

Windows Mobile and Exchange

Setup

Auto (Windows Mobile 6 and Exchange 2007 mailboxes only)

1. Click on Start
2. Select ActiveSync
3. Type in your email address and check the “Attempt to Detect Exchange...” then hit next

ActiveSync

Enter Email Address

Email address:
uniquename@umich.edu
(Example: help@microsoft.com)

Attempt to detect Exchange Server Settings automatically

4. Fill in your User Information

ActiveSync

User Information

User name: uniquename

Password: *****

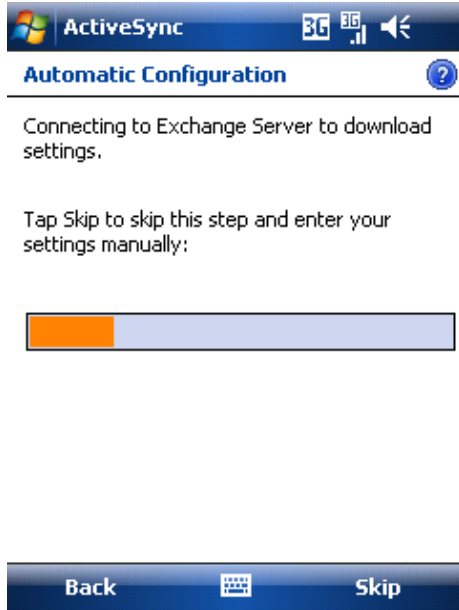
Domain: umroot

Save password (required for automatic sync)

Back Next

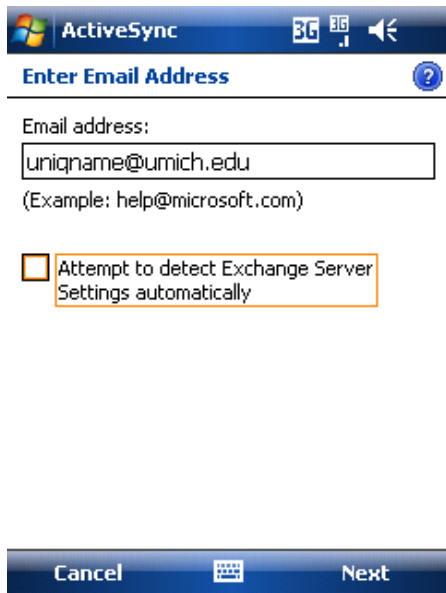
5. Active Sync will now find the server and user information and setup your account automatically

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Manual (Windows Mobile 6 with Exchange 2003 mailboxes and Windows Mobile 5)

1. Click on Start
2. Select ActiveSync
3. Type in your email address and uncheck the "Attempt to Detect Exchange..." then hit next



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4. Type in the Server Address

ActiveSync

Edit Server Settings

Server address:

exchange.umich.edu

Note: This is the same as your Outlook Web Access server address.

This server requires an encrypted (SSL) connection

Back Next

5. Fill in your user information

ActiveSync

User Information

User name: unickname

Password: *****

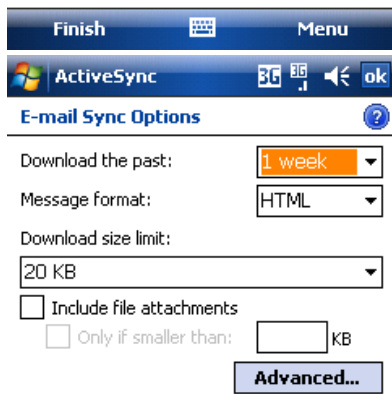
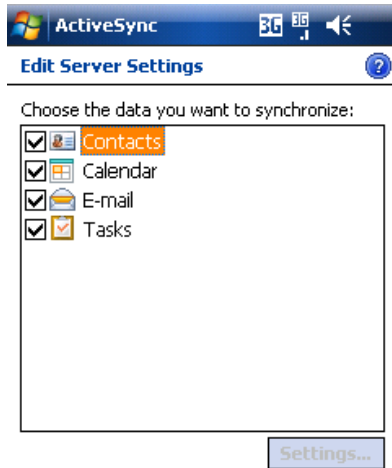
Domain: umroot

Save password
(required for automatic sync)

Back Next

6. Select the data you would like synchronized and how other sync setting, and select Finish

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7. Your mobile device will now be synchronized with your Exchange account

[Using the Global Address Book from your device](#)

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1. Click on Contacts



2. Select Menu



3. Company Directory



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4. Type in the name you are looking for then select them from the names that are returned



Security Settings

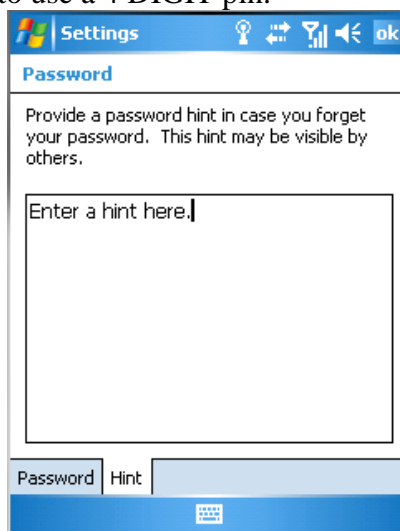
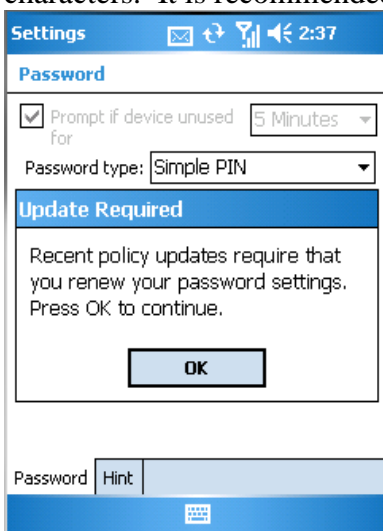
Device Lockout

The default time for a device to lock is 15 minutes. The maximum timeout a user can set is 24 hours

Setting a PIN

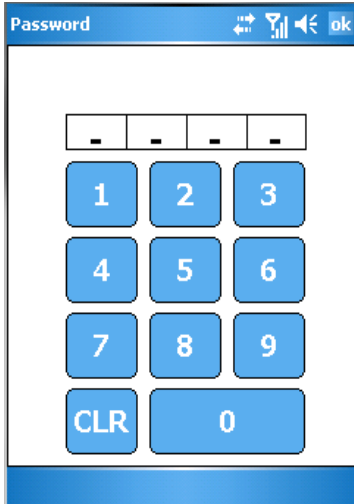
The first time a Windows Mobile device with the Exchange, you will receive a message that the the server must enforce security policies on the device to synchronize. You must accept these policies to sync with your exchange account.

You will be prompted to enter a password then select the hint tab. The minimum is 4 characters. It is recommended to use a 4 DIGIT pin.



Password prompt for a 4 digit pin

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Password prompt for greater than 4 digit pins or pins that contain non numerical characters.



Device Wipe

There are 3 options for Wiping a device. Entering the pin incorrectly 8 times, remotely wiping the device by the user through OWA, or wiping the device by an Administrator. A retrieval option documented below can be used by some users

Entering your PIN incorrectly

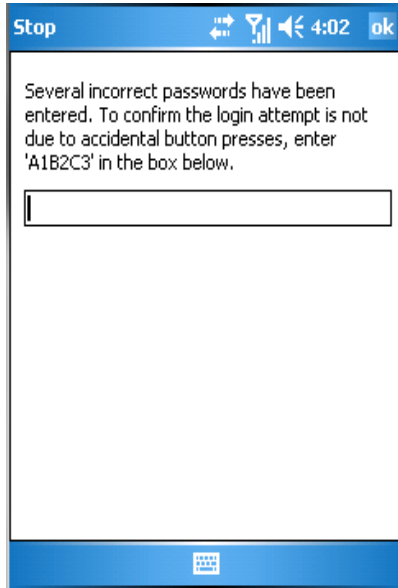
If you enter the wrong PIN number 8 times, the **Wipe device after failed (attempts)** setting, the device will be reset to the factory default. **All data and settings will be lost.**

**This does not include data on an external memory cards. **

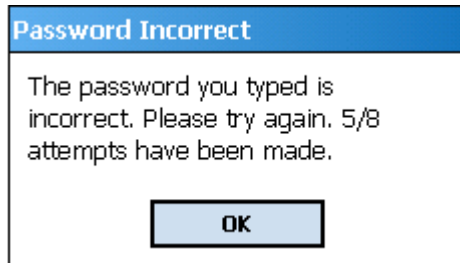
After the 4th incorrect attempt, the phone will prompt you to confirm your logon attempts are not due to accidental button presses and will ask you to enter a string

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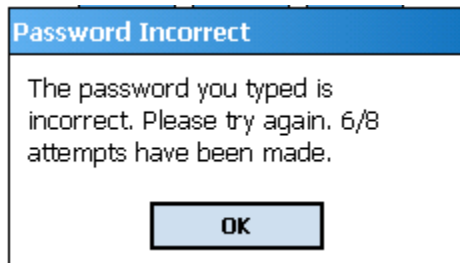
of characters



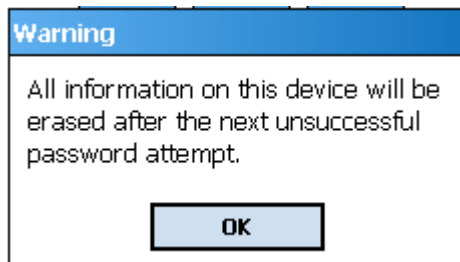
If you enter a 5th password incorrectly, the following screen appears which includes your **Hint**. (Don't use a hint like this!)



If you continue to type bad passwords:

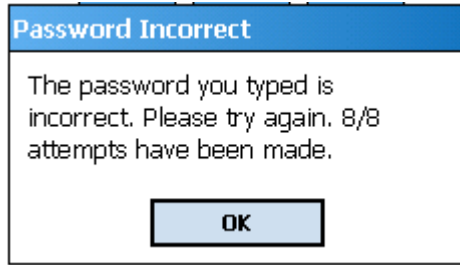


After the 7th bad attempt, you get the final warning dialog box:



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After the 8th and final bad password:

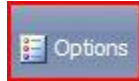


When you click OK, the screen goes blank and the device is **Factory Reset and all data is erased**. This does not include data on an external memory cards.

Wiping a Lost Device

User mailbox must be on a 2007 server

1. Log into web access from Internet Explorer
2. Click on Options, located in the top right corner



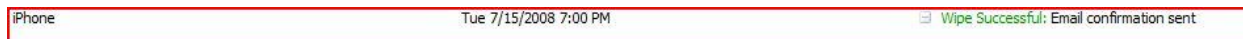
3. Select Mobile devices



4. Select you Device in the list
5. Click on the Wipe All Data from device (this does not include external memory cards)



6. The device will now have a pending status
7. Once the wipe is complete you will see a wipe successful message by the device



A email confirmation will also be sent

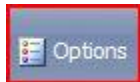
Users that are still on 2003 can contact 764-HELP, properly identify yourself and ITCS will remotely wipe the device for you

Retrieving a Passwod

your account must be on a 2007 server and your Windows Mobile OS must be 6.0, also Internet Explorer must be used

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1. Log into web access from Internet Explorer
2. Click on Options, located in the top right corner



3. Select Mobile devices



4. Select you Device in the list and click Retrieve Password
5. You will notice that it does not display your password but gives a string four you to input. If you put in the characters that are presented your phone will unlock and you can reset your pin on the device

