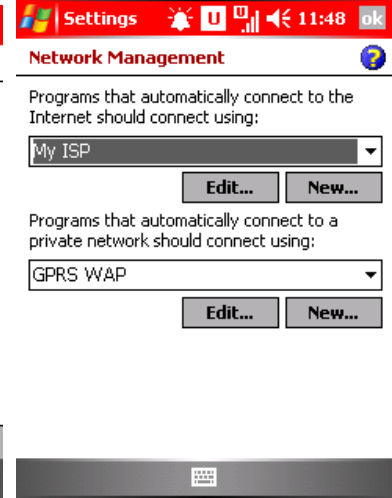
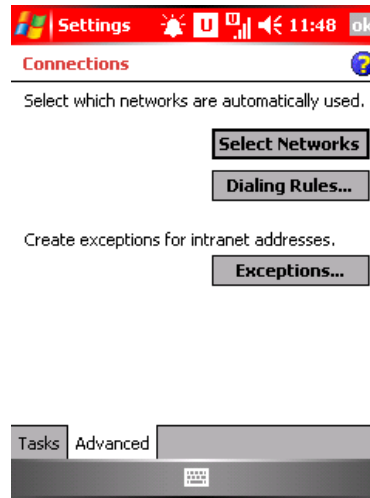
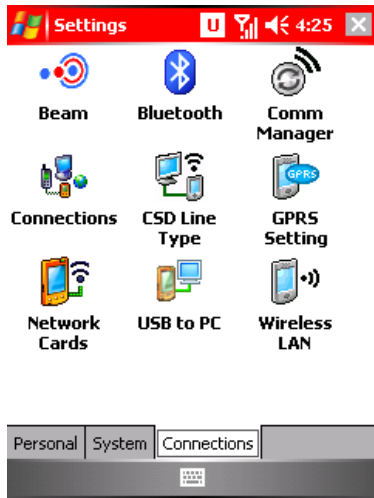
Step 1: APN creation

First, in order to make Activesync work properly, you should

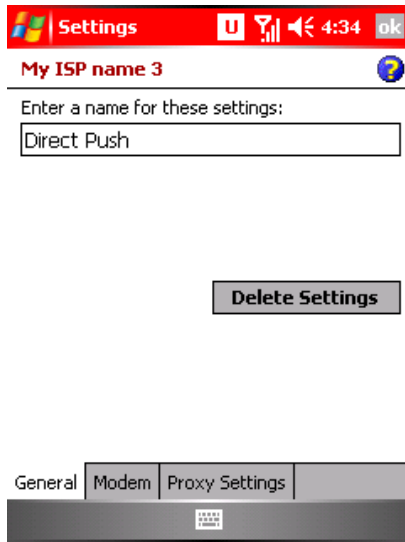
1. Set the device **time zone** to Belgium
2. Synchronise the **time** of the device with the computer.

To create the APN dedicated to this service:

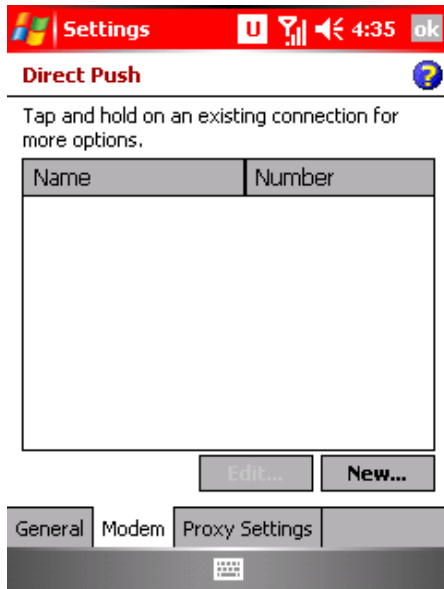
3. Go to **Start > Settings > Connections**
4. Tap on **Connections Icon, Go to Advanced > Select Networks**



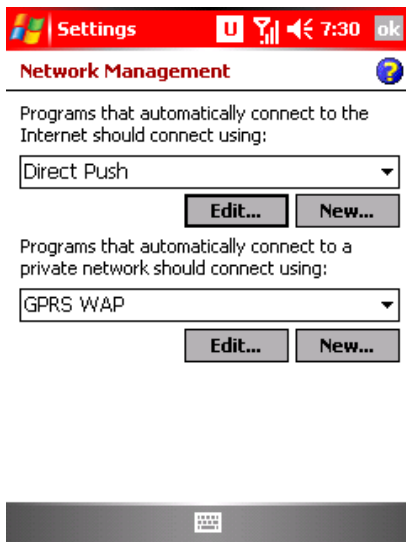
5. Tap **New...** for Internet connection



6. Enter as name for these settings: "Direct Push",
Go To **Modem > New...**



7. Tap **Next**
Enter as access point name: "push.proximus.be"
8. Tap **Next > Finish**



The Direct Push APN is now created and defined as default internet APN.

Step 2: Certificate installation (if required)

Unless the certificate is bought from a trusted third party Certificate Authority, such as Thawte or Entrust, the certificate will need to be installed on the device itself for an encrypted session to be established between the Exchange server and Windows Mobile 5.0 handset.

In some cases (customer with complex IT infrastructure) this process may not work as explained.

If so, contact your IT manager to find out about a certificate. If you are not able to purchase a certificate alone, ask him to provide it for you.

You can find more detailed explanations about device deployment of Windows Mobile 5.0 in the following link:

<http://www.microsoft.com/technet/prodtechnol/sbs/2003/deploy/winm5.mspx>

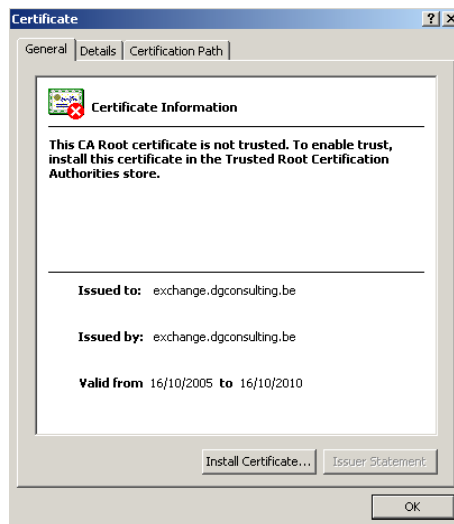
Before going further with the certificate installation, let's have a look at the main common operations to do with device certificates.

1. How to identify the certificate type

On your computer, go to your Internet browser and go to the Exchange server URL via secured link:

<https://servername/exchange>.

If you receive a security alert, click on [View certificate](#)



Check the general data

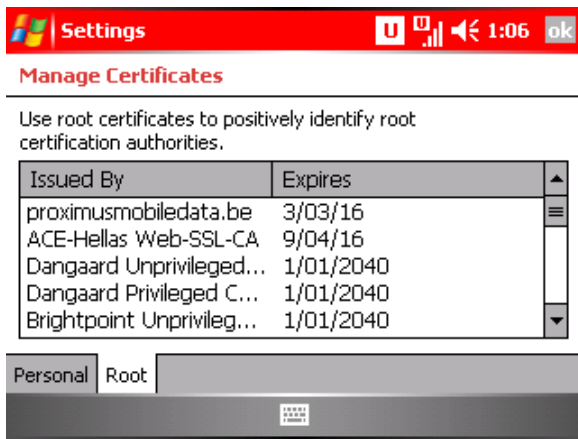
Ø If Issued to = Issued By, this is a **Self-Signed Certificate**

Ø if not, this is a **Third-party certificate**,

2. How to check if certificate is already installed on the device

On the Windows Mobile device, go to **Start > Settings > Certificates > Root**.

You will see the list of root certificates already installed on your device.



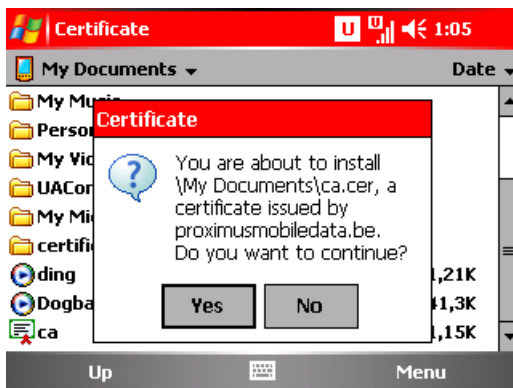
3. How to copy and install a new certificate on the device

Once the certificate has been localised on your computer, perform the following steps:
Copy phase:

- Ø Connect your device to your computer (via ActivSync).
- Ø Go to the location of the certificate,
- Ø Right-click the certificate (.cer) file and click **Copy**
- Ø Navigate to **Mobile Device** under **My Computer**.
By default, the contents of the **My Documents** folder on the device are displayed.
- Ø Right-click the content area and click **Paste** to copy the certificate file to the device.

Installing the Certificate on the Device:

- Ø Once the certificate has been transferred to the device, open **File Explorer on your device**
- Ø Find the certificate file you just copied to the **My Documents** folder on the device and run the file by either tapping the file name or pressing ENTER while the file is selected.
- Ø Click **Yes** on the confirmation message box to install the certificate. If you receive no error messages, the certificate is installed successfully



If you get an error message after tapping yes, the WM 5.0 device has been locked from installing root certificates and a certificate installer application may be necessary to unlock the device.

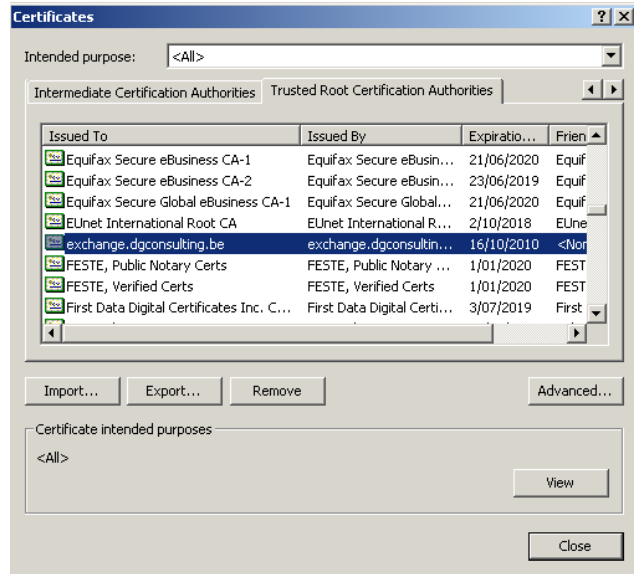
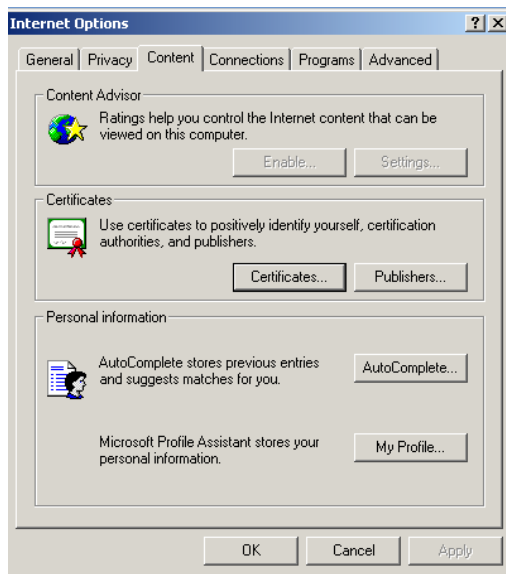
- Ø Contact your device manufacturer for more details

Once the certificate is installed, double check by tapping on **Start > Settings > Certificates > Root**. You should see your certificate installed.

4. Option A - Configuring Self-Signed Certificates

On your computer, go to your Internet browser and go to the Exchange server URL via secured link: <https://servername/exchange>.

1. If you receive a security alert, click on **View certificate**, then on **Install Certificate**
2. Go To **Tools > Internet Options > Content > Certificates**



3. Select the certificate and click on **Export...**

Follow the wizard export process. At the end of the process you will receive an 'export successful' message. By default, the certificate file is saved on Desktop folder.

4. Proceed with Copying and Installing this certificate on the device as described in section 3 of this step 2.
5. Check the certificate installation as described in section 2 of this step 2.

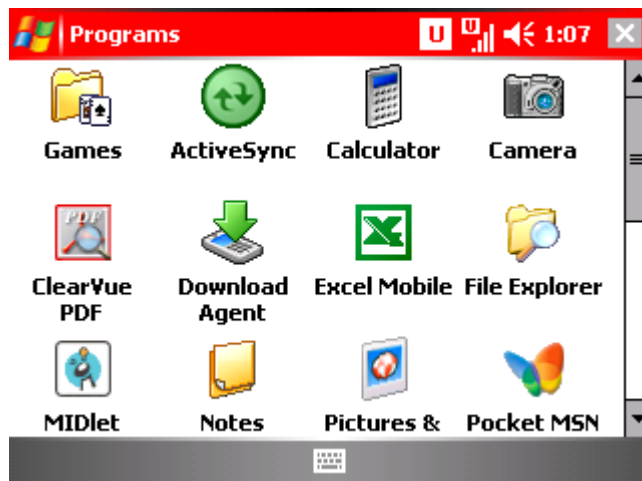
6. Option B - Configuring Third-Party Certificates

If the certificate is not already installed on your device, contact your CA authority to receive it. Once you receive it:

1. You now have to proceed with copying and installing this certificate on the device as described in section 3 of this step 2.
2. Check the certificate installation as described in section 2 of this step 2.

Step 3: Setup for ActiveSync

Setting up the device for Direct Push services is done through the Active Sync client. Tap **Start > Programs > Active Sync**. You will see the following screen.



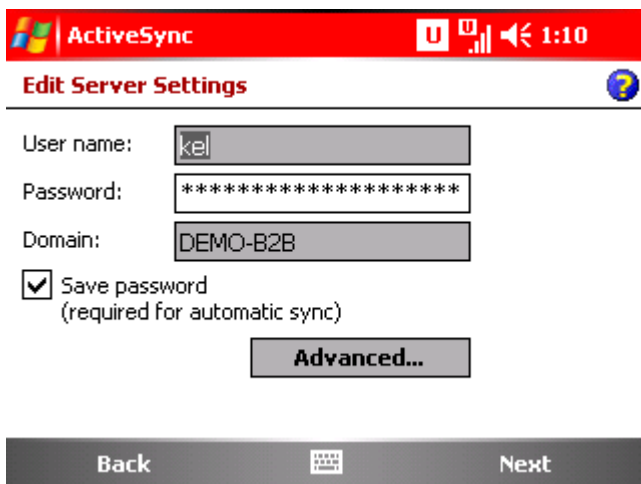
To add a new account, tap **Menu > Configure server**



You will be prompted to add the server address. This is usually the FQDN (Fully Qualified Domain Name) address of the server itself, such as server.domain.com. If the server is using encryption, make sure the appropriate box is selected, and tap **Next**.

- Input the user name, password and domain, as shown below.
- Tap the **advanced** button shown to specify two additional options.
 - o Conflict resolution: replace or keep items if there is a conflict between server and handset
 - o Type of Event Logging – None, Brief and Verbose.

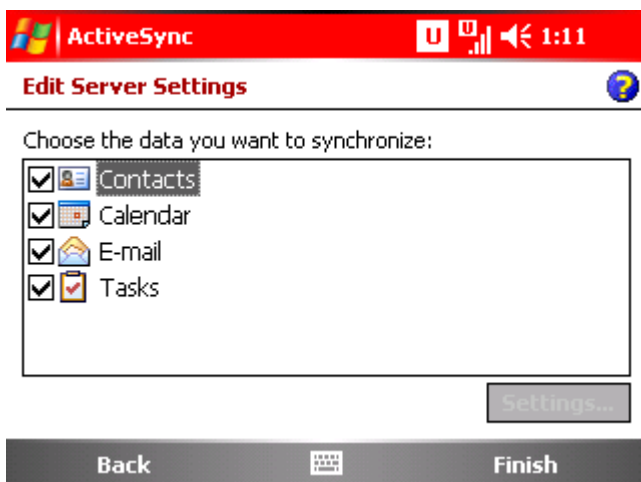
When completed, tap **Next**



You will then be asked which data is to be synchronised.

There are additional settings for two of the four items:

- **Calendar** – choose how far back you want to synchronise data: two weeks, one month, two months etc.
- **E-mail** – When synchronising messages, you can choose the amount of days to synchronise back to, and also the maximum file size of each e-mail synchronised, including file attachment details. There is also an advanced option, allowing outgoing messages to be encrypted, and to sign all outgoing e-mail messages. The primary e-mail address can also be specified.



Tap **Finish**.

You are now ready to sync!

2 Working with e-mail

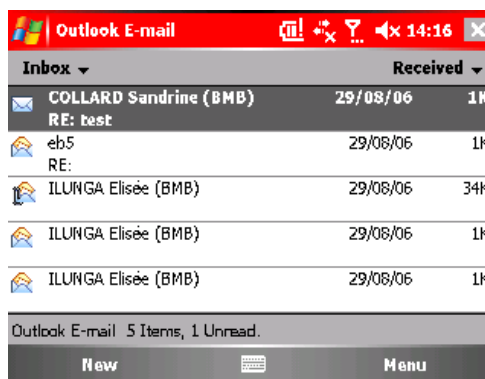
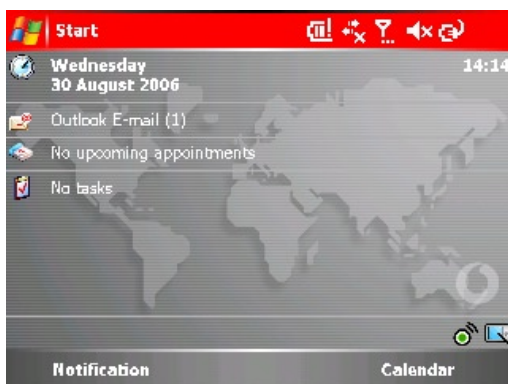
Ensure your mobile has access to Windows Mobile from Vodafone.

2.1 Using Windows Mobile folders

The Windows Mobile from Vodafone e-mail folders are as follows:

- Deleted items: When you delete an item, it is moved to the Deleted Items folder on your phone and deleted from your business e-mail account.
- Drafts: Drafts of messages you have saved, but not sent, are stored in this folder.
- Inbox: Incoming messages are stored in this folder.
- Outbox: Messages you have written are temporarily stored in this folder.
- Sent items: Outgoing messages are stored in this folder.

To access the Windows Mobile folders, Click on **Outlook E-mail**.



2.2 Receiving and reading e-mail

Received messages are saved in the Inbox. The most recent messages are shown at the top. For more sorting options, click on **Received** in the header bar to consult the sorting menu. Information is given on the status bar at the bottom about the item currently selected in the menu. For example, if a message is marked in the Inbox, the status bar will indicate how many messages are in the Inbox and how many are unread.

To read an e-mail:

1. Open the Inbox and click on the header of the message in the list. You can use additional functions when you read a message.

2.3 Writing and modifying e-mail

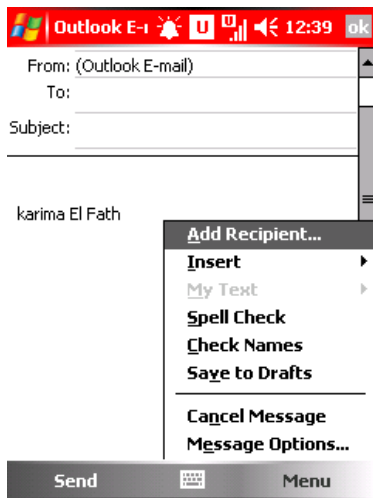
To write and send a new e-mail:

1. Click on **> Inbox**. The Inbox appears, as shown on Figure “xxx”.
2. Click on **New** at the bottom of the screen. An empty e-mail message appears. As shown below, extra functions are available when you write a message or modify a message written previously



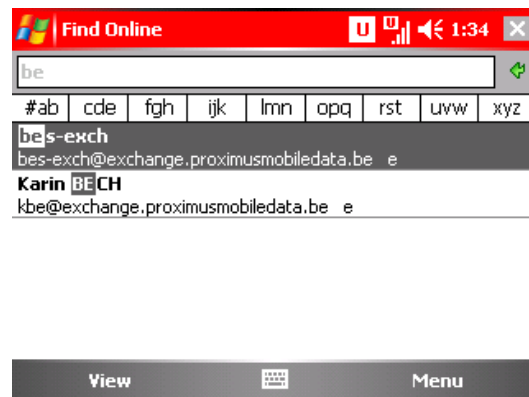
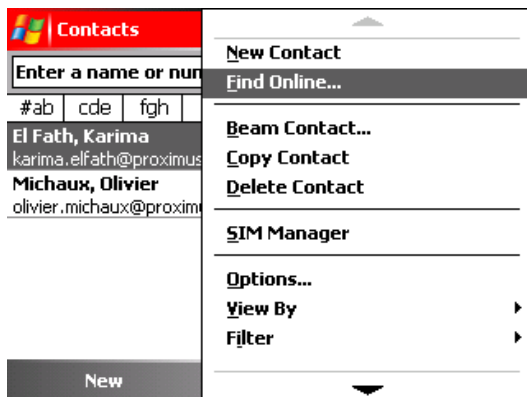
3. Fill in an address:

- .. Enter an e-mail address in the **To: field**, or
- .. Select a name from the personal contact list on your mobile by clicking on **To:** or via the **Menu > Add recipient**



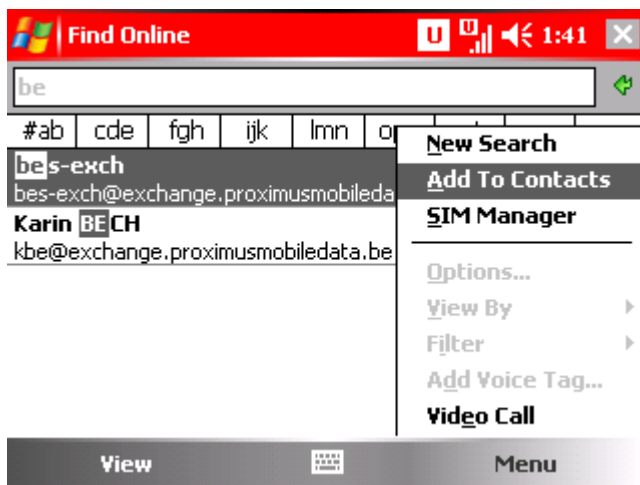
Select a name from the Global Address List via **Contacts > Menu > Find Online**

Enter the name of the person you want to find, then tap **Find** at the bottom left. Results will then be displayed.



Tap the person you wish to find contact information for. A list of contact information will be displayed.

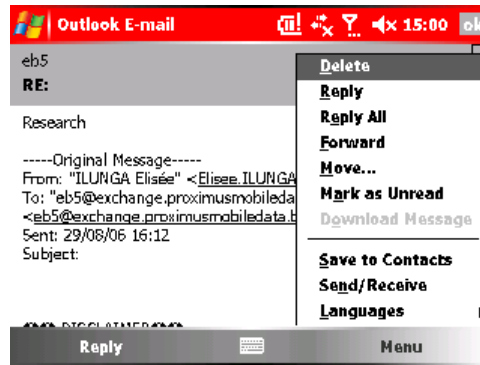
To add the contact to the local contact list, tap **menu > Add to Contacts**.



To copy a recipient, click on the double arrow on the right side. All the header fields are then shown: **To, Subject, Cc and Bcc**. Enter the subject and the text.

Click on the **Send** icon on the left when your message is ready. The message is then moved to the Outbox folder.

2.4 Replying to and forwarding e-mail



To reply to a message:

1. Open the message.
2. Click on **Reply** or select **Menu > Reply** or **Reply all** in the menu.
3. Write your reply.
4. Click on **Send**.

To forward a message:

1. Open the message.
2. Click on the **Menu > Forward** in the menu.
3. If applicable enter an introductory text.
4. Click on **Send**.

2.5 Saving and modifying drafts

If you are working on a message, you can save the message in the Drafts folder.

- To save the draft, click on **Menu > Save to Drafts**. The message is saved in the Drafts folder and remains there until you either send it or delete it.
- To open the draft, click on the **Inbox menu > Drafts**. Click on the header of the message to open the message. You can continue to work on the message, send it or cancel (delete) it.
- To cancel a message, open the folder in which the message is saved (in the Drafts or Outbox folder). Select the message and click on **Menu > Delete**. The message is moved to the Deleted Items folder.

2.6 Marking e-mail as unread

To mark a message you have already read as unread, select the message and click on **Menu > Mark as unread**. The message flag is set in your business account as unread.

2.7 Deleting e-mail

To delete a message, select the message and click on the **Menu > Delete**. The message is then moved to the Deleted Items folder.

2.8 Working with attachments

You can read and forward all kinds of attachments supported by Windows Mobile 5.0 on your phone.

When you receive a message with an attachment, the attachment icon appears on the screen.

You can then download the attachment and read it following the procedure explained below.

You can read the attachment on condition that your phone has the application required to open the attachment file type.

A paperclip is shown with messages with attachments.

- To receive an attachment,
 - Select the message that has to be downloaded.
- To read the information in the attachment:
 1. Open the **Inbox**,
 2. Click on the message with the attachment.
 3. Each attachment appears at the top of the message, stating the **file name and size, as shown below**.
- To open an attachment:
 1. Open the message that contains the attachment.
 2. Click on the name of the attachment.
 3. The content of the attachment is shown if the device has the application required to open it.
- To forward a message with an attachment:

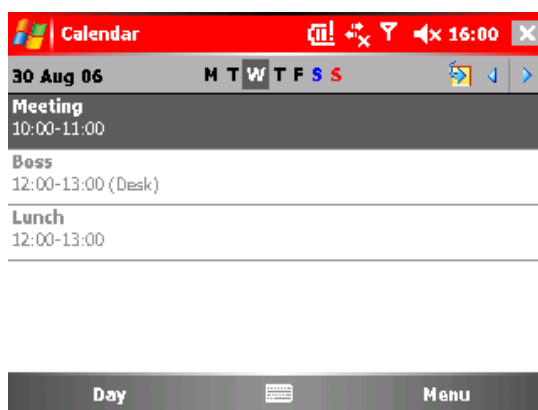
1. Open the message you want to forward.
2. Click on the [Menu > Forward](#).

NOTE: You can forward a specific message with all the attachments or without the attachments. To forward the message without the attachment, remove the Attached Info file at the top of the message by clicking on the application icon before forwarding it.



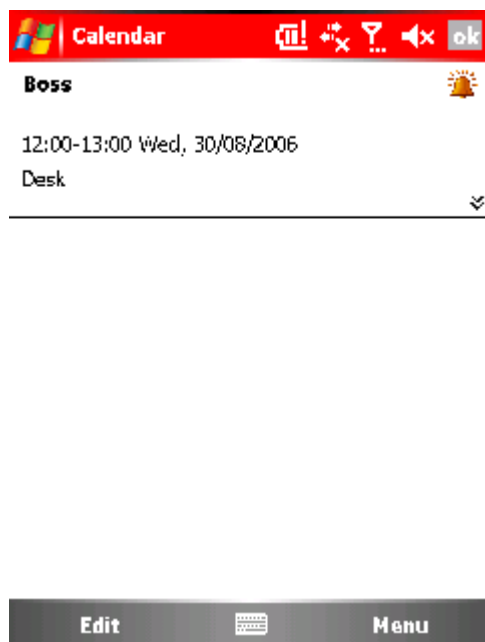
2.9 Working with the calendar/diary

You can manage your calendar, receive, accept, reply to and forward appointment requests with Windows Mobile from Vodafone. When you reply to a request, this is automatically placed in the Outbox folder, and your calendar is automatically updated with the information about the appointment. Appointment requests are shown in the Inbox, together with received e-mails. All messages are sorted chronologically by default, with the most recent message shown at the top.



Reading appointment requests:

1. Open the appointment request
2. Click on Edit: you will see appointment details as mentioned in the picture below.



Note: if the appointment request has an attachment, refer to 2.8, “Working with attachments”.

Replying to appointment requests:

1. Open the **Inbox** folder,
2. Open the appointment mail notification,
 - a. Click on **Accept** at the bottom of the screen, or
 - b. Click on **Menu**; the appointment request options menu appears.
 - c. Click on **Accept**, **Decline** or **Tentative**. The reply is placed in the **Outbox**.

Creating a new appointment::

1. Open the **Calendar**.
2. Click on the **Menu** icon. Select **New Appointment**. The appointment request options menu appears.
3. Define the **Subject**, **Location**, **Start & End dates**, **Recurrence**, **Attendees...** and click on **OK**.
4. If **Attendees** field is filled in, note that the attendees are notified by mail about the appointment. If it is not an appointment request, they will not be able to accept it.

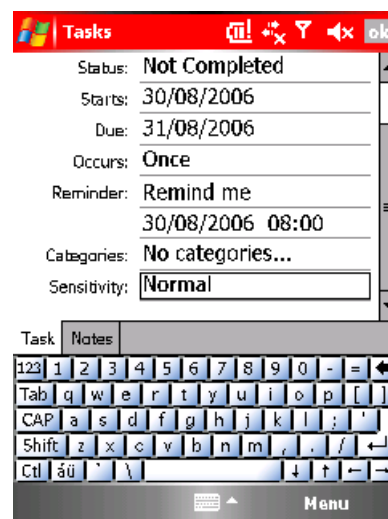
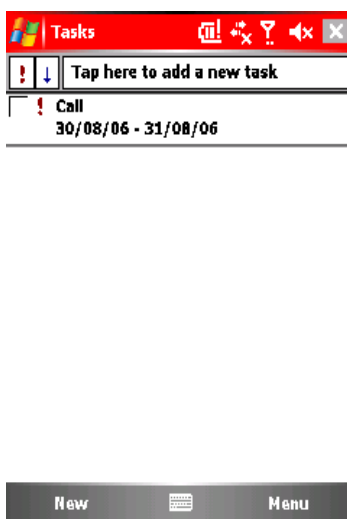
2.10 Working with contacts

You can receive, manage and forward your personal contacts through the contacts menu.



2.11 Working with Tasks

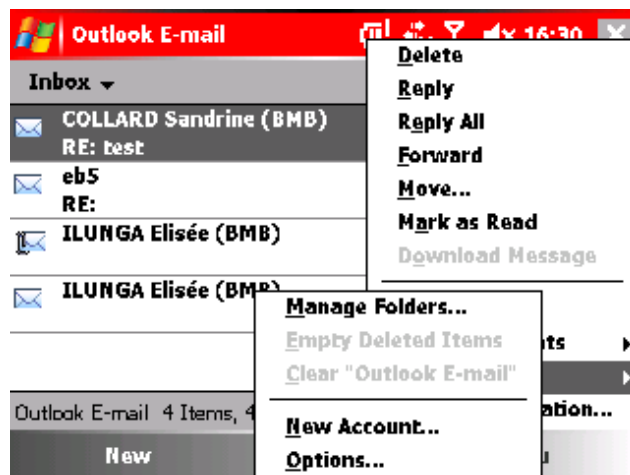
You can receive and manage your tasks through the tasks menu.



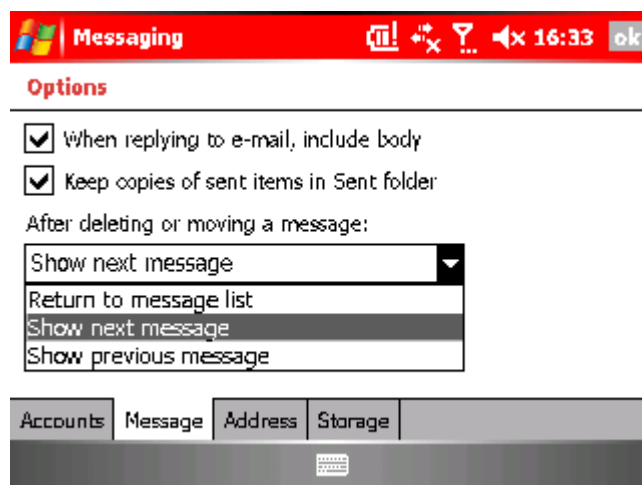
2.12 Tools Inbox Menu

The Tools inbox menu gives you the option to modify text messages and to check the status of the Inbox.

1. Select **Menu** in the **Inbox**.
2. Select **Tools**

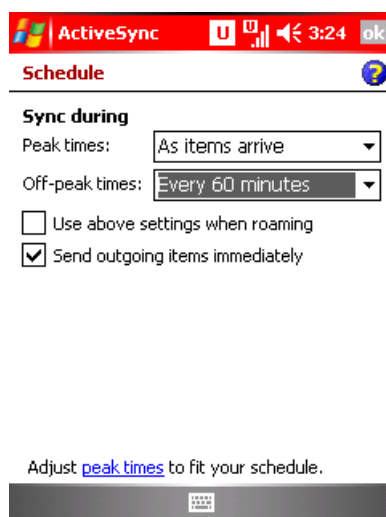
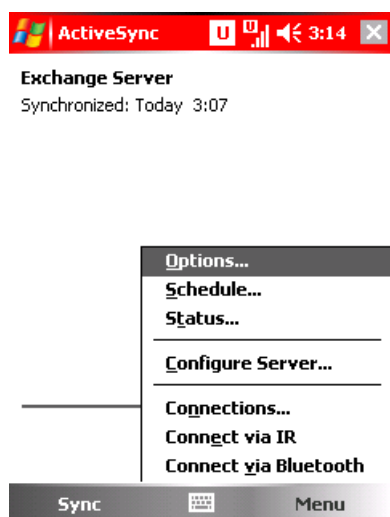


3. Select **Options > Message** for the following e-mail preference settings:
 - a. Add text of the original message with reply.
 - b. Save a copy of the sent mail in the Outbox.
 - c. Return to the list of messages after deleting or moving a message, show the next message or previous message.



2.13 Tools ActiveSync Menu

You may only want to receive new e-mails at certain times of day and/or schedule e-mail reception during the WE. This is possible with the ActiveSync schedule.
Go to **Menu > Schedule**



3 Support Information

If you have any questions, please call your regular Proximus contact or 0800/15215

4 Troubleshooting

A lot of problems can be solved by closing the Inbox program on the Pocket PC. If your problem is not solved by closing the Inbox, you can use the table below for possible additional solutions.

If you can not find your problem in this list, see Section 3. "Support Information".

Table 1: Troubleshooting Tips

Problem	Solution
I can't connect to the APN:	<ul style="list-style-type: none"> • Verify all settings are correct. • Make sure Proximus was contacted to activate the service. • Turn flight mode on and back off. • Do a SOFT reset of your device.
My device is connected, but I can't receive/send mails:	<ul style="list-style-type: none"> • Verify all settings are correct. • Verify the date & time zone set on your device is ok. • Verify the certificate was correctly installed. • Turn flight mode on and back off. • Do a SOFT reset of your device. • Check with your IT Manager if the server settings are correct.
I receive mails, but with a delay:	<ul style="list-style-type: none"> • Verify your device is compatible. Go to Start / Settings / About and check if it's running Windows Mobile 5.0 and check if the 6th number of your build (after the '.') is a 2. (e.g. 14847.2) • Make sure the device is not cradled or connected via Wireless LAN. • Verify all settings are correct.
If your device cannot connect anymore, or it is connected but no data traffic seems possible	<ul style="list-style-type: none"> • Disconnect and reconnect • Do a SOFT reset of your device