



Synchronization Center

Help Documentation

Synchronization Center

Synchronization Center Overview

SmarterMail's synchronization center is designed to help users understand how they can sync their mobile devices, desktops, and third-party email clients with their SmarterMail mailbox. To access the synchronization center, click the synchronization center icon.

Navigating the Synchronization Center

When you view the synchronization center, the window is divided into three sections:

- **Mobile** - Lists mobile devices that can be synced with SmarterMail. Clicking on a specific device will display a description of the device, the available methods for syncing the device with SmarterMail, and the collaboration items that can be synced using each method.
- **Desktop** - Lists desktop devices and applications that can be synced with SmarterMail. Clicking on a specific device will display a description of the device, the available methods for syncing the device with SmarterMail, and the collaboration items that can be synced using each method.
- **Active** - Lists all previous sync connections with SmarterMail via the Exchange ActiveSync, SyncML, and Add to Outlook synchronization methods.

To edit or delete an active sync connection, click the Active tab and click the appropriate button in the lower right corner of the synchronization center window. Note: In general, users should not delete a sync connection, as this may cause the device to stop functioning with SmarterMail. Deleting a connection is only recommended if you are experiencing issues and want to completely re-configure the device's connection to SmarterMail.

Synchronization Methods

SmarterMail Enterprise uses multiple data synchronization technologies to sync mailbox data with email clients and mobile devices:

- Microsoft Exchange ActiveSync is an optional add-on that syncs SmarterMail mailboxes with most smartphones.
- SyncML is a platform-independent information synchronization standard that syncs SmarterMail mailboxes with Outlook, Thunderbird, and most smartphones.
- CalDAV is an extension of the WebDAV protocol that syncs SmarterMail calendars with Macs, iPads, iPhones, and other devices/applications that use the technology.
- CardDAV is an extension of the WebDAV protocol that syncs SmarterMail contacts with

Macs, iPads, iPhones, Thunderbird and other devices/applications that use the technology.

- The Add to Outlook feature within the SmarterMail Webmail interface uses two-way synchronization technology to sync a SmarterMail mailbox with Outlook 2007 or higher and provides read-only capability for Outlook 2003.
- SmarterMail Sync is a desktop utility that syncs SmarterMail mailboxes with Outlook and Windows Mobile devices.

For more information regarding the different synchronization methods available for SmarterMail, please refer to the Synchronizing with SmarterMail document on the SmarterMail Resources page of the SmarterTools website.