



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.

Synchronizing with SmarterMail

Overview

SmarterMail is a powerful collaboration mail server that supports the synchronization of calendars, tasks, notes, and contacts on desktop applications like Microsoft Outlook and over-the-air synchronization for most popular mobile devices.

It should be noted that synchronization capabilities may vary depending on the edition of SmarterMail that you are using:

- For full synchronization capabilities, SmarterTools recommends upgrading to SmarterMail Enterprise. SmarterMail Enterprise users have the ability to synchronize their mailboxes using

any of the protocols discussed in this document.

- SmarterMail Professional users can download their email using IMAP or POP3 retrieval, but they cannot sync calendars, contacts, tasks, or notes.
- SmarterMail Free users have the ability to synchronize their mailboxes using any of the protocols discussed in this document except Microsoft Exchange ActiveSync, which is only available as an add-on to SmarterMail Enterprise.

Who Should Use This Document

This document is intended to be used in conjunction with the SmarterMail Online Help, Knowledge Base articles (KBs), and other SmarterTools reference sources as part of an overall solution. It should be used by:

- Hosting companies, Internet Service Providers (ISPs), and IT professionals as part of a complete SmarterMail communications solution for their customers
- Individual users of SmarterMail seeking to maximize the functionality and features of the SmarterMail account

Synchronization Protocols

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

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

Synchronization Center

With the introduction of the synchronization center, users of SmarterMail 7.x or higher have an easy-to-understand method for syncing mobile devices and third-party email clients. Designed with usability in mind, the synchronization center lets users see the different types of devices that can sync with SmarterMail, the available synchronization protocols, and which devices are currently set up to sync with the account.

To view the devices and protocols used to synchronize your mailbox, log in to the SmarterMail interface and click the synchronization center icon. Logging of information, last successful synchronization, conflict resolution rules, and the ability to reset the synchronization state of devices is available from this area.

Desktop Applications

SmarterMail supports synchronization with many desktop applications and email clients, including:

- Apple Address Book
- Apple iCal
- Microsoft Outlook
- Mozilla Thunderbird

Although this document covers the synchronization methods and processes for specific desktop applications, it is not an exhaustive list of all compatible desktop applications. SmarterTools recommends contacting the manufacturer for details regarding the available synchronization protocols for applications not listed in this document.

Apple Address Book

Apple Address Book is an application for Mac OS X users built for managing contact data. It is intended to be used in conjunction with Apple's Mail and iCal programs to provide Mac users with full email, calendar, and contact management.

CardDav

Users of SmarterMail 7.x or higher can synchronize their SmarterMail contacts with Address Book using the CardDAV protocol. Support for CardDAV is built into both products, so there is no need to download and install additional applications to sync contact data.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To-Sync SmarterMail with Apple Address Book and iCal
- SmarterMail 7.x: How To-Sync SmarterMail with Apple Address Book and iCal

SyncML

For users of SmarterMail 5.5 to SmarterMail 7.x, this method synchronizes contacts by using the Funambol Sync Client for Mac OS X version 8.7, which is available for download at <https://www.forge.funambol.org/download> . Users of SmarterMail 8.x can use the latest version of the Funambol Sync Client. The Funambol Sync Client uses the SyncML 1.2 protocol, which is included within SmarterMail.

Apple iCal

Apple iCal is an application for Mac OS X users built for managing calendar data. It is intended to be used in conjunction with Apple's Mail and Address Book programs to provide Mac users with full email, calendar, and contact management.

CalDav

Users of SmarterMail 7.x or higher can synchronize their SmarterMail calendars with iCal using the CalDAV protocol. Support for CalDAV is built into both products, so there is no need to download and install additional applications to sync calendar data. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Sync SmarterMail with Apple Address Book and iCal
- SmarterMail 7.x: How To–Sync SmarterMail with Apple Address Book and iCal

Microsoft Outlook

Microsoft Outlook is an email client developed by Microsoft Inc. for managing messages, contacts, notes, tasks, and appointments and is commonly distributed as part of the Microsoft Office suite. SmarterMail supports synchronization of email, contacts, calendars, tasks, and notes with Outlook 2003 or higher.

Add to Outlook

For users of SmarterMail 6.x or higher, the Add to Outlook feature allows for two-way synchronization of calendars, contacts, and tasks with Outlook 2007 or higher. In addition, SmarterMail 3.0 to SmarterMail 5.5 users can attach calendars and contacts to Outlook 2003 or higher in read-only mode.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Synchronize SmarterMail with Outlook Using the Add to Outlook Feature
- SmarterMail 7.x: How To–Synchronize SmarterMail with Outlook Using the Add to Outlook

Feature

- SmarterMail 6.x: How To–Synchronize SmarterMail with Outlook Using the Add to Outlook

Feature

SyncML

For users of SmarterMail 5.5 or higher, this method synchronizes contacts, calendars, tasks, and notes by using the Funambol Sync Client for Microsoft Outlook version 8.5, which is available for download at http://forge.ow2.org/project/showfiles.php?group_id=96 . Users of SmarterMail 8.x can use the latest version of the Funambol Sync Client. The Funambol Sync Client uses the SyncML 1.2 protocol, which is included within SmarterMail.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Synchronize SmarterMail Accounts with Outlook Using SyncML
- SmarterMail 7.x: How To–Synchronize SmarterMail Accounts with Outlook Using SyncML
- SmarterMail 6.x: How To–Synchronize SmarterMail Accounts with Outlook Using SyncML

SmarterMail Sync

For users of SmarterMail 3.3 or higher, SmarterMail Sync can be used to synchronize contacts, calendars, tasks, and notes with Outlook 2003 and Outlook 2007. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Configure Outlook for Synchronization with SmarterMail Using SmarterMail Sync
- SmarterMail 7.x: How To–Configure Outlook for Synchronization with SmarterMail Using SmarterMail Sync
- SmarterMail 6.x: How To–Configure Outlook for Synchronization with SmarterMail Using SmarterMail Sync
- SmarterMail 5.x: How To–SmarterMail Sync for Outlook
- SmarterMail 4.x: How To–SmarterMail Sync for Outlook
- SmarterMail 3.x: How To–SmarterMail Sync for Outlook

Message Retrieval

For messages, users should set up an account within Outlook using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to Outlook as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface,

actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail. (Note: If you have enabled Outlook to keep messages on the server, you will be able to access your messages and folders from any computer via the SmarterMail Web interface or your mobile device.)

Mozilla Thunderbird

Mozilla Thunderbird is a free, open source email client developed by the Mozilla Foundation. SmarterMail supports synchronization of email, contacts, and calendars with Thunderbird 2.

SyncML

Users of SmarterMail 5.5 or higher can synchronize contacts and calendars with Thunderbird 2 using the Funambol and the Lightning add-ons. Both add-ons are available for free from the Mozilla Thunderbird website. The Funambol add-on uses the SyncML 1.2 protocol to synchronize collaboration items and the Lightning add-on provides calendar functionality for Thunderbird.

After installing the add-ons, users will need to configure the Funambol add-on from within the Thunderbird interface.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Install and Configure Lightning and Funambol for Thunderbird 3
- SmarterMail 7.x: How To–Install and Configure Lightning and Funambol for Thunderbird 2
- SmarterMail 6.x: How To–Install and Configure Lightning and Funambol for Thunderbird 2 to Synchronize Calendar and Contacts
- SmarterMail 5.x: How To–Install and Configure Lightning and Funambol for Thunderbird 2 to Synchronize Calendar and Contacts with SmarterMail 5.5 and higher

CalDav

Users of SmarterMail 7.x or higher can synchronize their SmarterMail calendars with Thunderbird using the CalDAV protocol and the Lightning add-on.

Message Retrieval

For messages, users should set up an account within Thunderbird using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to Thunderbird as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface, actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail.

Mobile Devices

SmarterMail supports synchronization with most mobile devices on the market, including:

- Apple iPhone, iPod, and iPad
- BlackBerry
- Google Android
- Nokia
- Palm Pre, Pixi, and Treo
- Windows Phone and Windows Mobile devices

Although this document covers the synchronization methods and processes for specific devices, phones, and/or manufacturers, it is not an exhaustive list of all compatible mobile devices.

SmarterTools recommends contacting the device manufacturer for details regarding the available synchronization protocols for devices not listed in this document.

Apple iPhone, iPod, and iPad

The Apple iPod is a portable media player that may have video, touch-screen, and/or Internet capabilities; the iPhone is a GSM cell phone that's also an iPod, a video camera, and a mobile Internet device with email and GPS maps; and the iPad is a tablet computer with a multi-touch screen and thousands of optional apps. SmarterMail supports synchronization of email, contacts, and calendars with the iPhone, iPod Touch, and iPad.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars,

and contacts in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For synchronization instructions for a specific mobile device, refer to the manufacturer's website. Additional information may be available in the SmarterTools Knowledge Base.

CardDAV and CalDAV

SmarterMail 7.x or higher users that choose not to purchase the Exchange ActiveSync add-on can synchronize their SmarterMail contacts and calendars with the iPhone, iPod Touch, and iPad using the CardDAV and CalDAV protocols. Support for CardDAV and CalDAV is built into these products, so there is no need to download and install additional applications to sync contact and calendar data.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Sync SmarterMail with the iPhone Using CardDave and CalDav
- SmarterMail 7.x: How To—Sync SmarterMail with the iPhone Using CardDave and CalDav

SyncML

A third solution is also available to sync contacts over-the-air in SmarterMail 5.5 or higher. This solution uses the iPhone Sync Client from Funambol, which is available for download in Apple's App Store. The iPhone Sync Client uses the SyncML 1.2 protocol, which is included within SmarterMail.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML

- SmarterMail 7.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 6.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML

BlackBerry

BlackBerry is a line of smartphones developed by Research In Motion. SmarterMail supports synchronization of email, contacts, calendars, tasks, and notes with the BlackBerry.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Although the BlackBerry does not directly support over-the-air synchronization with Exchange ActiveSync, there are two applications available for purchase that enable Exchange ActiveSync functionality on the BlackBerry: AstraSync and NotifySync. For more information, refer to www.astrasync.com and www.notifysync.com.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For synchronization instructions, refer to the AstraSync or NotifySync website. Additional information may be available in the SmarterTools Knowledge Base.

SyncML

For those users that choose not to purchase the Exchange ActiveSync add-on, an alternate solution is available to sync contacts, calendars, tasks, and notes over-the-air in SmarterMail 5.5 or higher. Users

of SmarterMail 5.5 to SmarterMail 7.x should use the BlackBerry Sync Client from Funambol version 8.5, which is available for download at http://forge.ow2.org/project/showfiles.php?group_id=96 .

Users of SmarterMail 8.x can use the latest version of the BlackBerry Sync Client. The BlackBerry Sync Client uses the SyncML 1.2 protocol, which is included within SmarterMail. The client supports most BlackBerry devices, and SmarterTools has tested models 8830, 8810, and Curve devices.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To–Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 7.x: How To–Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 6.x: How To–Synchronize SmarterMail with Mobile Devices Using SyncML

Message Retrieval

For regular and push email usage, SmarterTools offers the following methods:

- The BlackBerry Internet Service is a free method to push email to your Blackberry and is a service provided by your mobile phone provider (Sprint, Verizon, etc.) and can be configured to check your SmarterMail mailbox and push all new and unread messages to your mobile phone. Messages are normally pushed to the BlackBerry device with a short delay. This can be configured with any version of SmarterMail as the BlackBerry Internet Service will connect to the mailbox via the IMAP protocol.
- An alternative free method to push messages to your mobile phone which is normally only delayed a couple minutes and simulates the expensive BlackBerry Enterprise Server (BES) which is often associated to Microsoft Exchange is to use the open source provider Funambol. By signing up with the free Funambol service, you can (just as with the BlackBerry Internet Service), configure Funambol to scan your SmarterMail mailbox for new and unread messages. If a new message is found, the Funambol service will push the message to the BlackBerry device and the Funambol client program. When you sign up for the Funambol service, they will provide you the appropriate client that should be installed on your BlackBerry device. This method provides a significant cost savings over the formal BES method with only a modest diminishment in performance.
- Since the BlackBerry is focused on pushing email, many consumers who are familiar with IMAP and PocketPCs miss the advantage of having access to all their messages that they see within Outlook or the webmail interface. For people who would like to log into the SmarterMail mailbox from the BlackBerry and see all of their messages as if they were in webmail, additional clients can be installed on the BlackBerry, such as the free open source application LogicMail.

Google Android

Android is an operating system designed for use in a variety of smartphones and mobile devices. Examples of phones that run on Google Android include the Motorola Droid, Nexus One, and HTC Droid Incredible. SmarterMail supports synchronization of email, contacts, and calendars with Google Android phones.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Note: Only Android phones running version 2.0 or later support synchronization via Exchange ActiveSync. Support for Exchange ActiveSync may also vary by device. For example, Exchange ActiveSync does not support Corporate Calendar or email applications for the Motorola Droid, Droid 2 or Droid X because they are custom applications that do not comply with Exchange ActiveSync specifications.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For synchronization instructions for a specific mobile device, refer to the manufacturer's website. Additional information may be available in the SmarterTools Knowledge Base.

Message Retrieval

For SmarterMail users with Exchange ActiveSync mailboxes, messages will automatically be pushed to their mobile devices as they are received. SmarterMail users that are using any of the other technologies to sync their mailboxes with a mobile device should set up an account within the mail application provided on the mobile device using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to the email client as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface, actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail.

Nokia

Nokia is a worldwide manufacturer of smartphones, most of which utilize the Symbian operating system. SmarterMail supports synchronization of email, contacts, calendars, tasks, and notes with Nokia phones.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For synchronization instructions for a specific mobile device, refer to the manufacturer's website. Additional information may be available in the SmarterTools Knowledge Base.

SyncML

For those users that choose not to purchase the Exchange ActiveSync add-on, an alternate solution is available to sync collaboration items. SmarterMail 7.x users can use the built-in SyncML capabilities of Nokia phones to synchronize contacts and notes. Alternatively, users of SmarterMail 5.5 to SmarterMail 7.x can use the Symbian Sync Client version 8.5 from Funambol, which is available for download at http://forge.ow2.org/project/showfiles.php?group_id=96 , to sync contacts, calendars, and tasks. Users of SmarterMail 8.x can use the latest version of the Funambol Sync Client. The Symbian Sync Client uses the SyncML 1.2 protocol, which is included within SmarterMail.

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 7.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 6.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML

Message Retrieval

For SmarterMail users with Exchange ActiveSync mailboxes, messages will automatically be pushed to their mobile devices as they are received. SmarterMail users that are using any of the other technologies to sync their mailboxes with a mobile device should set up an account within the mail application provided on the mobile device using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to the email client as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface, actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail.

Palm Pre, Pixi, and Treo

The Palm Pre, Pixi, and Treo are smartphones with email, messaging, and Web capabilities manufactured by Palm Inc. Both the Palm Pre and Pixi utilize the Palm webOS platform while Palm Treo may utilize Windows Mobile or Palm OS. SmarterMail supports synchronization of email, contacts, calendars, tasks, and notes.

Note: SmarterMail users with the Palm OS version of the Treo need to download and install the Exchange ActiveSync update from the Palm website. Without this update, the phone will only support synchronization of email through IMAP or POP3 retrieval. For specific information regarding the synchronization technologies available for the Windows Mobile version of the Treo, see the Windows Phones and Windows Mobile Devices section of this document.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, contacts, tasks, and notes in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For synchronization instructions for a specific mobile device, refer to the manufacturer's website. Additional information may be available in the SmarterTools Knowledge Base.

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For SmarterMail users with Exchange ActiveSync mailboxes, messages will automatically be pushed to their mobile devices as they are received. SmarterMail users that are using any of the other technologies to sync their mailboxes with a mobile device should set up an account within the mail application provided on the mobile device using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to Outlook as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface, actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail.

Windows Phones and Windows Mobile Devices

The Windows Phone is a compact operating system developed by Microsoft and designed for use in a variety of smartphones and mobile devices. Examples of phones that run on Windows Phone (or the Windows Mobile OS) include the Samsung Omnia II, HTC HD2, and some versions of the Palm Treo. SmarterMail supports synchronization of email, calendars, contacts, tasks, and notes with Windows Phones and Windows Mobile devices.

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail Enterprise 6.x or higher and can be purchased from the SmarterTools website. Unlike the other synchronization methods, Exchange ActiveSync uses direct push technology to sync email, calendars, contacts, tasks, and notes in real time, ensuring any changes to collaboration data are automatically recorded in both SmarterMail and the mobile device.

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail and enable the add-on for the user's mailbox. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Activate Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Activate Microsoft Exchange ActiveSync

If SmarterMail is running under IIS, the system administrator will also need to disable Windows authentication before adding Exchange ActiveSync to specific mailboxes. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 7.x: How To—Configure IIS for Microsoft Exchange ActiveSync
- SmarterMail 6.x: How To—Configure IIS for Microsoft Exchange ActiveSync

For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 7.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML
- SmarterMail 6.x: How To—Synchronize SmarterMail with Mobile Devices Using SyncML

SmarterMail Sync

Over-the-air synchronization of contacts, calendars, and tasks with PocketPCs and smartphones utilizing Windows Mobile 2003 or higher can be accomplished with SmarterMail 3.1 or higher with SmarterMail Sync. For more information, refer to the KB article that applies to the version of SmarterMail you are using:

- SmarterMail 8.x: How To—Configure Mobile Devices for Synchronization with SmarterMail Using SmarterMail Sync
- SmarterMail 7.x: How To—Configure Mobile Devices for Synchronization with SmarterMail Using SmarterMail Sync
- SmarterMail 6.x: How To—Configure Mobile Devices for Synchronization with SmarterMail Using SmarterMail Sync

Message Retrieval

For SmarterMail users with Exchange ActiveSync mailboxes, messages will automatically be pushed to their mobile devices as they are received. SmarterMail users that are using any of the other technologies to sync their mailboxes with a mobile device should set up an account within the Pocket Outlook application provided on the mobile device using either IMAP or POP3.

IMAP is a protocol that keeps all messages and folders on the server. In addition, IMAP idle is an optional feature of the IMAP protocol that pushes all new messages to the email client as they are received by the mail server. Unlike POP, IMAP offers two-way communication between your

SmarterMail mailbox and your email client(s). This means when you log in to the SmarterMail Web interface, actions you performed on email clients and mobile devices will automatically appear in the Web interface (and vice versa).

With POP3, your mail is saved in a mailbox on the remote server until you check your mail. When you check your mail, all of the mail is downloaded to your computer and is no longer maintained on the server. If you use POP3 and are traveling or check your mail from multiple locations, you will not be able to view any of your old mail because the messages only exist on the computer on which you originally received your mail.