

SmarterTools Inc.

Collaboration, Synchronization, and Over-the-air Mobile Communications with SmarterMail

Configuring and Using SmarterMail with Mobile Devices and Applications

Table of Contents

Table of Contents	2
Overview	4
Who Should Use This Document	5
Microsoft Outlook 2003 and 2007	6
SyncML	6
SmarterMail Sync	6
Add to Outlook	6
Message Retrieval	6
Mozilla Thunderbird 2	8
SyncML	8
Message Retrieval	8
Windows Mobile Devices	9
Microsoft Exchange ActiveSync	9
SyncML	9
SmarterMail Sync	9
Message Retrieval	10
BlackBerry	11
Microsoft Exchange ActiveSync	11
SyncML	11
Message Retrieval	11
iPhone	13
Microsoft Exchange ActiveSync	13
SyncML	13
Message Retrieval	13
Palm Pre, Pixi, and Treo	15
Microsoft Exchange ActiveSync	15
Message Retrieval	15
Nokia	17
Microsoft Exchange ActiveSync	17
Message Retrieval	17
Google Android	19

Microsoft Exchange ActiveSync	19
Message Retrieval.....	19
Glossary.....	21
Important Notices.....	21

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.

SmarterTools has created this document to help users understand their configuration options and assist them as they configure their phones and email. The information in this document covers the following applications and devices:

- Microsoft Outlook
- Mozilla Thunderbird
- Windows Mobile devices
- BlackBerry
- iPhone
- Palm Pre, Pixi, and Treo
- Nokia
- Google Android

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
- 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
- The Add to Outlook feature within the SmarterMail Webmail interface uses two-way synchronization technology to sync a SmarterMail mailbox with Outlook 2007 and provides read-only capability for Outlook 2003

To see view the devices and protocols used to synchronize your mailbox, log in to the SmarterMail interface and click the **Settings** button on the main toolbar. Then expand the My Settings folder and click **Synchronization** in the left tree view. Logging of information, last successful synchronization, decision rules, and the ability to reset synchronization of devices is available from this area.

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

Microsoft Outlook 2003 and 2007

SyncML

For users of SmarterMail Enterprise 5.5 or higher, this method synchronizes contacts, calendars, tasks, and notes by using the Outlook plug-in from Funambol (www.funambol.com). The plug-in uses the SyncML 1.2 protocol, which is included within SmarterMail. For more information, refer to the KB article [How To – Synchronize SmarterMail Accounts with Outlook Using SyncML](#).

SmarterMail Sync

For users of SmarterMail Enterprise 3.3 or higher, SmarterMail Sync can be used to synchronize contacts, calendars, tasks, and notes with Outlook 2003 and 2007.

Within the SmarterMail Web interface, users can go to the Settings area and look at the SmarterMail Client Utilities to find the appropriate version of SmarterMail Sync for Outlook. For more information, refer to the KB article [How To – Configure Outlook for Synchronization with SmarterMail Using SmarterMail Sync](#).



Add to Outlook

For users of Smartermail 6.x, the Add to Outlook feature allows for two-way synchronization of calendars, contacts, and tasks with Outlook 2007. In addition, SmarterMail 3.0 to SmarterMail 5.5 users can attach calendars and contacts to Outlook 2003 or higher in read-only mode. To sync using this feature, log in to the SmarterMail Web interface and click the **Collaborate** button on the main toolbar. Then select any calendar from the left tree view. Within the calendar you will see the Add to Outlook icon on the actions toolbar. Selecting this icon will invoke an intuitive process to synchronize the SmarterMail calendar with Outlook. The same steps can be repeated in a similar process for contacts and tasks. For more information, refer to the KB article [How To – Synchronize SmarterMail with Outlook Using the Add to Outlook Feature](#).

Message Retrieval

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

IMAP is a newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Mozilla Thunderbird 2

SyncML

Synchronization of contacts and calendars with Thunderbird 2.x can be accomplished when using the SmarterMail Enterprise 5.5 or higher. This can be accomplished by using the Funambol plug-in and the Lightning plug-in for Thunderbird 2.x, free downloads from <https://addons.mozilla.org/en-US/thunderbird>. The Funambol plug-in uses the SyncML 1.2 protocol, which is included within SmarterMail.



After installing the plug-ins, users will need to configure the Funambol plug-in from within the Thunderbird interface. For more information, refer to the KB article [How To – Install and Configure Lightning and Funambol for Thunderbird 2 to Synchronize Calendar and Contacts with SmarterMail 5.5 and Higher](#)

Message Retrieval

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

IMAP is a newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Windows Mobile Devices

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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 folders 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. More information is available in the KB article [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 [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 who choose not to purchase the Exchange ActiveSync add-on, an alternate solution is available to sync contacts, calendars, and tasks over-the-air in SmarterMail Enterprise 5.5 or higher. This solution uses the PocketPC or smartphone plug-in from Funambol (www.funambol.com) and synchronization is accomplished through the SyncML 1.2 protocol. For more information, refer to the KB article [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 and higher can be accomplished with the Enterprise edition of SmarterMail 3.1 and higher. Within the SmarterMail Web interface, users can go to the SmarterMail Client Utilities section of the Settings area to find the appropriate version of SmarterMail Sync for PocketPC or SmarterMail Sync for Smartphones. For more information, refer to the KB article [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 newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

BlackBerry

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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 folders 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 (www.astrasync.com) and NotifySync (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. More information is available in the KB article [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 [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 who 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 Enterprise 5.5 or higher. This solution uses the BlackBerry PIM Sync Plug-in, a free download from Funambol (www.funambol.com), and synchronization is accomplished through the SyncML 1.2 protocol. The plug-in supports most BlackBerry devices, and SmarterTools has tested models 8830, 8810, and Curve devices. For more information, refer to the KB article [How To – Synchronize SmarterMail with Mobile Devices Using SyncML](#).

Message Retrieval

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

- 1) 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.

- 2) 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 (www.funambol.com). 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.
- 3) 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 (<http://www.logicprobe.org/proj/logicmail>).

iPhone

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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, notes, and folders 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. More information is available in the KB article [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 [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 who choose not to purchase the Exchange ActiveSync add-on, an alternate solution is available to sync contacts (calendars and tasks coming soon) over-the-air in SmarterMail Enterprise 5.5 or higher. This solution uses the PocketPC or smartphone plug-in from Funambol (www.funambol.com) and synchronization is accomplished through the SyncML 1.2 protocol. For more information, refer to the KB article [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 iPhone mail application provided on the mobile device using either IMAP or POP3.

IMAP is a newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Palm Pre, Pixi, and Treo

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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 folders 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. More information is available in the KB article [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 [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 newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Nokia

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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 folders 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. More information is available in the KB article [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 [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 newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Google Android

Microsoft Exchange ActiveSync

The Microsoft Exchange ActiveSync add-on is available as an optional add-on for SmarterMail 6.x Enterprise edition 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 folders 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 is an application available for purchase that enables Exchange ActiveSync functionality on the Android: Moonrug (<http://www.moonrug.com/android>).

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. More information is available in the KB article [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 [How To – Configure IIS for Microsoft Exchange ActiveSync](#).

For synchronization instructions, refer to the Moonrug 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 newer 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.)

Additional information about IMAP and POP3 setup and configuration is available in the SmarterMail Online Help.

Glossary

The following is a list of acronyms used in this document.

BES	Blackberry Enterprise Server	PIM	Personal Information Management
IP	Internet Protocol	POP	Post Office Protocol
IMAP	Internet Message Access Protocol	PUSH	An Information Delivery Methodology
ISP	Internet Service Provider	SMTP	Simple Mail Transfer Protocol
KB	Knowledge Base (article)	SyncML	Synchronization Markup Language

Important Notices

The recommendations in this document reflect the opinions of its author(s) only and are based upon their knowledge and experience. No warrantee or guarantee is expressed or implied as to the efficacy or viability of the information in this document for a particular environment or application.

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