

ROADSYNC[®]
Using Exchange ActiveSync[®]



Symbian UIQ3 Manual



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Table of Contents

General Product Information

What is RoadSync™	3
System Requirements	3
Advantages for Mobile Workers and IT Administrators	4
Key Product Features	6
Detailed Functionality	7
Main RoadSync Application,	
Registration and Activation	7
E-mail	8
Calendar	9
Contacts	9
Attachments	10

Installation and Getting Started Guide

Installing	11
Running the Installer	12
First-Use Wizard and Initial Setup	13
Adjusting Sync Settings	15
E-mail Options	16
Calendar Options	17
Contact Options	17
Advanced Settings & Log Files	18

RoadSync Exchange Server 2003 & 2007 Administrator's Guide

Typical Network Configurations	20
Enabling Mobile Access on the Microsoft Exchange Server	22
Remote Wipe	25

Help

Frequently Asked Questions	28
Troubleshooting Tips	30
Contact Information and Support	32

General Product Information

What is RoadSync®?

Using Microsoft® Exchange ActiveSync®, RoadSync provides secure, wireless and direct push synchronization of corporate e-mail, calendar, contacts & attachments - all in one affordable, scalable and easy to manage package. In addition to significantly enhancing end-user productivity, RoadSync simultaneously lowers IT costs by providing an easy to implement mobility strategy which eliminates the need for middleware servers and subscription fees.

With RoadSync, you can now delete spam, reply to urgent messages, accept meeting requests, update contacts and conveniently access your critical data anytime, anywhere! Better yet, all changes made on the mobile handset will automatically sync with the Microsoft® Exchange Server and be up-to-date when you open Microsoft® Office Outlook® on your desktop.

As the first independent software vendor to license the Exchange ActiveSync protocol, DataViz is committed to extending this technology to reach the world's most popular smartphones and mobile handsets. Install a free trial today at www.dataviz.com/demo



Why Choose RoadSync?

- No Middleware Server
- No Service or Subscription Fees
- No Desktop Sync Software or Cradle
- Direct Connection to Exchange Server 2003 & 2007

System Requirements

Device Requirements

- Supported wireless device
- Wireless data plan through mobile operator
- Exchange user name, password, and server information

Office Environment Requirements

- Exchange Server 2003 or 2007
- Mobile access enabled (on by default)

Note: An up-to-date complete list of supported devices is available online at www.dataviz.com/rsdevices

Note: Your Exchange Server user name and server settings are typically the same as the ones you use to log-on to your computer, use for Outlook Web Access (OWA) or on a Windows Mobile device. If you do not know these, please ask your IT administrator.

Advantages for Mobile Workers & IT Administrators

Lowest Total Cost of Ownership on the Market

A one-time software licensing purchase of RoadSync provides a mobile Exchange ActiveSync client that directly communicates with Exchange Server 2003 and 2007, thus eliminating the need for a middleware server, a desktop redirector or typical set up and service fees commonly associated with today's alternatives. Not only does RoadSync help to enable new devices, but it offers a standardized way to extend and maximize existing device and Exchange Server investments.

Simple Installation & Deployment

With over-the-air distribution, end-users and IT departments can install RoadSync without any desktop interaction by entering a few settings on the mobile handset. For IT administrators, there is no additional software to install on the server and enabling mobile access is simply a matter of checking a few boxes on the Exchange Server. For corporate wide deployments, a Mass Configuration Tool is available to configure multiple handsets simultaneously.

Secure Transmission of Sensitive Data

RoadSync supports industry-standard SSL (Secure Socket Layer) connections over port 443, so all sensitive data will be kept safe when transmitted over-the-air using the same level of encryption trusted for online banking. In addition, IT managers can enforce device passwords and wipe all Exchange data from the mobile handset in the event it is lost or stolen.

Works with the World's Most Popular Mobile Devices

With support for six of today's most popular mobile device platforms and hundreds of devices, RoadSync provides a choice when it comes to hardware as well as the flexibility to mobilize employees who may already own a personal device. Storing data locally in the phone's built-in applications helps to increase online and offline productivity while maintaining a familiar user experience with a low learning curve.

Support for the Latest Exchange Server Enhancements

As Microsoft continues to improve the built-in mobile functionality of the Exchange Server, the RoadSync client is also optimized to take advantage of these new enhancements. With the introduction of Exchange 2003 SP2, key features like Direct Push and Remote Wipe were introduced, while Exchange 2007 is now adding productivity options like online mailbox search, e-mail flags and SharePoint file access. For more information about the latest Exchange Server features, please visit: www.dataviz.com/MSEExchange

Tried & Tested Solution

RoadSync is Symbian Signed, Java Verified, Windows Mobile Logo Certified and a thoroughly tested application. Plus, DataViz offers 24 hour web support with business-hour phone and e-mail support. For corporate-wide deployments, a DataViz enterprise account representative will be assigned to handle additional maintenance agreements and support resources.

Key Features

	Symbian S60	Symbian S80	Symbian UIQ*	Windows Mobile 2003	Palm OS	Java MIDP 2.0
Exchange 2003 SP1 Support	✓	✓	✓	✓	✓	✓
Email	✓	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓		
Contacts	✓	✓	✓	✓		
Attachments	✓	✓	✓	✓	✓	
Subfolders	✓			✓		
SSL Support	✓	✓	✓	✓	✓	✓
Sync over Cellular Data Network or WLAN	✓	✓	✓	✓	✓	
Manual and Schedule Sync	✓	✓	✓	✓	✓	
Peak/Off Peak and Roaming Sync Options	✓		Motorola only	✓		
Data Range & Message Size Filtering	✓	✓	✓	✓	✓	✓
Meeting Response (Accept / Decline)	✓	✓	✓	✓		
Exchange 2003 SP2 Support	✓	✓	✓	✓	✓	✓
Direct Push	✓	✓	✓	✓		
Remote Wipe of Exchange Data	✓	✓	✓	✓		
GZip Data Compression	✓	✓				
Global Address List Look-up (GAL)	✓	✓	✓	✓		
IT Policy Enforcement (Device Password)			Sony Ericsson only	✓		
RoadSync Mass Configuration Tool	✓	✓		✓		
NEW - Exchange 2007 Support	✓	✓	✓	✓		✓
Email Flags	✓					
Online Mailbox Search	✓					
SharePoint & UNC File Access	✓					
Faster Message Retrieval	✓					

Note: For a more detailed feature comparison, please visit www.dataviz.com/BSmatrix

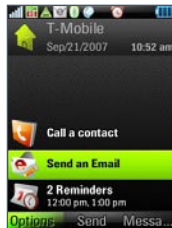
* Sony Ericsson's latest UIQ3 handsets like the P1, M600, P990, W950 and W960 include Exchange ActiveSync connectivity FREE - powered by DataViz. To register and download, please visit www.dataviz.com/sonyericsson

Detailed Functionality

Main RoadSync Application

The main RoadSync application is the 'brains' or engine that powers the wireless synchronization of your e-mail, calendar, contacts and attachments. All of your synchronization settings, preferences, status information and options are contained within the main application.

- Configure application with user name, password and server information
- Enable Direct Push (requires Exchange Server 2003 SP2 or higher)
- Set scheduled sync intervals or manually initiate a sync
- Control Peak, Off-Peak and Roaming options
- Define date ranges, message sizes and signatures
- Define calendar date range settings
- Connect securely via SSL (over port 443)
- Assign and reset access points for GPRS or WLAN data connections
- Access advanced logging tools and info for troubleshooting



Registering & Activating Your Trial

RoadSync will install as a 30-day fully functional trial which can be activated permanently at any time. To do so, please visit www.dataviz.com/buyRoadSync. After purchasing the software, simply select to the "Activate Product" menu in the main RoadSync application and enter your corresponding registration number and activation key.

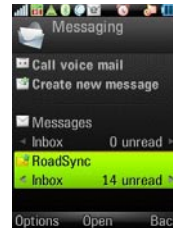
If RoadSync came bundled with your device or if you obtained a registration number and activation key through one of our worldwide resellers, please register with DataViz at www.dataviz.com/register to take advantage of product update notifications, special offers on other DataViz and partner products, access to support resources and more...



E-mail

A RoadSync mailbox will be integrated with the phone's main messaging application for online or offline use; however, all corporate e-mail is kept separate from other SMS, MMS, POP and IMAP accounts.

- Read, reply, reply to all, forward, smart-forward, create and delete messages
- Sort by date, size, sender, and subject
- Accept & decline meeting requests
- Look-up and add recipients from the built-in Contacts app or Global Address List (GAL)*
- Move, manage, view, file and synchronize your inbox messages
- Mark messages read and unread
- Download, open, view, edit, save and send e-mail attachments
- Cut, copy, paste and select all
- Quickly add e-mail names and addresses to Contacts
- Launch and use hyperlinks and phone numbers contained within e-mail messages
- Adjust Zoom levels for easier viewing and editing of messages (small, medium, large)
- View and set e-mail priority (high, normal, low)
- Save sent items and drafts
- Automatically assign signatures to outgoing messages
- Quickly download the remainder of large messages



Note: Some features require Exchange 2003 SP2 or 2007. See feature chart for details.

Note: All changes made on the mobile handset will automatically sync with the Exchange Server and be up-to-date when you open Microsoft® Office Outlook® on your desktop.

Calendar

RoadSync will synchronize your Calendar data stored on the Exchange Server with the phone's built-in Calendar application; therefore, the features and functionality are mostly provided by the device.

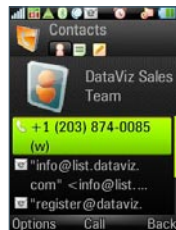
- Multiple calendar viewing options and zoom levels
- Synchronize, update and create new calendar appointments and events
- Accept and decline meeting requests (through the RoadSync messaging application)
- View and set description, location, date, time and meeting notes
- Set alarms, flags and recurrences
- Set a date range for syncing calendar items (through the main RoadSync application)
- Support for online and offline use



Contacts

RoadSync will synchronize your Contact data stored on the Exchange Server with the phone's built-in Contact application; therefore, the features and functionality are mostly provided by the device.

- Multiple contact viewing, search and look-up options
- Synchronize, update and add new contact and notes
- Support for multiple e-mail addresses
- Support for multiple home, business and mobile phone & fax numbers and addresses
- Support for speed dial and caller-id
- Support for Global Address List (GAL) when composing new e-mail messages*

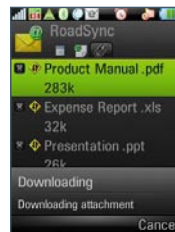


Note: Some features require Exchange 2003 SP2 or 2007. See feature chart for details
 Note: All changes made on the mobile handset will automatically sync with the Exchange Server and be up-to-date when you open Microsoft® Office Outlook® on your desktop.

Attachments

RoadSync supports the ability to download and use native attachments on-demand utilizing programs on the device to open, edit and view the respective file types.

- View attachment type and size before download
- Download attachment over GPRS or WLAN connection
- Save attachments to the phone's internal or expansion card memory
- Insert and send new and updated attachments
- Download only selected file or download all at once
- Delete attachments locally to free up space while keeping the message in the inbox



Note: Some features require Exchange 2003 SP2 or 2007. See feature chart for details.

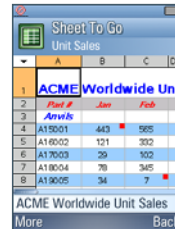
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Documents To Go Viewer Motorola Edition lets you view Microsoft® Word, Excel & PowerPoint files and attachments on your MOTO Z8. Now you can quickly review contracts, price lists, forecasts, proposals and more without having to carry your bulky laptop with you.

To get Documents To Go Viewer for free, simply register with us at the following URL: www.dataviz.com/z8

*Offer subject to change without notice.



Installation and Getting Started Guide

Installing RoadSync

The first step in installation is getting the RoadSync installer to your device. You can do this via several different methods. Please review the following options and select the one that best suits your needs:

Via Cradle Synchronization using PcSync software

Put your wireless device in the cradle and double-click the RoadSync.sis file that you downloaded from the internet. The PcSync software will walk you through the installation.

Via Bluetooth

Once you've paired your wireless device with your Bluetooth-equipped PC, you can send the RoadSync.sis application from your PC to the device. On the PC, simply right click on the RoadSync.sis file, select "Send To", and then select "Bluetooth." Select the wireless device you want to send RoadSync to. Once the RoadSync.sis file is on your device, continue with the steps on the next page to install.

Via IR

On your wireless device, verify your IR port is turned ON. Start the IR connection with your PC by aligning your device's IR port with the PC's IR port. Once the connection is active you can beam the RoadSync.sis application from your PC to the wireless device. On the PC, simply right click on the RoadSync.sis file, select "Send To", and then select "A nearby computer". Once the RoadSync.sis file is on your device, continue with the steps on the next page to install.

Via Expansion card

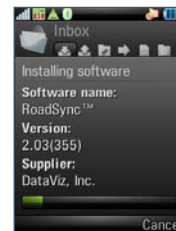
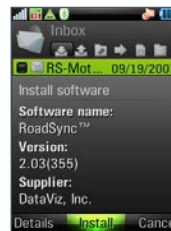
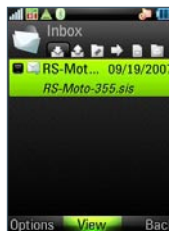
Using a card reader, you can copy the RoadSync.sis file to your expansion card. After copying, insert the card into the wireless device, browse to the folder with the installer, and continue with the steps on the next page to install.

Via Download

You can use the web browser on your wireless device to download RoadSync directly from the web. Please refer to the link provided to you at the time of purchase for the location of the RoadSync.sis install file. Simply download the file and continue with the steps on the next page to install.

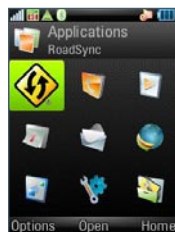
Running the Installer:

1. Once the RoadSync.sis file is on your device (by one of the methods listed on the previous page), open it to begin the installation.
2. You will receive a dialog asking if you would like to continue with the installation. Select Yes.
3. You will then be provided with details of the installer, Select Continue.
4. It will once again ask if you would like to continue with the installation. Select Yes.
5. Once again you are provided details, Select Continue.
6. Installation is now complete.



First-Use Wizard & Initial Setup:

1. Locate and click on the RoadSync application icon located in the application main menu and complete the first-use wizard and setup.
2. Click Next.
3. The License Agreement will appear. Please Accept to continue.
4. An explanation of what phone features RoadSync utilizes is displayed. Click Accept.
5. Enter the following information: (Please consult your IT staff if you are uncertain about the settings below)
 - a. **User name** - This is the user name you use to connect to your Exchange account.
It is typically the same as your Windows login user name.
 - b. **Password** - This is the password you use to connect to your Exchange account.
It is typically the same as your Windows login password.
 - c. **Server Name** - This is the publicly accessible server name (this name should not include http:// or /, but be in the form of exchange.mycompany.com).
 - d. **Domain** - This is the domain you belong to in your corporate network.
 - e. SSL is enabled by default. To disable this feature, uncheck the box.
6. Once your settings are entered click Verify Settings to ensure that you can successfully connect to the Exchange Server.
7. You will be asked to connect to the network. Click OK.
8. You will then be prompted to select an Access Point to establish an appropriate network connection. Click Select.



Note: If you receive an error when trying to verify your settings or establish a network connection please check the following:

- Verify your settings with your IT staff.
- Your password may be case sensitive.
- A data connection is available and you can access the internet on your phone.
- The appropriate SSL certificate is installed on the device and trusted.

For additional steps, please review the Troubleshooting Tips at the end of this manual

9. The next screen recommends turning off Calendar, Contacts, and E-mail portions of PC Suite while using RoadSync. This is to avoid duplication. Click Next.

10. You will now need to select how you would like to synchronize your data. Click Select.

11. Choose how you would like to synchronize your data. Then click OK.

a. Exchange Server overwrites phone (recommended) - Contacts and Calendar information will be removed on the phone and your data will be brought down from the server to the phone.

b. Merge data - Contacts and Calendar information on your phone will be merged with your data from the server. This may cause duplicates.

12. A warning that RoadSync will remove your handheld data or merge your data will appear, depending on your choice above. Click OK.

13. Finished!

At this time, you are ready for your first sync. Select Options, then Sync. You will see the progress of the sync as it connects, checks for new data, downloads new data, and updates the data on your wireless device. When the sync is complete, you will see a message that says “Direct Push Active” or “Last Sync” with the current date and time.

Note: The data stored on the Exchange Server is typically the same data as displayed in your Microsoft Office Outlook client on the PC. Thus, if all the information is up-to-date in Outlook at the time of your first sync, we strongly recommend selecting ‘Exchange Server overwrites phone.’

Note: Due to the large amount of data initially being transferred, your first sync will take longer than subsequent syncs. By default, e-mail is limited to the inbox, the past three (3) days, one (1) kilobyte in size, and sent items are stored for 2 weeks.

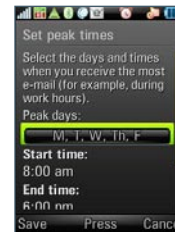
Adjusting Sync Settings

RoadSync is capable of various settings that will enhance your wireless synchronization experience.

Push & Sync Scheduling

You can have RoadSync automatically push information to and from your phone or synchronize at a defined time interval. By default, push is enabled. To take advantage of push or sync scheduling, please complete these steps on your wireless phone:

1. Open RoadSync
2. Select Options
3. Choose Settings
4. Select Sync Schedule
5. Set your Peak and Off-Peak schedule types
 - a. Push
 - b. Scheduled Sync
 - c. Manual
6. If you are using Scheduled Sync, select a time interval and data from the list provided
7. Define your peak days, starting and ending times
8. Enable or Disable Sync while Roaming
9. Select Back twice to exit settings



Note: Push and Scheduled Sync will continue as long as the phone is turned on. It will remain enabled after turning the phone off and then turning it on again. If the phone is in use during a push or scheduled sync, the sync will be skipped and attempted again at a later time.

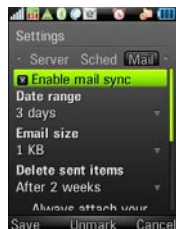
Note: Push will be enabled by default if you are using Exchange Server 2003 Service Pack 2 (SP2) or higher. For further information about Direct Push and Exchange SP2, please refer to FAQ section at the end of this manual.

Note: The “Sync While Roaming” option is available in an effort to prevent unexpected or excessive data charges. The roaming information is provided by system data on the phone but may not always be an accurate reflection of your service plan or operator agreement.

E-mail Options

You can adjust RoadSync to filter the amount of e-mail you wireless synchronize to your device. Adjustments can be made by date range, e-mail size, storage of sent items, reply history and signatures. Complete these steps to adjust e-mail filtering:

1. Open RoadSync
2. Select Options
3. Choose Settings
4. Select Email Options
5. Verify Enable Email Sync is set to “yes”
6. Select a date range from the list provided
7. Select an e-mail size limit from the list provided
8. Select a sent items limit from the list provided
9. Select to enable or disable the reply with history
10. Edit your signature
11. Select Back twice to exit settings

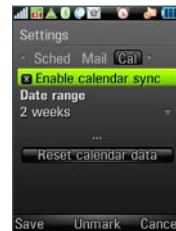


Note: By default, e-mail is limited to the inbox, the past three (3) days, one (1) kilobyte in size, and sent items are stored for 2 weeks.

Calendar Syncing

RoadSync allows you to synchronize your calendar on the Exchange Server with your wireless device. This feature allows for creating, reviewing and modifying calendar events on your device.

1. Open RoadSync.
2. Select Options.
3. Choose Settings.
4. Select Calendar Options.
5. Enable Calendar Sync.
6. Select a date range from the list provided.
7. Select Back twice to exit settings.



Contacts Syncing

RoadSync allows you to synchronize your contacts on the Exchange Server with your wireless device. This feature allows for creating, reviewing and modifying contacts on your device.

1. Open RoadSync.
2. Select Options.
3. Choose Settings.
4. Select Contact Options.
5. Enable Contacts Sync.
6. Select Back twice to exit settings.



Advanced Settings

This tab provides settings for troubleshooting the RoadSync application. This is where verbose logging can be turned on, an option for resetting all RoadSync data can be found and resetting the Internet Access Point is allowed.

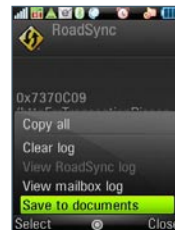
1. Open RoadSync.
2. Select Options.
3. Choose Settings.
4. Select Advanced Options.
5. To enable verbose logging, select “yes.”
6. For general troubleshooting purposes, select “Reset All Data” to remove all the applicable Exchange data from the handset. On the next sync, it will be re-downloaded and restored from the Exchange Server.
7. Select “Reset Access Point” to toggle between different data connections. On the next sync, you will be prompted to select a new internet access point.
8. Select Back twice to exit settings.



Log Files

The RoadSync Log provides useful information regarding your synchronization history and current status. When troubleshooting sync issues, the log often offers hints as to whether it is a server, data service or a handset related issue. To access the log, please complete the following steps:

1. Open the main RoadSync application
2. Select “View Log” from the menu options.
3. Scroll up and down to review the sync history and status.



If you need to forward the log to an IT administrator or support representative, there are a few different options.

1. Select “Copy to clipboard” to take the current text and then paste it into a document or e-mail.
2. Select “Save to Documents” to automatically generate a text file that is stored in the “Documents” folder on the handset and is accessible via the File Browser.

Note: In most cases the verbose log is more helpful than the standard log. For more efficient troubleshooting, it is recommended to “Enable Verbose Logging,” then manually initiating a full synchronization, and then send the file in for review.

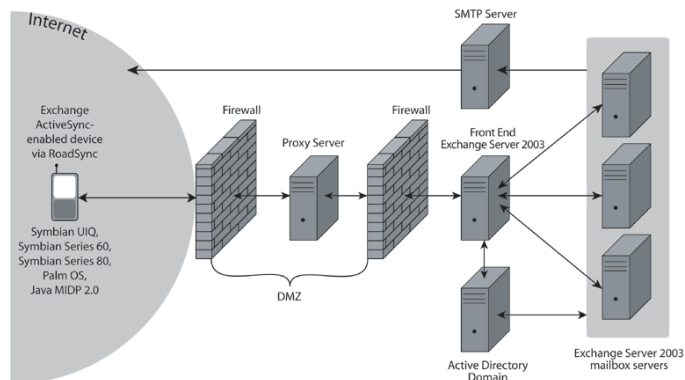
RoadSync Exchange 2003 & 2007 Administrator's Guide

Typical Network Configurations

SSL (Secure Socket Layer) connection to Exchange account

This type of connection secures the mobile client via SSL over port 443. The connection must be passed through the external firewall on this port, however it can be routed through the rest of the backend using any port-forwarding that is currently in place. In this diagram, several of the servers are not necessary, but recommended for security and connecting to more than one backend Exchange mailbox.

- The proxy server refers to any intermediate server such as an ISA or load-balancing server.
- The front-end server may not be necessary if there is only one Exchange server in the network.
- The SMTP server may not be necessary if the Exchange server is configured for outgoing mail.

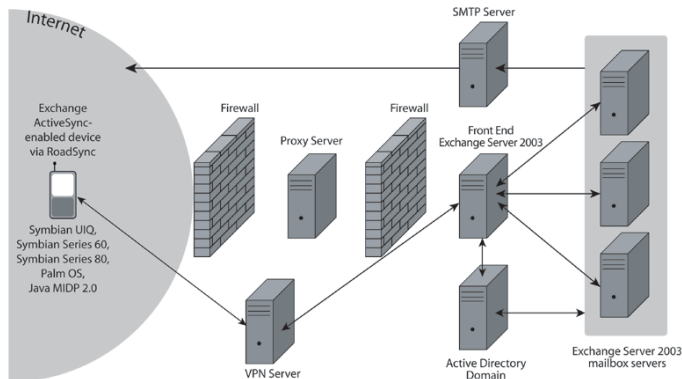


Optional - VPN (Virtual Private Networking) connection to Exchange account

This type of connection secures the mobile client via VPN. Once connected to the VPN server, traffic can be passed over port 443 (SSL) or port 80, depending on the configuration of the internal network. In a VPN configuration, a separate VPN software package is required for the mobile device. The VPN connection must be established before RoadSync begins synchronization.

Note: RoadSync supports both SSL (recommended) and non-SSL connections. This can be direct to the Exchange Server, through a front-end server or through a proxy server.

VPN connections are also supported but may require an additional client application on the handset. For additional information regarding server configurations, user settings and all supported devices, please visit www.dataviz.com/roadsync



Enabling Mobile Access for Exchange Server 2003 (SP1) Users

Please verify the settings in the diagrams to ensure Exchange Server 2003 is configured for mobile access via RoadSync.

- Settings are applied at the user level.
- These features are enabled by default.
- Please refer to Microsoft's Exchange Server 2003 support for further details: www.microsoft.com/exchange/support

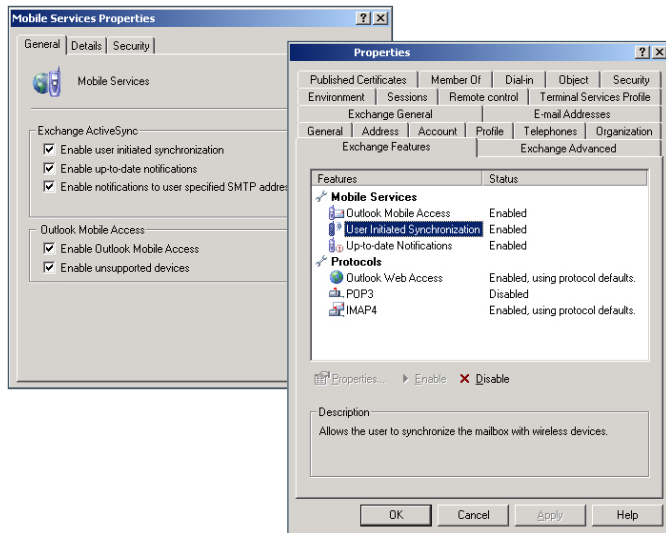
How to access Mobile Services Properties:

1. On the server go to Start/ Programs/ MS Exchange/ System Manager.
2. Go to the exchange server/ Global Settings/ Mobile Services.
3. Right-click on Mobile Services and choose Properties.

How to access User Properties:

1. On the server go to Start/ Programs/ MS Exchange/ Active Directory.
2. Go to the domain/ Users folder.
3. Double-click on the user.
4. Go to the Exchange Features tab.

Tip: RoadSync uses the same Exchange ActiveSync connection found on Microsoft PocketPC and Windows Mobile devices.



Enabling Mobile Access for Exchange Server 2003 (SP2) Users with Direct Push

Please verify the settings in the diagrams to ensure Exchange Server 2003 SP2 is configured for mobile access and direct push via RoadSync.

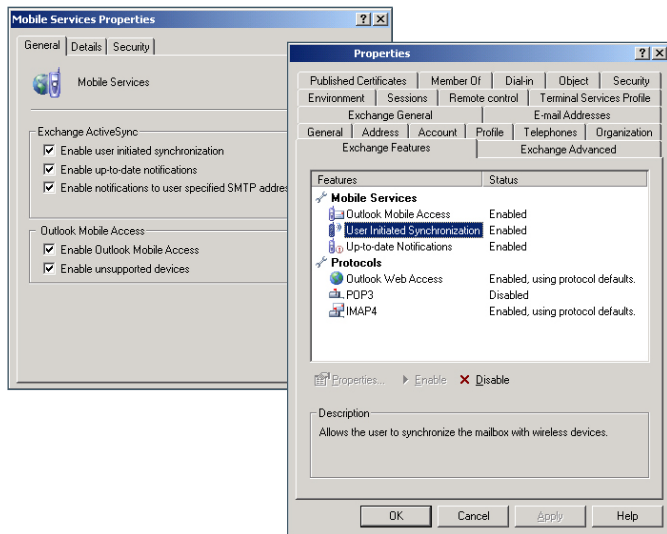
- Settings are applied at the user level.
- These features are enabled by default.
- Please refer to Microsoft's Exchange Server 2003 support for further details: www.microsoft.com/exchange/support

How to access Mobile Services Properties:

1. On the server go to Start/ Programs/ MS Exchange/ System Manager.
2. Go to the exchange server/ Global Settings/ Mobile Services.
3. Right-click on Mobile Services and choose Properties.

How to access User Properties:

1. On the server go to Start/ Programs/ MS Exchange/ Active Directory.
2. Go to the domain/ Users folder.
3. Double-click on the user.
4. Go to the Exchange Features tab.



Enabling Mobile Access for Exchange Server 2007

Microsoft Exchange ActiveSync should be enabled by default, when you install the Client Access server role on the computer that is running Exchange Server 2007. Please verify the settings in the diagrams to ensure Exchange Server 2007 is configured for mobile access and direct push via RoadSync.

To use IIS Manager to enable Exchange 2007 ActiveSync

1. Login to the Client Access server as the Administrator
2. Click Start, click Administrative Tools, and then click Internet Information Services (IIS) Manager.
3. Double-click to expand the server name, and then double-click to expand the Application Pools folder.
4. Right-click MSEExchangeSyncAppPool, and then click Start to enable Exchange ActiveSync.

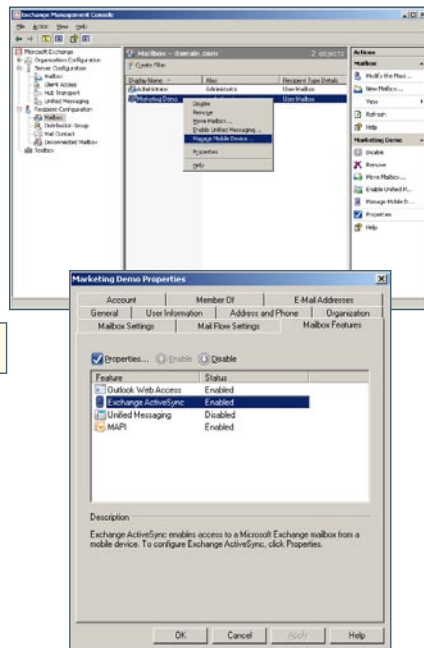
Note: If the Start command is unavailable, Exchange ActiveSync is already enabled on this server.

How to enable a User for Exchange ActiveSync using the Exchange Management Console:

1. Launch the Exchange 2007 Management Console.
2. Go to Recipient Configuration ‡ Mailbox
3. Right-click on the user's mailbox and select Properties
4. Click the Client Access tab.
5. Select User Initiated Sync, and then click enable.
6. Click OK.

Note: Please refer to Microsoft's Exchange Server 2007 support for further details:

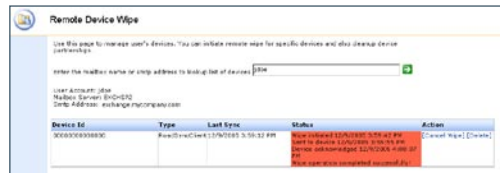
www.microsoft.com/exchange/support



Remote Wipe for Exchange 2003 SP2

Remote Wipe is an Exchange Server 2003 Service Pack 2 feature that allows IT administrators to remotely erase sensitive data from mobile devices that may have been stolen or lost. To utilize this feature please follow the steps below:

1. Make sure Exchange Server SP2 is installed.
2. Download and Install "Microsoft Exchange Server ActiveSync Web Administration Tool" on your exchange server. <http://www.microsoft.com/downloads>
3. Once everything is installed and setup, go to the website:
 - a. From server - <https://localhost/mobileadmin>
 - b. From remote machine - <https://exchange.mycompany.com/mobileadmin>
4. Enter username and password.
5. Choose Remote Wipe.
6. Enter the mailbox name you would like to initiate wipe.
7. The devices that this mailbox has synced to will be listed.
8. Match the Device ID with the Type "RoadSyncClient" that you would like to wipe.
9. Choose Wipe by clicking the link for that device.
10. The Status for the device will change to "Wipe Initiated".
11. The wipe will occur the next time a sync takes place on the device. This depends on how RoadSync is setup:
 - a. Push enabled: as long as the data connection is available on the device this will occur immediately.
 - b. Scheduled Sync Time Interval: the next interval when a data connection is available.
 - c. Scheduled Sync Manual: the wipe will only occur when the sync is forced manually on the device.
12. Once the device is wiped it will be confirmed on the screen.



Note: When installing Microsoft Exchange Server ActiveSync Web Administration Tool please follow requirements on Microsoft's website. For further information about Exchange Service Pack 2 please refer to the FAQ at the end of this manual.

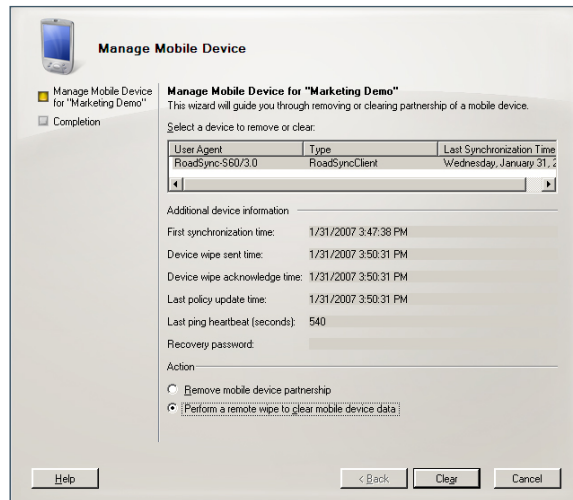
Remote Wipe for Exchange 2007

Remote Wipe is a feature that remotely erases sensitive data from mobile devices that may have been stolen or lost. In Exchange 2007, this feature has now been incorporated directly in the Exchange Management Console for administrators as well as in Outlook Web Access for users.

To utilize this feature, please follow the steps below:

Remote Wipe via the Exchange Management Console:

1. Launch the Exchange 2007 Management Console.
2. Go to Recipient Configuration & Mailbox
3. Right-click on the user's mailbox and select Manage Mobile Devices
4. Select the action "Perform a remote wipe to clear mobile device data."
5. Follow the prompts to send the wipe command to the device.
6. Wait to receive the confirmation status.



Remote Wipe via Outlook Web Access (OWA):

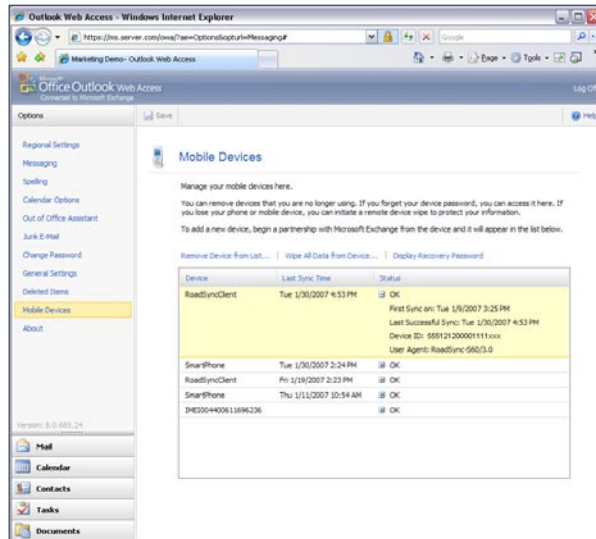
1. Login to OWA by entering the appropriate username and password.
2. Click on “Options” in the top right-hand corner of the browser.
3. On the following screen, select “Mobile Devices” on the left-hand column.
4. Highlight the mobile device that has been lost or stolen.
5. Click “Wipe all data from the device...”
6. Wait to receive the confirmation status.

Note: The wipe will occur the next time a sync takes place on the device.

This depends on how RoadSync is setup and that the data connection is available:

- a. Push enabled: wipe will occur immediately
- b. Scheduled Sync: wipe will occur during the next scheduled interval.
- c. Manual: wipe will occur once a manual sync is initiated.

Note: After a wipe has been completed, it is recommended to remove the mobile device partnership.



Outlook Web Access - Windows Internet Explorer

https://ms.server.com/owa/?as=OptionsOpturl=Messaging

Marketing Demo - Outlook Web Access

Microsoft Office Outlook Web Access
Connected to Microsoft Exchange

Options

Regional Settings
Messaging
Spelling
Calendar Options
Out of Office Assistant
Junk E-mail
Change Password
General Settings
Deleted Items
Mobile Devices
About

Version: 8.0.603.24

Mail
Calendar
Contacts
Tasks
Documents

Mobile Devices

Manage your mobile devices here.

You can remove devices that you are no longer using. If you forget your device password, you can access it here. If you lose your phone or mobile device, you can initiate a remote device wipe to protect your information.

To add a new device, begin a partnership with Microsoft Exchange from the device and it will appear in the list below.

Remove Device from List... | Wipe All Data from Device... | Display Recovery Password

Device	Last Sync Time	Status
RoadSyncClient	Tue 1/30/2007 4:53 PM	OK First Sync on: Tue 1/9/2007 3:25 PM Last Successful Sync: Tue 1/20/2007 4:53 PM Device ID: 565121200001111xxx User Agent: RoadSync/9603.0
SmartPhone	Tue 1/30/2007 3:24 PM	OK
RoadSyncClient	Fri 1/19/2007 3:23 PM	OK
SmartPhone	Thu 1/11/2007 10:54 AM	OK
IME20+4061894236		OK

Help

Frequently Asked Questions

FAQ 1 - Does RoadSync require the installation of a server or additional software on the Microsoft Exchange Server?

No. RoadSync is not middleware and does not require the installation of additional servers or software on the Microsoft Exchange Server. RoadSync is a client application that installs on the handset and directly communicates with the Exchange Server via the Exchange ActiveSync protocol over a secure HTTP/S connection. Some specific features may require the latest service packs or versions of Exchange to be installed, but these are provided by Microsoft and not DataViz.

FAQ 2 - What is Exchange ActiveSync?

Microsoft Exchange ActiveSync is a protocol developed by Microsoft and licensed by DataViz. It allows the RoadSync client application to securely, wirelessly and directly talk to the Exchange Server without any additional middleware server or desktop redirector.

FAQ 3 - How can I take advantage of Direct Push and Remote Wipe?

Direct Push and Remote Wipe are part of Exchange Server 2003 SP2 and higher, which has been announced by Microsoft and is now available. To download Service Pack 2 for Exchange Server 2003, please visit: <http://www.dataviz.com/microsoftSP2>

FAQ 4 - Where can I find more info about the latest Exchange Server enhancements?

For more information about the latest service packs, features and functionality provided by Exchange, please visit www.dataviz.com/MSEExchange.

FAQ 5 - What's new in RoadSync?

A complete list of the latest features and fixes can be found at www.dataviz.com/RSnewUIQ.

FAQ 6 - What devices are supported by RoadSync?

A complete list of supported devices can be found at www.dataviz.com/RSdevices

FAQ 7 - Why should I choose RoadSync over other solutions?

There are many reasons to choose RoadSync over similar products, but here are three of the most important:

1. RoadSync requires no middleware servers or subscription fees.
2. RoadSync is a standardized client application that supports the world's most popular mobile devices and platforms including Symbian S60, S80, UIQ, Windows Mobile 2003, Palm OS and Java. One client to support, one company to contact.

FAQ 8 - How does RoadSync deal with SSL/Root Certificates?

The device includes a series of Certificate Authority (CA) root certificates issued by various companies. A CA root certificate provides a trusted “third-party” to verify the ownership of SSL certificates issued to companies and websites. When syncing RoadSync via SSL, the root certificate on the server must match a trusted root certificate on the phone in order to synchronize without asking for user permission to make a connection. It is not recommended to enable Direct Push synchronization without having a matching set of root certificates on the server and phone. When using a root certificate on the server that does not exist in the list of trusted root certificates on the phone, the certificate should be installed on the phone manually.

For more detailed information regarding certificates, please visit www.dataviz.com/certificates

FAQ 9 - Does RoadSync support syncing over WLAN (WiFi) connections?

Yes. If a device supports both WLAN and Cellular networks, users can quickly toggle between cellular data connections and WLAN network connections by simply clicking the reset access point button in the Advanced Options of the RoadSync main application.

Troubleshooting Tips

Tip 1 - If you receive an error when trying to verify your settings during the installation:

- Verify that you have correctly entered your password (case-sensitive.)
- Verify that a data connection is available and that you can access the internet on your phone.
- Verify that you have the appropriate SSL certificate installed and trusted on the handset.
- Verify your settings with your IT staff.

Tip 2 - If you are experiencing a problem with the RoadSync application you may find that turning your phone off and then back on. We know, this is basic, but often effective. Consider it the smartphone equivalent for restarting your computer. In some cases, you may need to remove and then reinsert the battery.

Tip 3 - If turning your phone on and off does not resolve the issue, it is usually helpful to try resetting your data and start fresh. You can start by resetting specific portions of your data (a.k.a. inbox only) or reset all (a.k.a. inbox, calendar, and contacts.) To reset your data, go to the main RoadSync app, select “Settings” and then scroll down to the corresponding reset data type option or select “reset all data” from the Advanced tab.

Tip 4 - If the phone is in use during a push or scheduled sync, the sync will be skipped and attempted again at a later time. RoadSync displays: “Lost connection” try the sync again. These errors may be more common than you think as data service availability varies depending on your location and signal strength, but be patient and RoadSync will automatically try again in a few minutes. If you are growing restless and you can see that service is available, feel free to manually initiate a new sync to get things back up and running.

Tip 5 - If you are receiving an error during the sync, we first recommend checking the log file, which provides useful information regarding your synchronization history and current status. The log typically lists a specific error message and troubleshooting steps. To learn how to access these log files and enable verbose logging, please see the “Log Files” section on page 18 of this manual.

Below are the top error messages and fixes.

Error 500 - Internal Server Error: This error is caused by an incorrect setting on the Exchange server. Unfortunately, this is a generic error response that only indicates a request failure within the server.

Please refer to the Microsoft documentation to correct this error: <http://support.microsoft.com/?id=829167>

Error 403 - Forbidden: This error can be caused by an incorrect setting in the Exchange Server. Please contact your IT staff to confirm the following Exchange Server settings:

1. First, contact your IT staff to confirm the Exchange server uses "Integrated Windows Login" (see Microsoft documentation: <http://support.microsoft.com/?id=817379>).
2. Also, please confirm with your IT staff that your account is enabled for ActiveSync.
3. Next, contact your IT staff to confirm that device security settings on the server allow access to devices that do not fully support password settings. This option is available in: Exchange System Manager > Global Settings > Mobile Services > Device Security

If this checkbox was unchecked, you will get a 403 error with RoadSync, although a Win Mobile device would still sync properly.

Important: In the Device Security Settings, if the first option "Enforce password on device" is unchecked, the settings below it are not applicable and won't effect RoadSync. If the "Allow access to devices..." box is unchecked and then checked, it will take approximately 15 minutes for the system to update and for RoadSync to begin to sync properly.

A complete and up-to-date list of known issues can be found at the following URL: <http://www.dataviz.com/rsSyncError>

NOTE: This guide is intended as an overview to begin the troubleshooting process. Should you need more details or have further questions, please contact your IT staff.

About DataViz, Inc

DataViz is an industry leader in developing and marketing Office compatibility and productivity solutions across a variety of platforms including Palm OS, Symbian OS, Windows Mobile, BlackBerry, Java, Windows and Macintosh. Founded in 1984, DataViz began its business developing file conversion software and has since expanded its expertise to providing solutions that meet the increasing demands of the handheld and mobile markets. With solutions that include its award-winning mobile Office suite, Documents To Go, and Exchange ActiveSync client, RoadSync, DataViz is committed to providing premium solutions that mobilize 'Microsoft Office' for today's knowledge workers and provide instant access to critical files and business data. DataViz is a member of the BlackBerry ISV Alliance Program, MOTODEV, Nokia Forum Pro, Palm's Developer Network, Sony Ericsson Core+ developer's program and is a Microsoft Gold Certified Partner, a UIQ Alliance member, Symbian Platinum Partner and Orange Partner Premium member. In addition, the company has developed strategic partnerships with Microsoft, Palm, Motorola, Sony, Apple, Sony Ericsson, Nokia and other industry leaders both domestically and abroad.

For information on pricing, site licensing and pilot programs, please contact the DataViz Enterprise Sales team at: +1.203.874.0085 or EnterpriseSales@dataviz.com

Further Information and Support

You can find out more about RoadSync on our web site at: <http://www.dataviz.com/roadsync>

For RoadSync support, please visit:

<http://support.dataviz.com/>

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