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CloudOffice ActiveSync

Manual

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Introduction

Mobile communication and information services are becoming increasingly important. High-speed data connections, whether for business or private purposes, are already taken for granted in today's world. Mobile data access with notebooks or mobile telephones via hotspots (WLAN) or UMTS are already every day realities.

An up-to-date and synchronised data inventory is indispensable in this area.
This fact makes the Webland CloudOffice-Server the centre of attention as central data storage for e-mails and PIM data (Personal Information Management- calendars, contacts, tasks).

So that these data are available and up to date everywhere and at all times, they must be constantly synchronised with the central server and mobile end-devices and stationary computers (PC's).

These data can be subject to shared use and exchange in a team, company or even a family. To this end, the individual data categories (calendars, contacts, tasks, etc.) and/or the individual folders (sub-folders) are assigned specific access rights by the user so that only authorised persons have access.

The solutions CloudOffice Personal and CloudOffice Team and CloudOffice Team Pro are optimally adapted for these needs so that your data are always up-to-date both on the mobile phone/smart phone, local PC's/notebooks and on the internet and so that you can use them together with other persons.

You can find more information about the services of Webland AG on our website.

CloudOffice ActiveSync Basics

What is CloudOffice ActiveSync ?

CloudOffice ActiveSync by Webland enables "over-the-air" (OTA) synchronisation of your mobile telephone with the central server.
This provides you with constant access to your e-mails, calendar, contacts and tasks everywhere you go, even when you work "offline".

Microsoft Exchange ActiveSync Protocol

Webland CloudOffice ActiveSync is based on the Exchange Active Sync (EAS) data synchronisation protocol by Microsoft.
This protocol was developed by Microsoft in order to synchronise mobile devices (e.g. mobile telephones) with a central server.
The EAS protocol that we developed now allows real "over-the-air" synchronisation of iPhones and Windows-driven mobile devices without needing to install any additional software.
The EAS protocol has been used in the Microsoft environment thousands of times over for years now and is considered extremely reliable.

Microsoft DirectPush

CloudOffice ActiveSync by Webland includes the so-called DirectPush function by Microsoft.
The DirectPush function allows automatic presentation of incoming e-mails on your mobile telephone. The mobile telephone maintains a connection with the Webland CloudOffice-Server and it sends new incoming e-mails to your mobile in real time over the mobile network. The data traffic generated with active DirectPush can be kept very low so that marginal fees accumulate due to this function.
Along with e-mail synchronisation, CloudOffice ActiveSync also has the ability to synchronise your events, tasks and contacts. If an employee has access to your event calendar, he can enter a new meeting and you will be informed in real time.
Our solution CloudOffice Team offers many additional options for joint use of event calendars, central administration of contacts, etc.
You can find more information about this under CloudOffice Team.

Encrypted Data Transfer via SSL

With CloudOffice ActiveSync you are always up-to-date wherever you may be.
So that no unwanted third parties can surreptitiously intercept your data during data transfer, SmartSync® uses a secured connection via SSL (Secure Socket Layer).
You can learn more about this in the chapter "Configuring Mobile Telephones".

Data Synchronisation with CloudOffice ActiveSync

CloudOffice ActiveSync allows you to synchronise the following elements "over-the-air" automatically using your mobile telephone:

- ✔ E-Mails
- ✔ Event calendar
- ✔ Contacts
- ✔ Tasks
- ✔ Journals
- ✔ Notes

Note that it is possible that your end-device does not support all synchronisation elements.

Important Notice:
Please keep in mind that additional costs can be incurred for data transfer, depending on the contract you concluded with your telecommunications provider. For additional information, contact your telecommunications provider.

Mobile Telephones

Supported Mobile Telephones/Operating Systems

CloudOffice ActiveSync by Webland can be used with many of the mobile telephones on the market. Basically, you need to make sure the device supports the Microsoft Exchange ActiveSync protocol. Many devices can also be retrofitted with ActiveSync Plug-Ins supplied by the manufacturer or third-party companies. If you are not certain whether your device supports ActiveSync, contact your mobile phone's manufacturer.
A (non-exhaustive) list of compatible end-devices appears below.

iPhone & iPad

All generations of the iPhone and iPad from Apple support Microsoft Exchange ActiveSync.
Version 4.0 or higher of the software must be installed as a prerequisite, though.
See also the "Function / Compatibility Overview".

Windows Phone

Devices from manufacturers who use the Windows Phone operating system generally support Microsoft Exchange ActiveSync.
These include for example Samsung, Sony Ericsson, HTC or Motorola.
Please note that not all devices offered by these manufacturers necessarily use the Windows operating system.
See also the "Function / Compatibility Overview".

Android

Devices using the Android operating system support Microsoft Exchange ActiveSync.
See also the "Function / Compatibility Overview".

Function / Compatibility Overview

	iPhone & iPad	Windows Phone	Android
E-Mail	☑	☑	☑
Events calendar	☑	☑	☑
Contacts	☑	☑	☑
Tasks	☑	☑	☑
Notes	☑	☑	☐
DirectPush	☑	☑	☑
Global addressbook	☑	☑	☑
CloudOffice ActiveSync Secure (Remote Wipe)*	☑	☑	☑

*This function is not yet available.

Configuring Mobile Telephones

It is quite easy to configure mobile telephones for the use of Webland's CloudOffice ActiveSync solution.

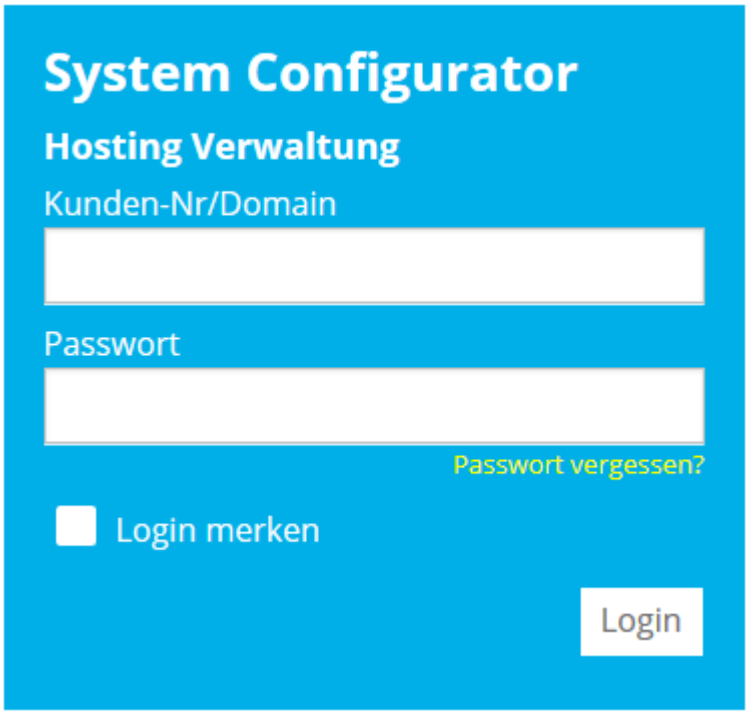
Basically you only need 3 pieces of information to configure your mobile:

- ✔ Username (matching the e-mail address)
- ✔ Password
- ✔ CloudOffice server name (which you receive automatically once your order is received)

Configuration will be completed in just a few minutes and you will have access to your current data, everywhere and at all times.
Below you will find instructions for configuring the most common types of mobile telephones.

CloudOffice Server Address

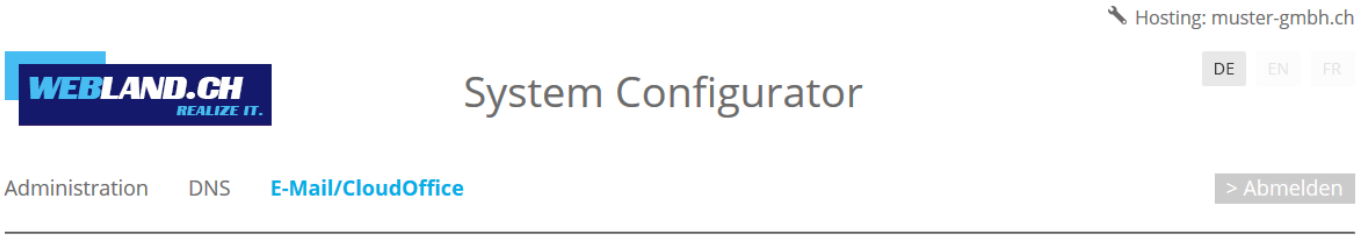
Find out the CloudOffice Server Address for your CloudOffice ActiveSync account. Proceed as follows.
Login to the System Configurator on our website:



Select **Manage Hosting / E-Mail**.

Select the hosting/domain name and select **Manage**.

Select **E-Mail/CloudOffice**:



Note the URL under **Serverinformationen SSL** -> **CloudOffice Server (ActiveSync)**.

CloudOffice Server (ActiveSync): ms13xas.webland.ch

Note:
This is an example. In your case, the server address may be ms1xas.webland.ch or ms2xas.webland.ch. This depends on which mail server (ms1-ms14) your mail hosting is set up.

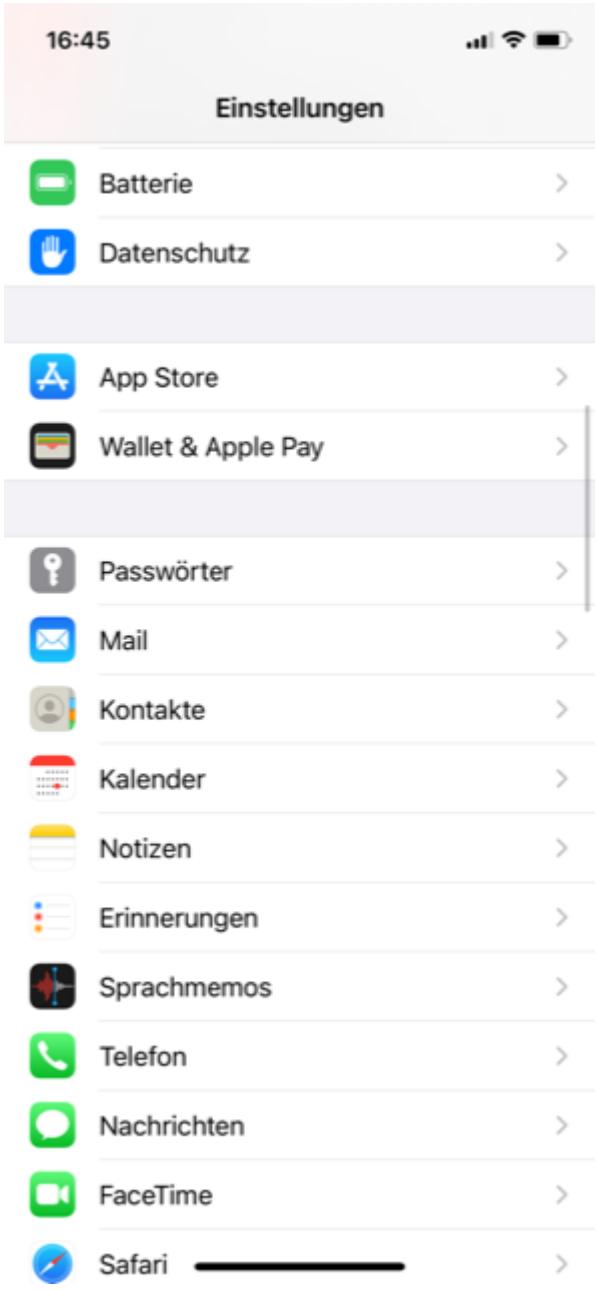
iPhone & iPad

The iPhone by Apple automatically supports CloudOffice ActiveSync starting with software version 3.x since an ActiveSync client is provided with it.

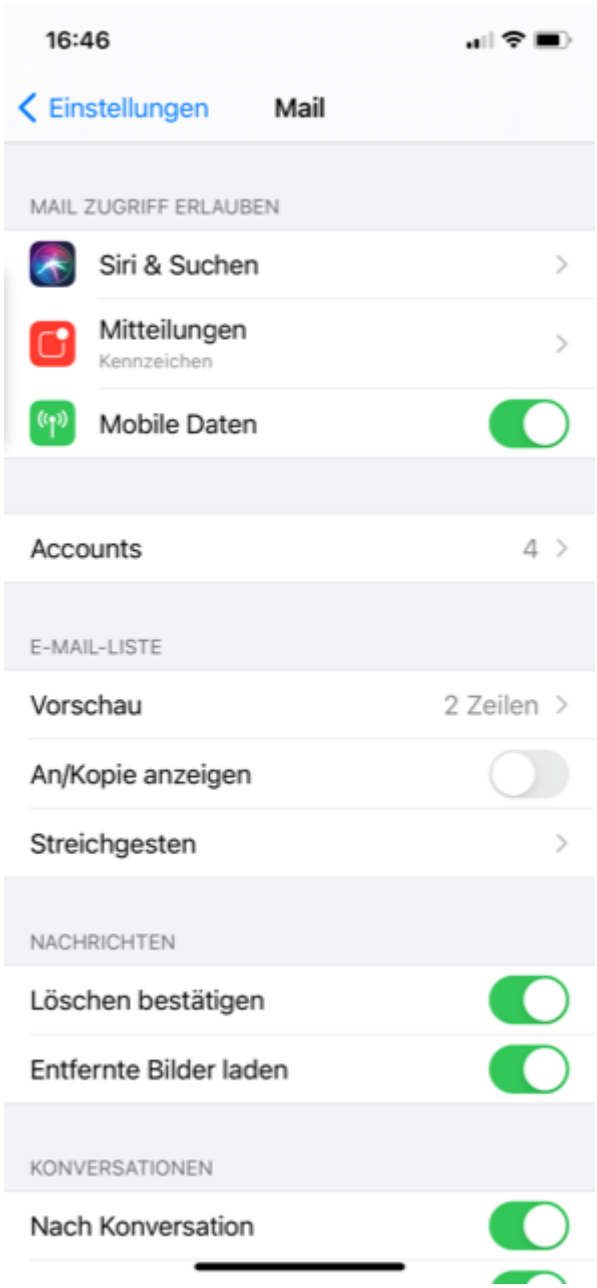
Attention:
Before you start configuring your device, make sure you back-up all of your data on your PC. Webland AG accepts no liability of any kind for lost data!

Select **Settings** on the home screen.

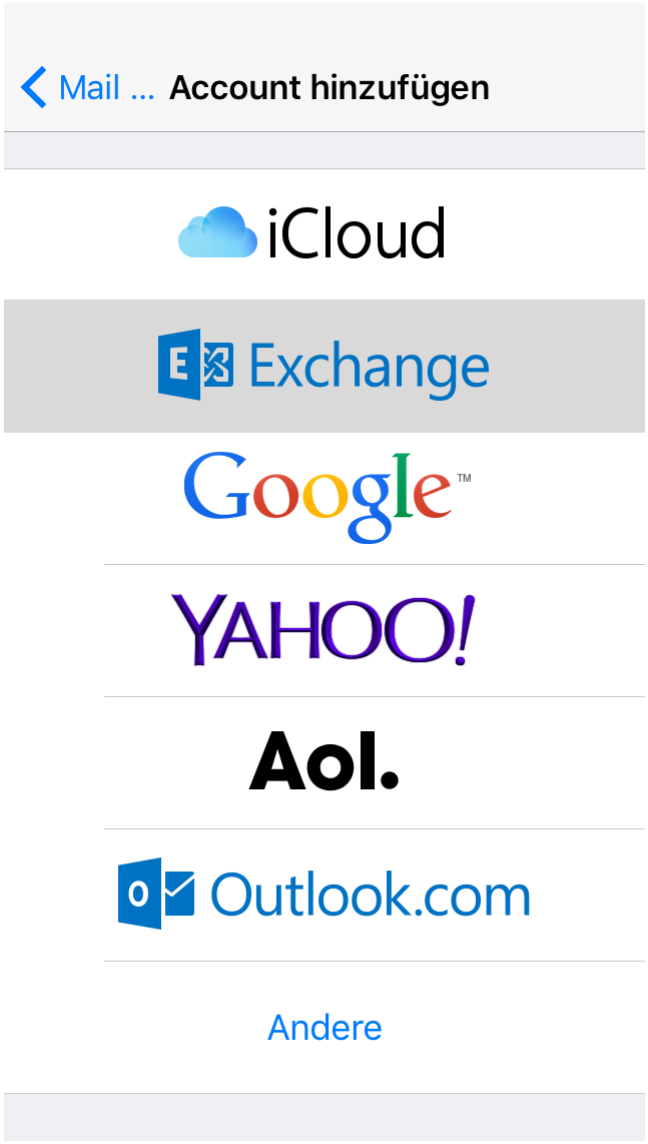
Select **Mail**.


16:45
Einstellungen
Batterie
Datenschutz
App Store
Wallet & Apple Pay
Passwörter
Mail
Kontakte
Kalender
Notizen
Erinnerungen
Sprachmemos
Telefon
Nachrichten
FaceTime
Safari

Select **Accounts**.



Select **Exchange**.



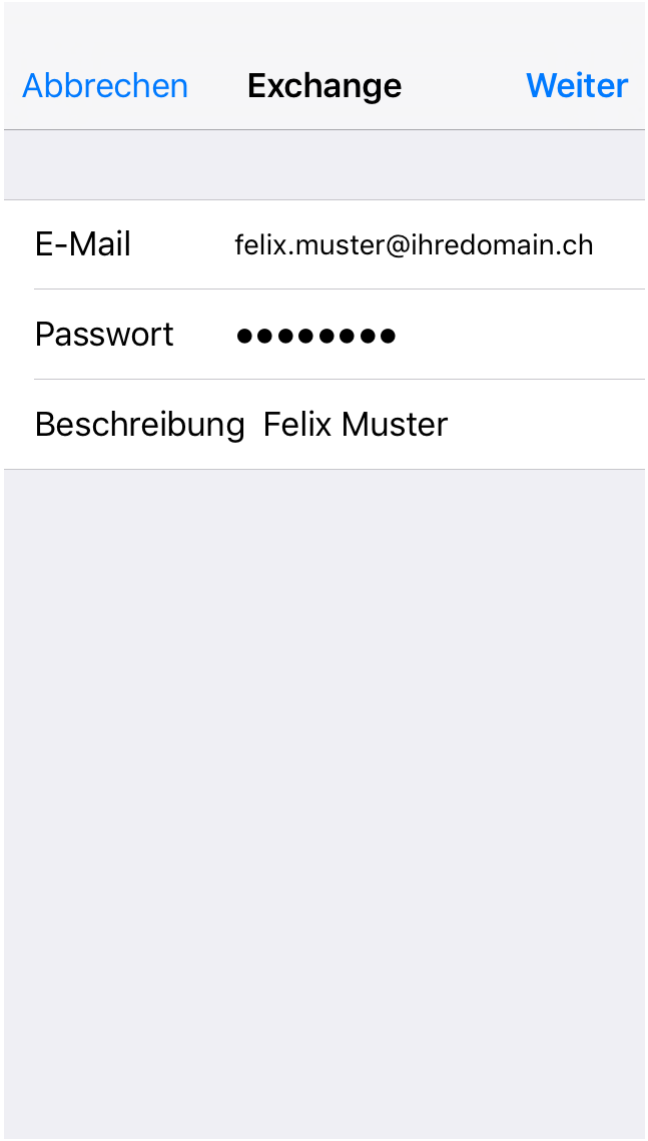
Enter the following information:

E-Mail: Enter your e-mail address in the form **felix.muster@ihredomain.ch**.

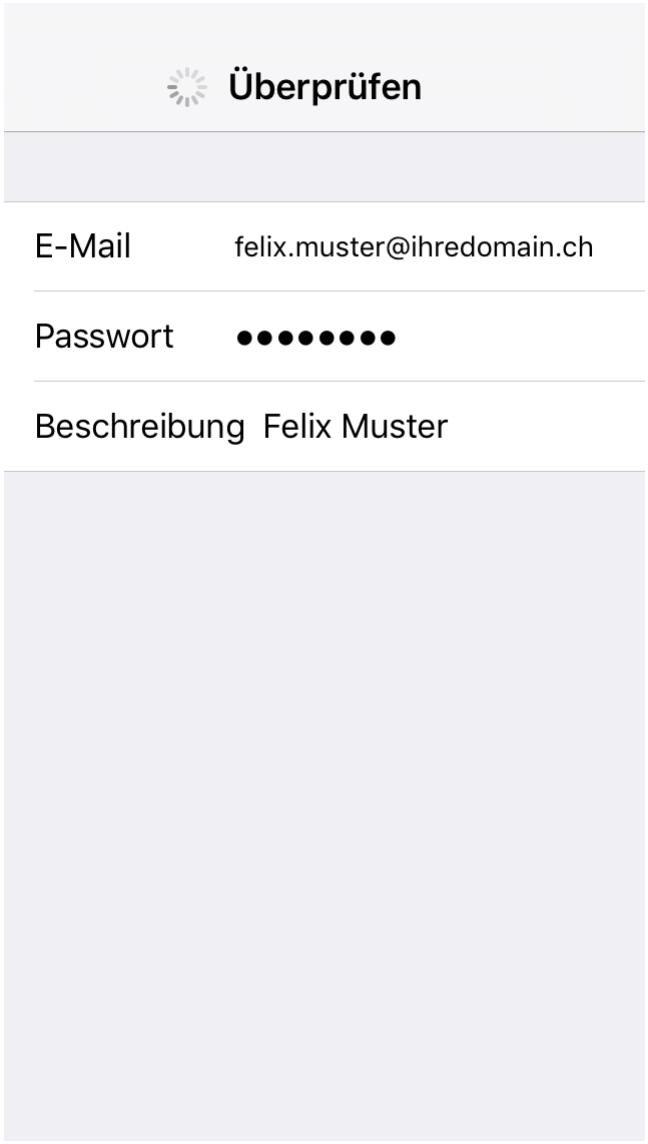
Password: Enter the password that you assigned to the account.

Description: Enter your name (selectable).

Select **Next**.



Wait for the check and accept any messages about certificates.

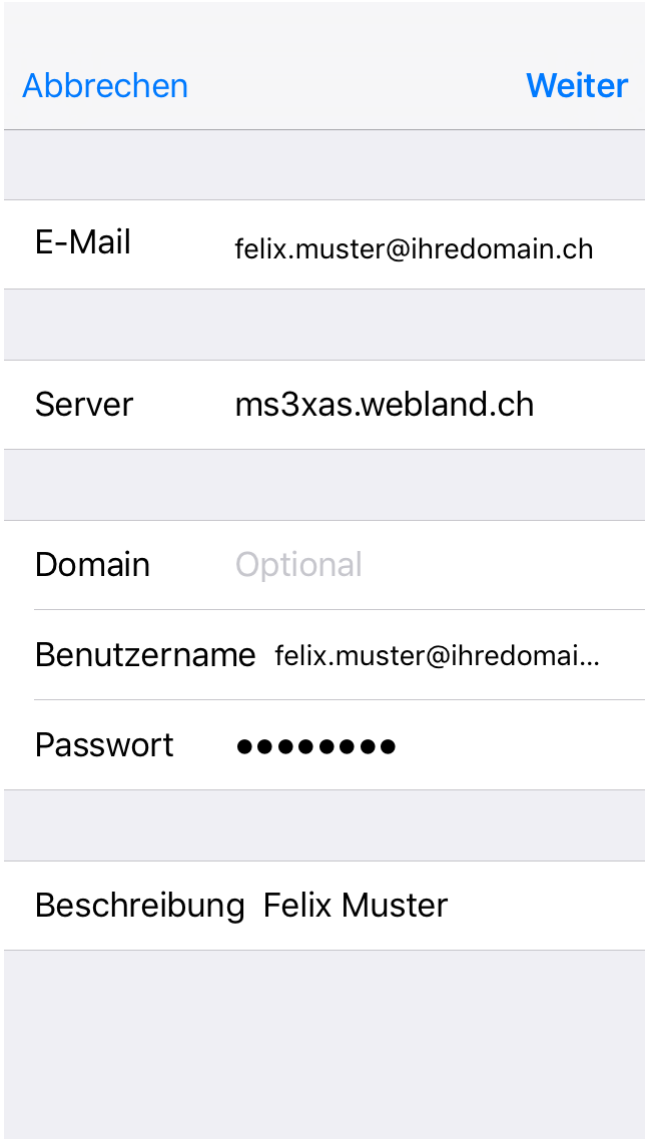


Now enter the following data:

Server: Enter the data in the form **ms3xas.webland.ch**. This is an example. In your case, the server address may be ms1xas.webland.ch or ms2xas.webland.ch. This depends on which mail server (ms1-ms14) your mail hosting is set up.

Domain: Leave this field empty.

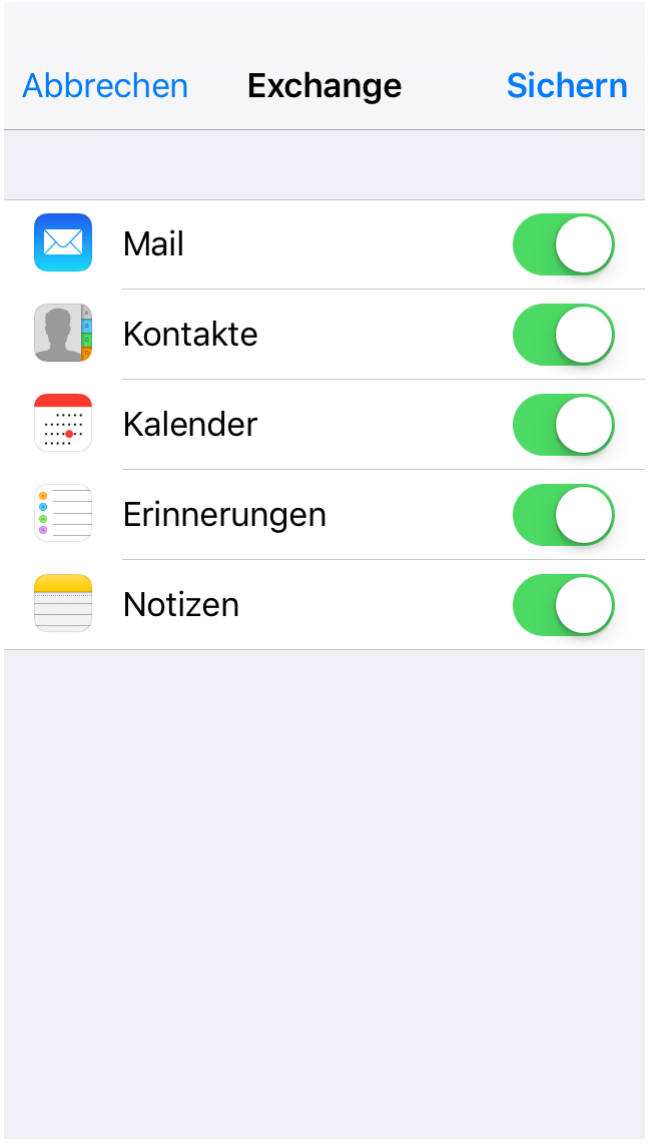
Username: Enter the complete e-mail address (as above) again.



Select which data you want to synchronise.

You can select from:

Mail
Contacts
Calendars
Reminders
Notes



The configuration is now complete. It will begin the first synchronisation immediately. It can take several minutes. You will now find your synchronised data in the corresponding applications **Mail, Contacts and Calendars**.

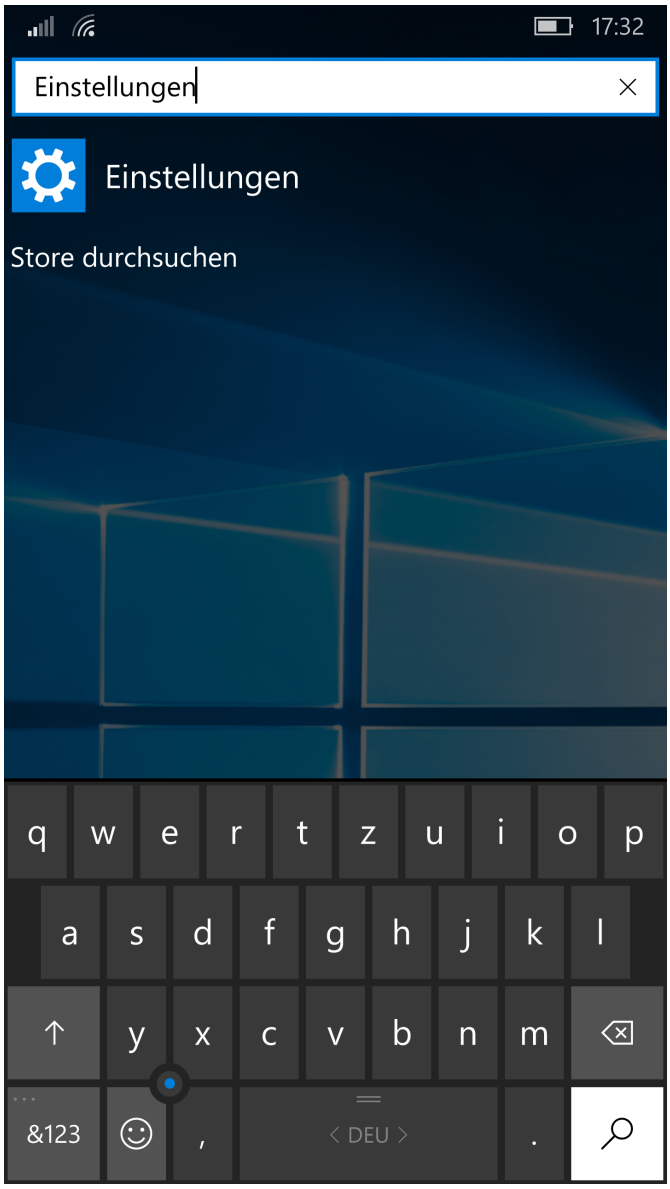
Windows Phone

Devices driven by Windows Phone automatically support CloudOffice ActiveSync since an ActiveSync client is already provided.

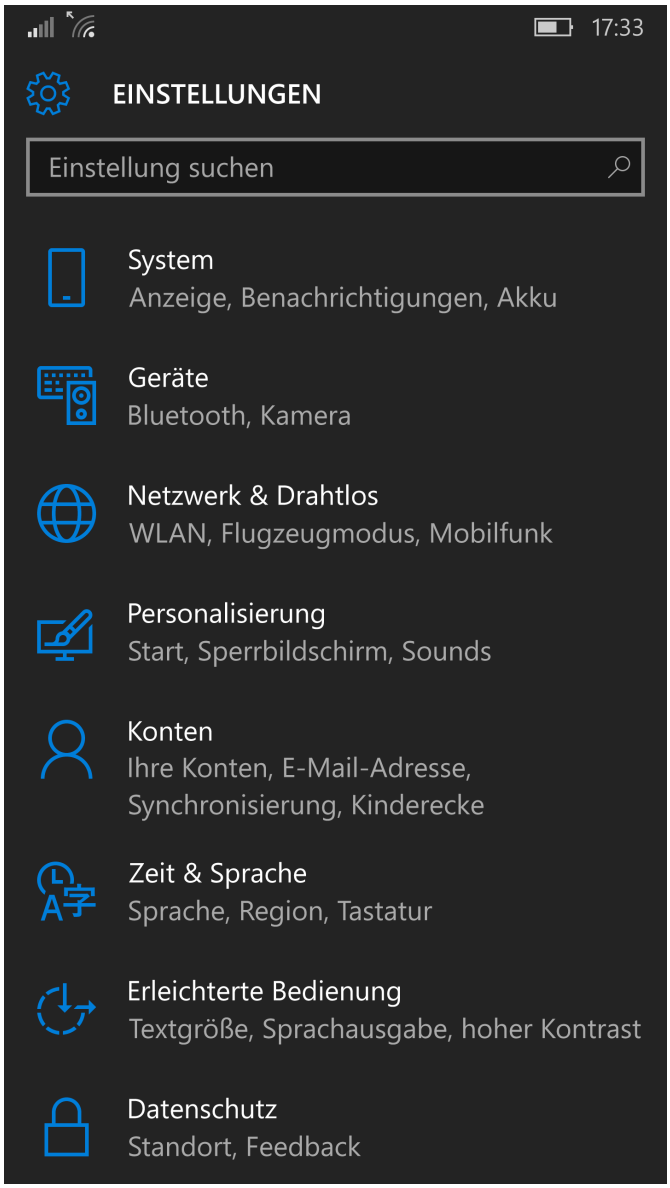
Attention:
Before you begin configuring the device, be sure to back-up all of your data on your PC. Webland AG accepts no liability of any kind for lost data!

Directions for Configuration:

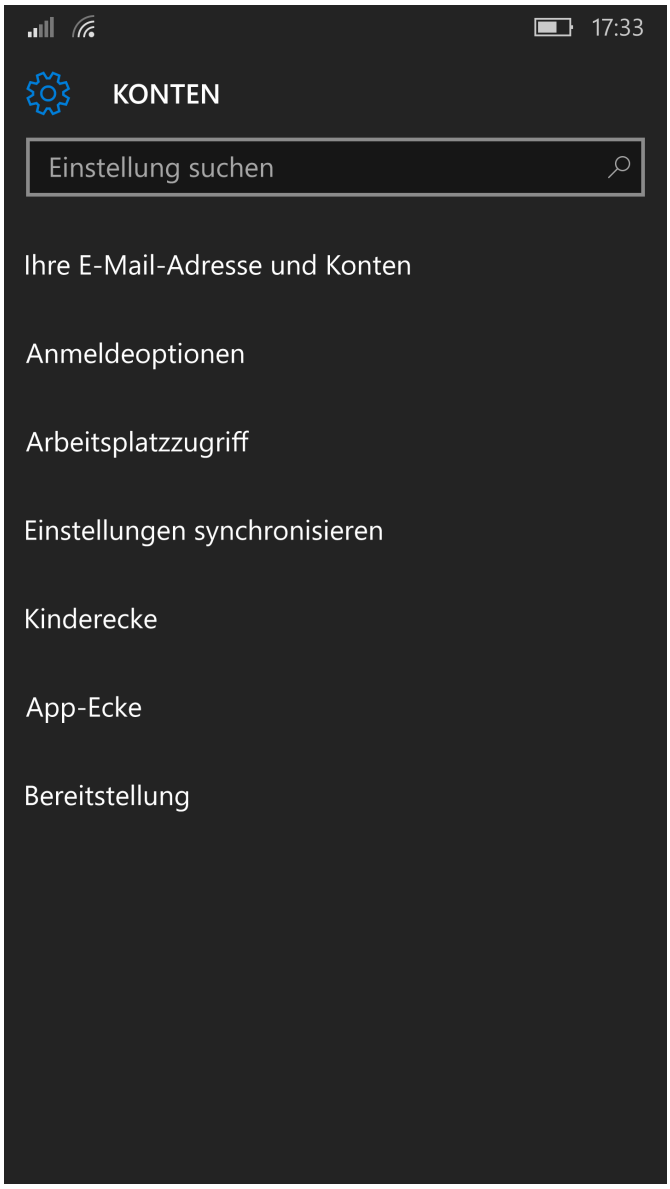
From the start page more to the right to the list of applications.
Tap on **Settings**.



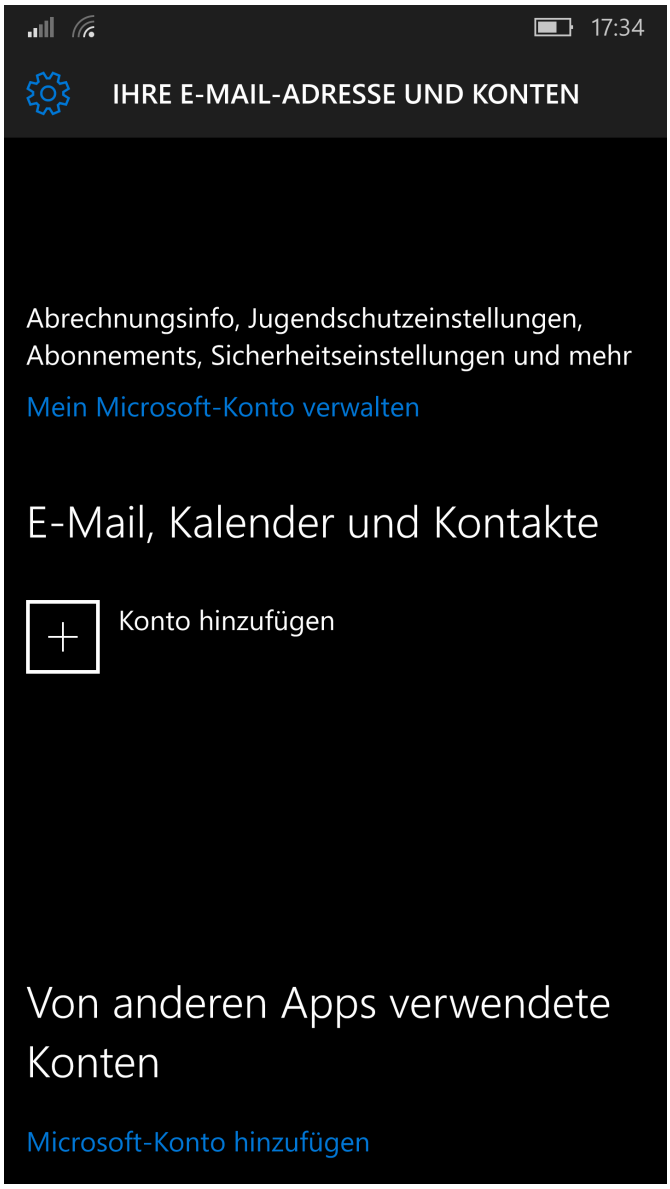
Tap on **Accounts**.



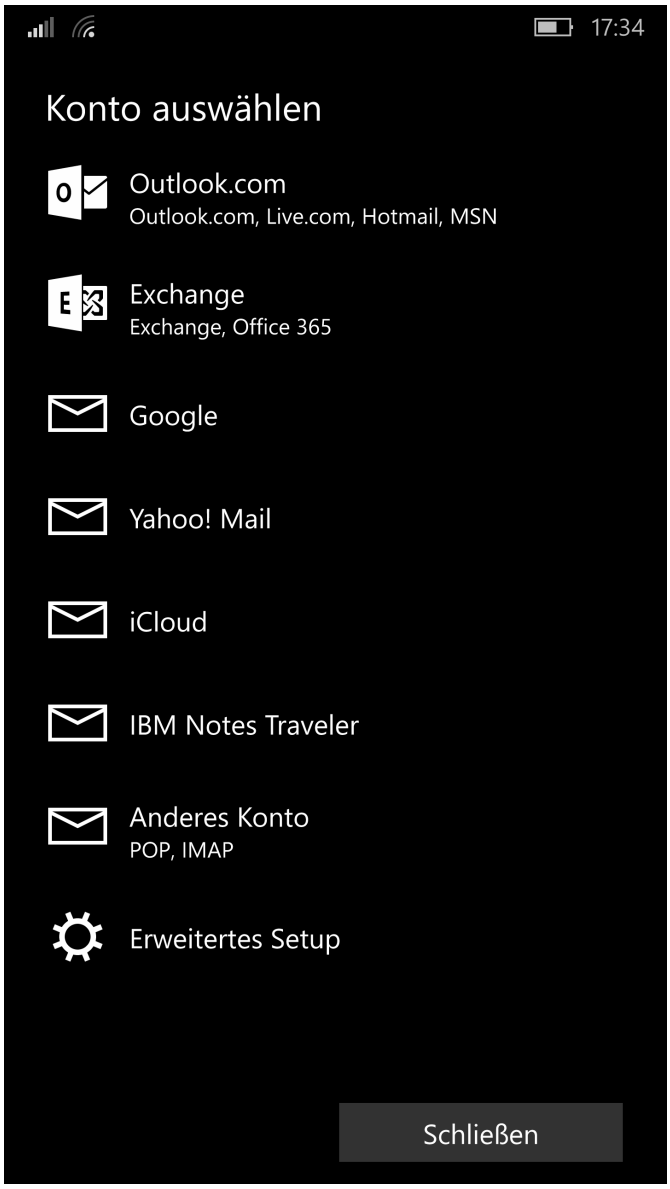
Tap on **Your E-Mail-Address and Accounts**.



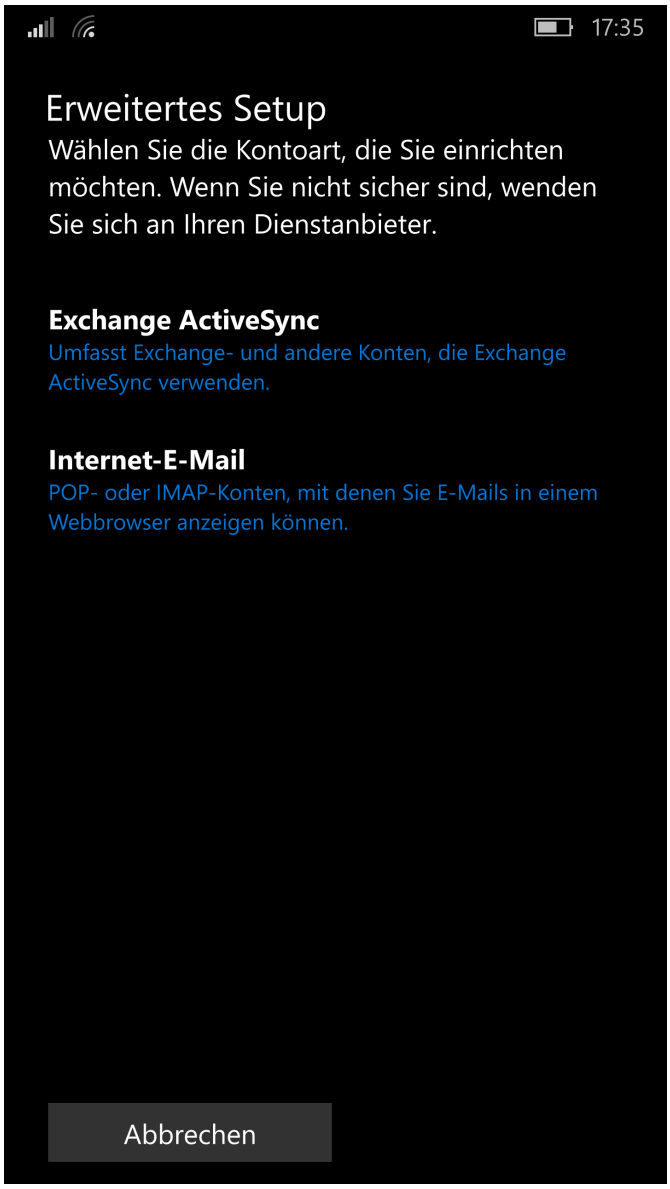
Tap on **Add account**.



Tap on **Advanced set-up**.



Tap on **Exchange ActiveSync**.



Enter your **E-mail-address** and under **Password** the matching password.

Enter your e-mail-address as your **user name**.

Enter your domain name in the form **yourdomain.ch** in the field **Domain name.**

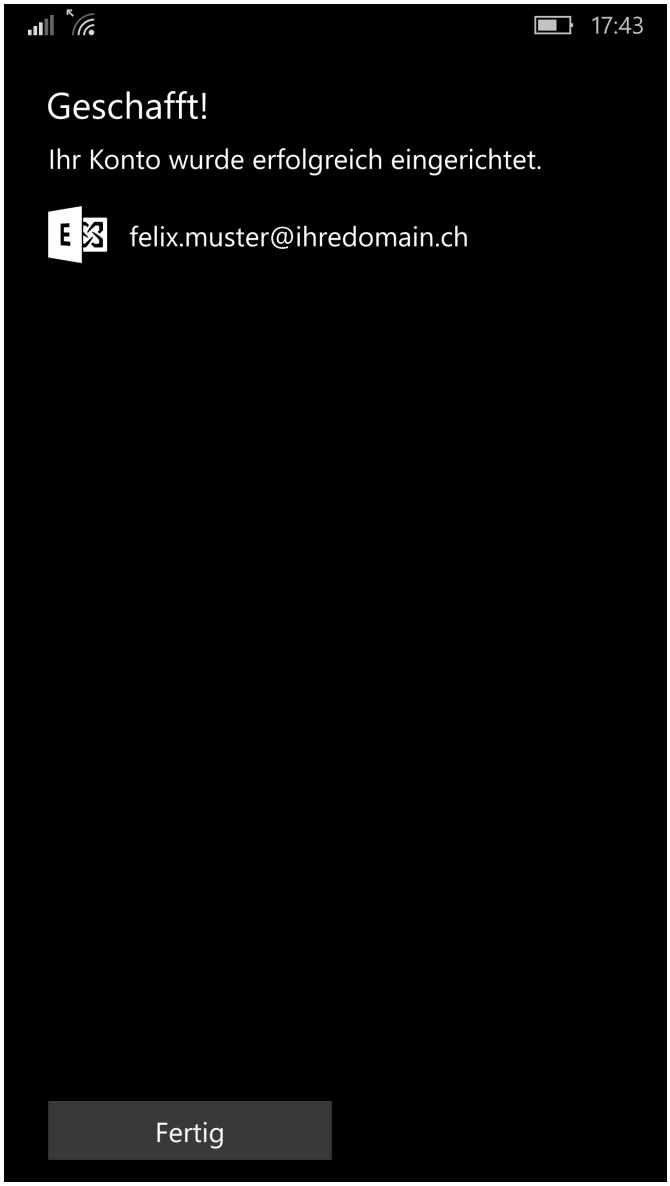
Enter the CloudOffice Server Address, as given under "CloudOffice Server Address" under **Server**.

Activate the control box at **Server requires encrypted connection (SSL)**.

As **Account name** you enter a name to identify this account (selectable).

Tap on **Login**.

Configuration is now complete.
It will begin the first synchronisation immediately. You will now find your synchronised data in the corresponding applications Mail, Contacts and Calendars.
Tap on **Finish**.



Android

Select on the menu screen:
- **Settings**
- **Accounts and Sync**
- **Add account**

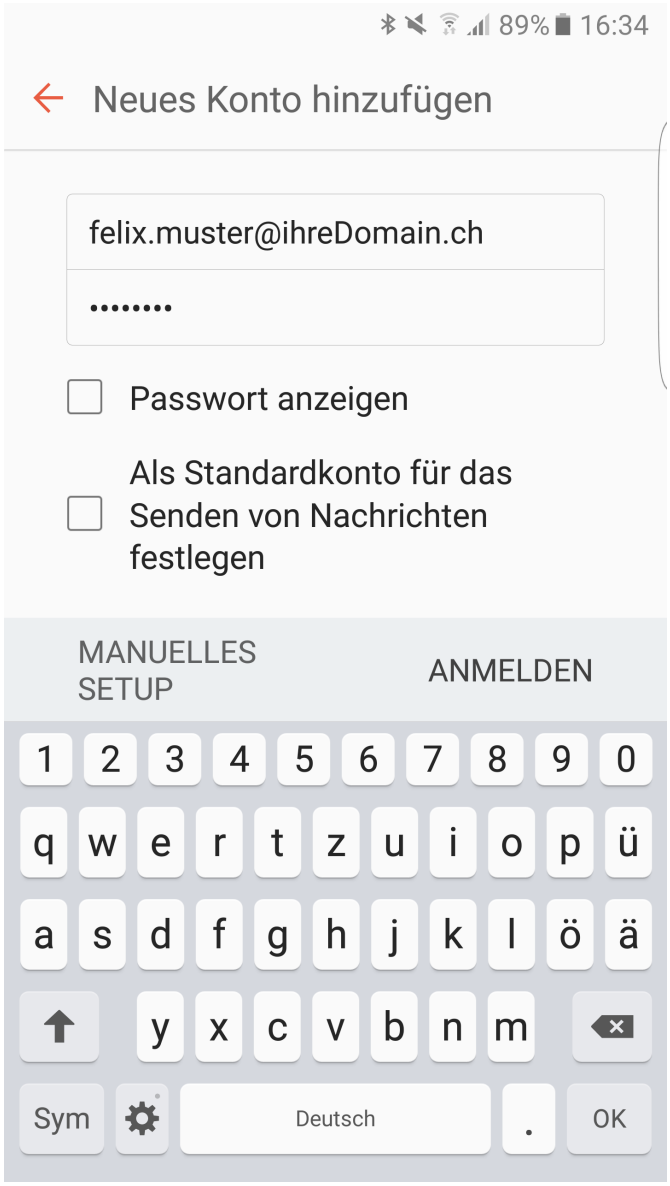
Enter your e-mail address in the form **felix.muster@ihredomain.ch**.

Enter the password that you assigned to the account.

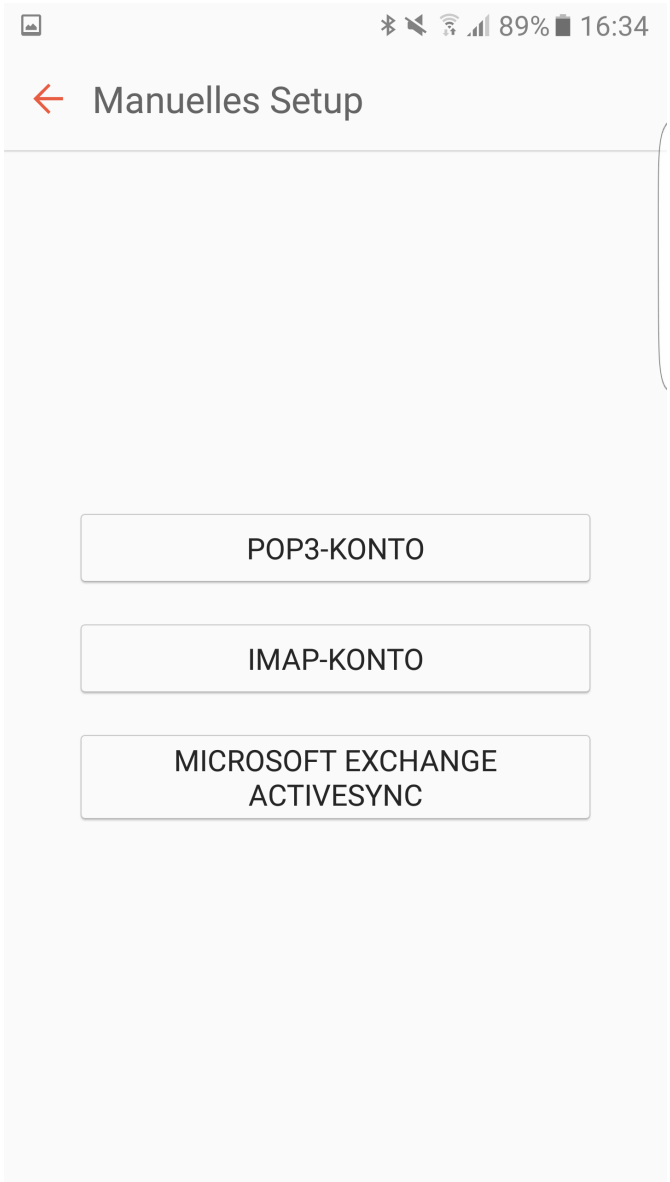
You can activate **Show password**.

Leave **E-mails send from this default account** de-activated or activate the function, in order to define this account as the default-account.

Select **Setup manually**.

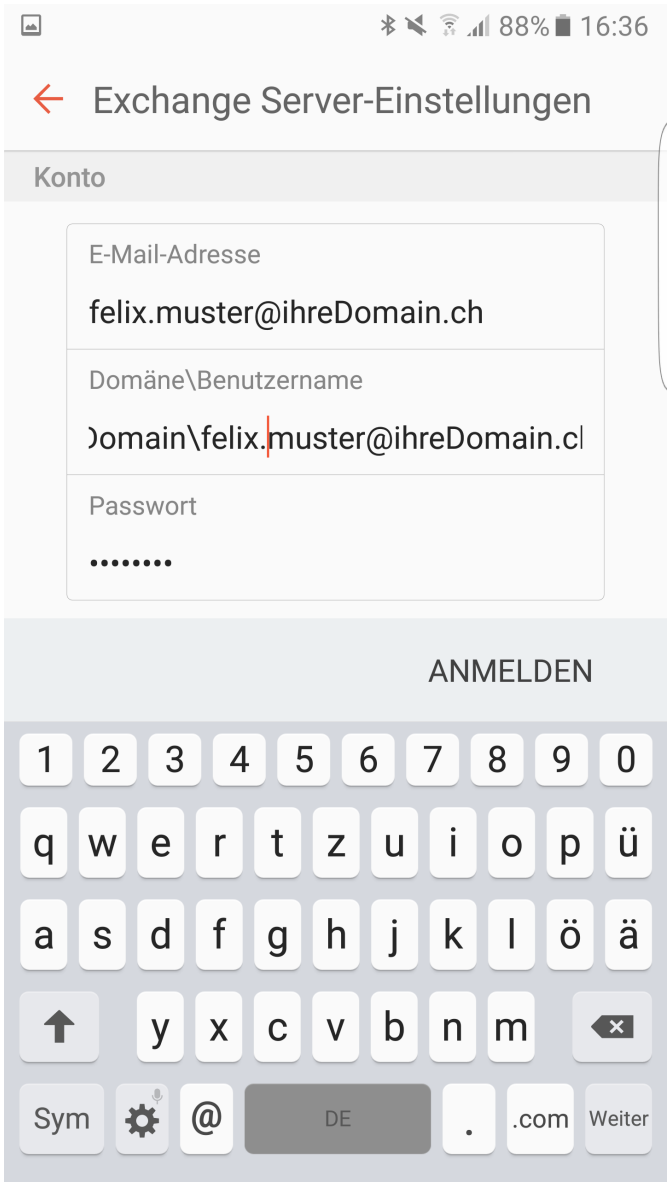


Select **Microsoft Exchange ActiveSync**.



The input fields **E-mail address** and **Password** are already filled in.

Under **Domain\User name** enter your domain and the e-mail address you want to set up in the form: yourdomain.ch\felix.muster@yourdomain.ch

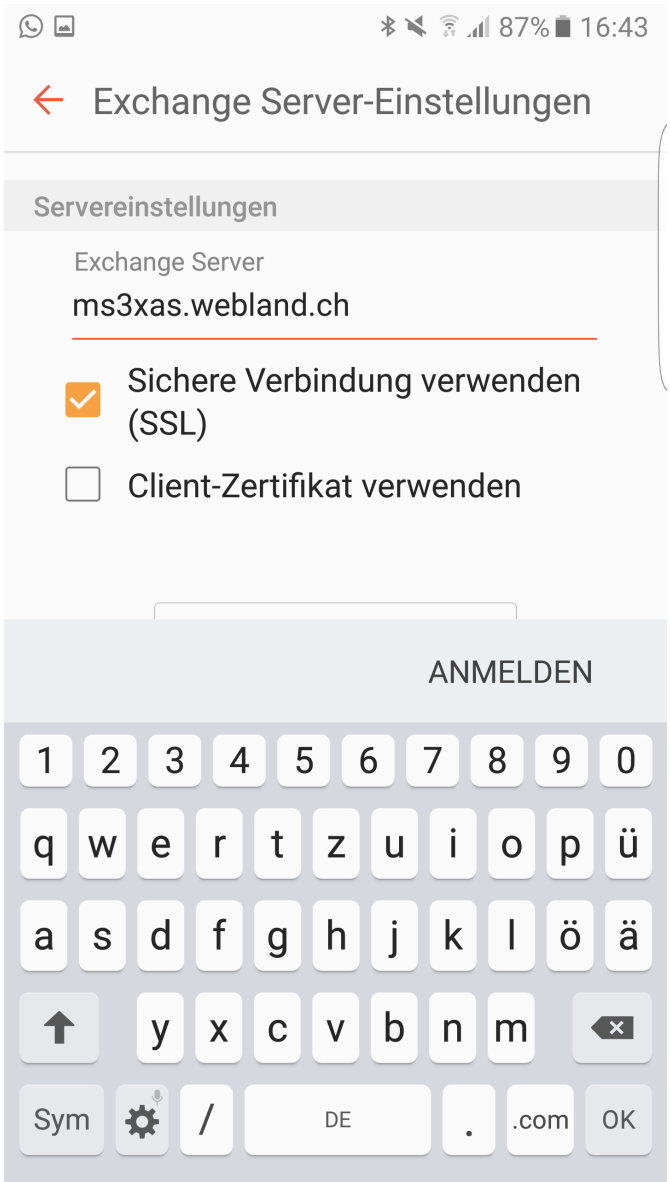


Enter the CloudOffice Server Address, as given under "CloudOffice Server Address" under **Exchange Server**. In some versions of Android this server information is automatically recognised.

Leave the **secure connection (SSL)** activated.

Leave **use client certificate** de-activated.

Select **Login**.



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