

How to configure a Palm Treo 700w using Microsoft's ActiveSync Software for Windows

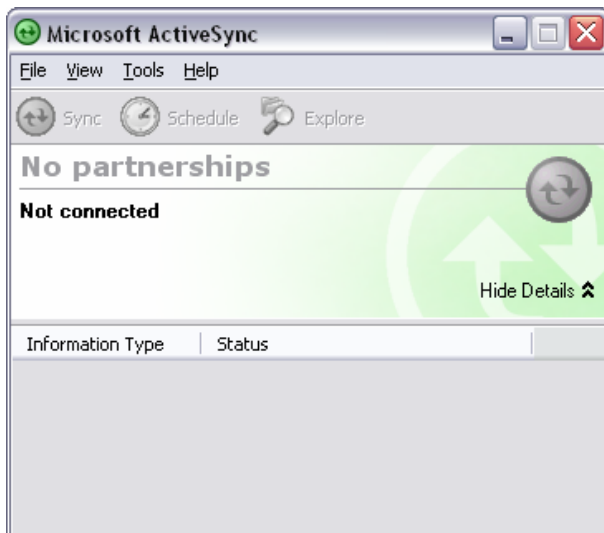
In order to set up your Palm Treo 700w to work with UMass Lowell's Exchange E-Mail system, you will need to follow a few simple instructions. Once completed, your Treo will be able to send and receive e-mail remotely in real-time, meaning that you will receive e-mail as it is sent to you when you are on the road. Additionally, your Outlook Calendar will be available to you while you are not in the office, even if someone makes changes to it while you are out of the office. You will also have access to your Contacts and tasks, as well as the University's address list.

If you have previously synchronized your Treo with a computer, you will need to "wipe" the device such that it is the same configuration as one that is new from the factory. If you need assistance with this, consult the documentation that came with your device, or call the Help Desk at x.4357.

Note: This document assumes that your Treo has been activated with your cellular service provider, such as Verizon, and is usable as a telephone. If you cannot place a phone call on the unit successfully, contact your service provider.

First, ensure that you have Microsoft ActiveSync (version 4.2 or higher) installed on your computer. If you do not have this software, please contact the Help Desk at x.4357 for assistance with acquiring it.

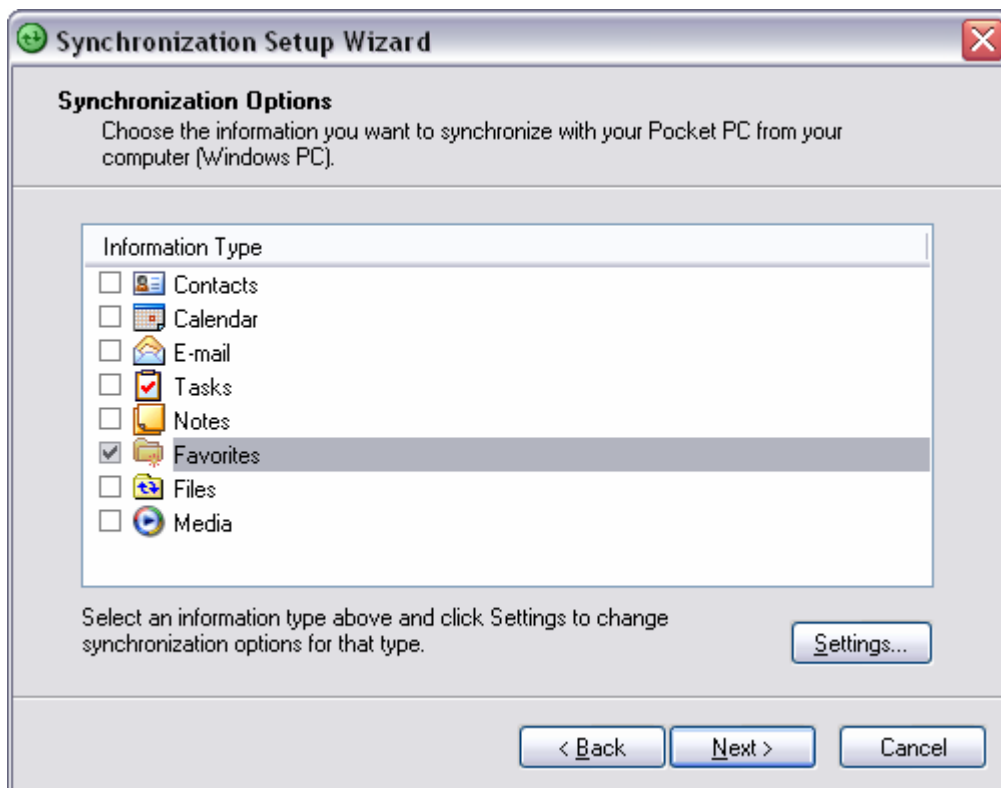
Once ActiveSync is installed, open the program so that the window shown below is visible to you.



Once this window is up, connect your Treo to your computer using either a desk cradle or the cable included with the Treo when you purchased it. After a brief delay, the following screen will appear:



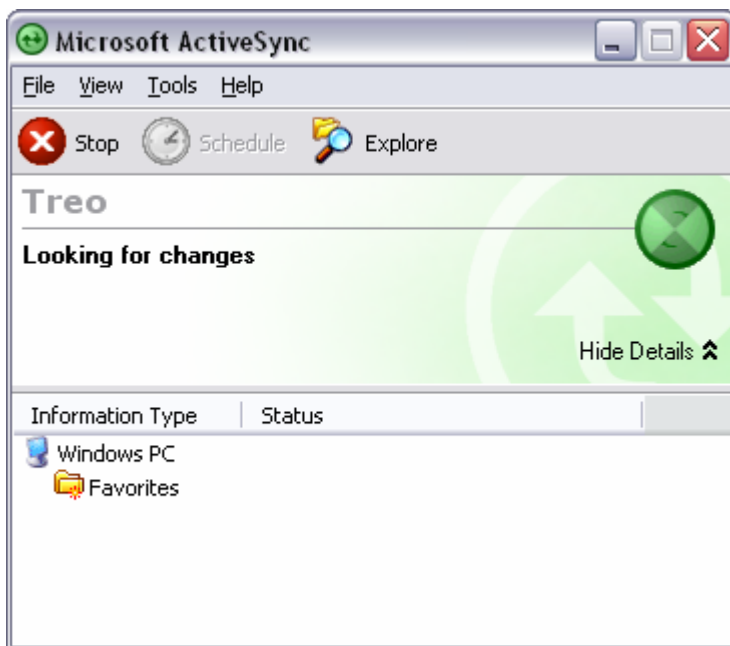
Click Next.



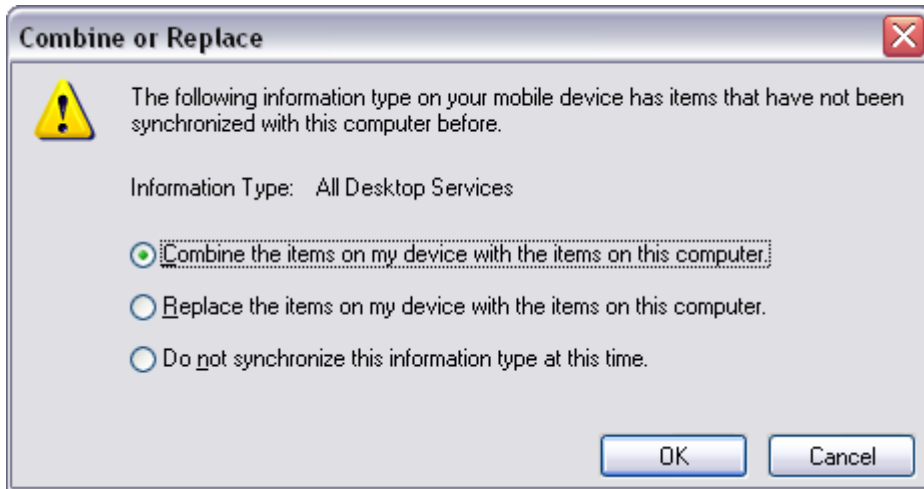
On this screen, you will want to deselect all options besides the Favorites option. Then click Next, which will bring up the following screen.



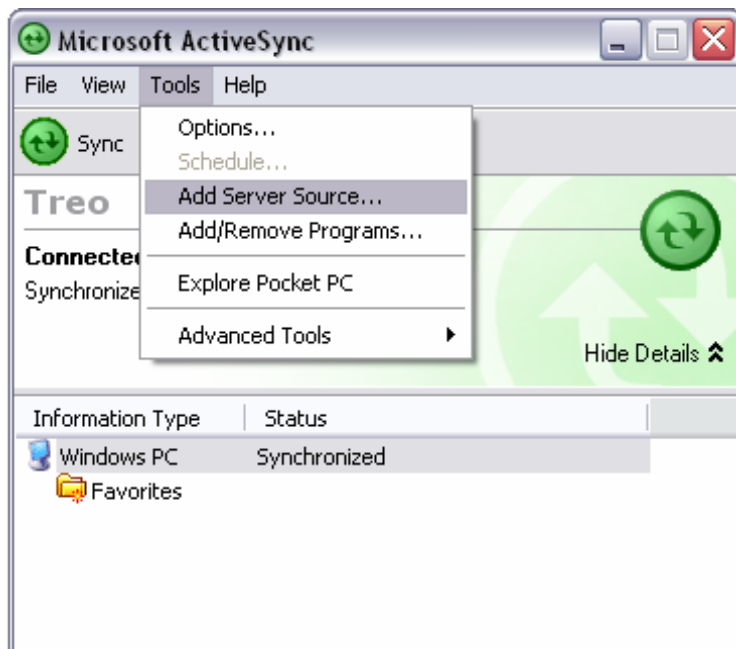
Click Finish, and ActiveSync will perform its first synchronization, as illustrated below. Wait for this to finish.



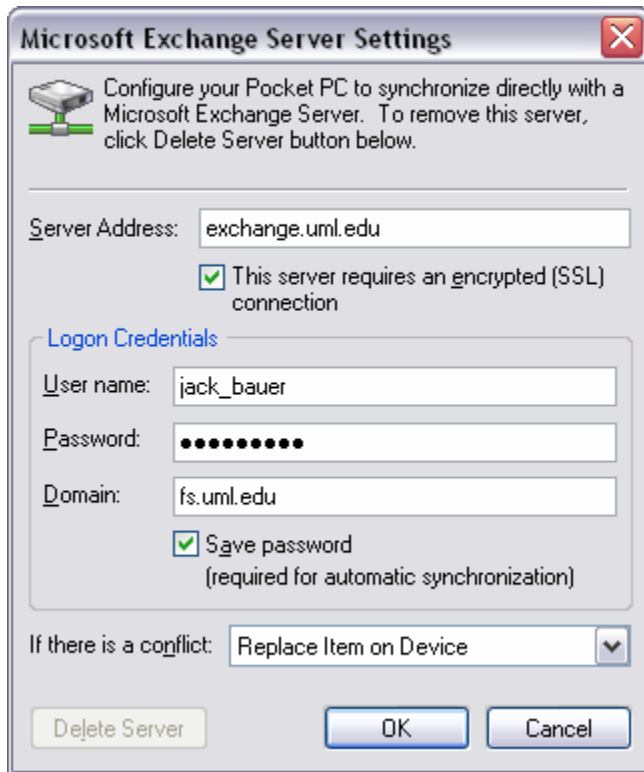
If the following screen appears, you will want to select the middle option “Replace the items on my device with the items on this computer.” To ensure that you have a fresh copy of data on your Treo.



Once the synchronization process is complete, click on the Tools menu and then select add server source.



Doing so will bring up the following dialog box.

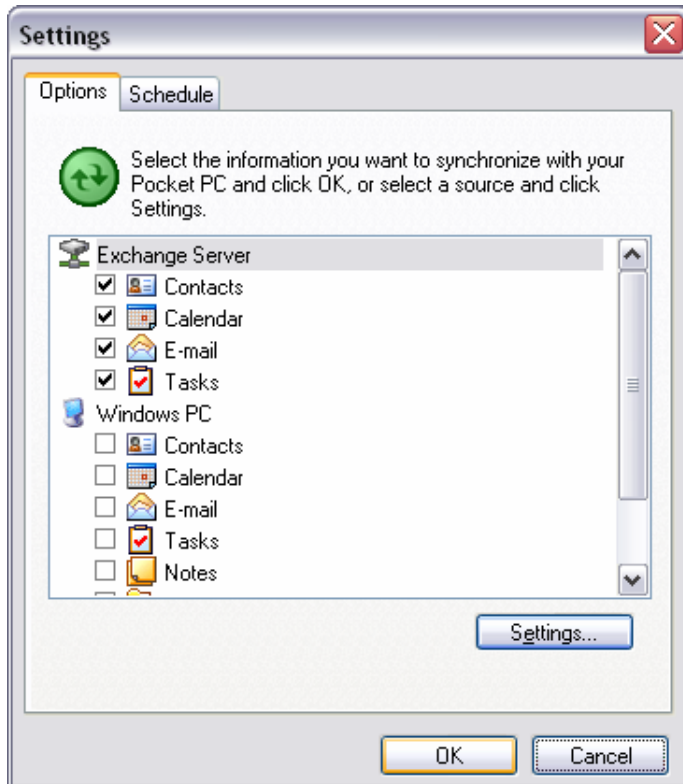


On this screen, you will want to enter in the information exactly as it is shown here.

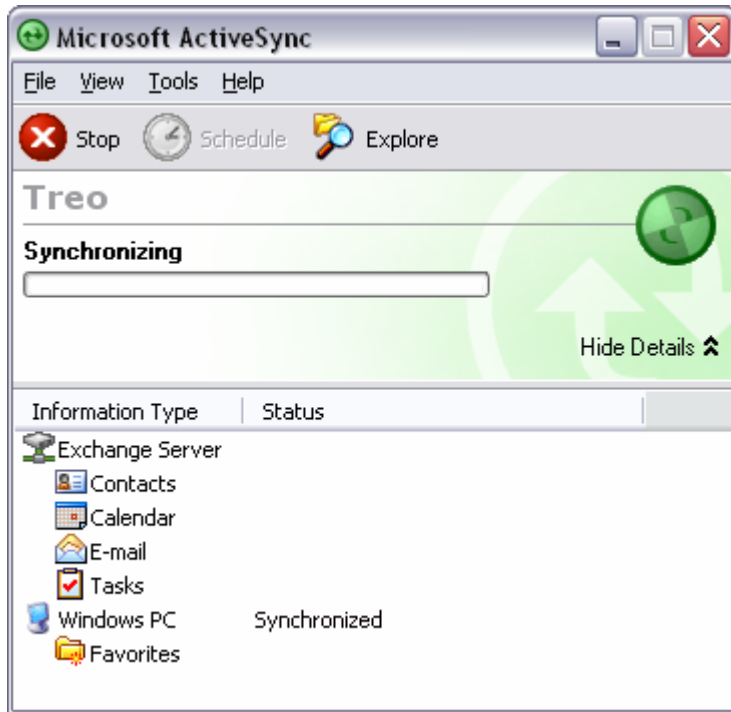
In this example, the account Jack_Bauer is used for illustration purposes only. When filling these fields out, you would substitute your username (your e-mail address without the '@uml.edu') for Jack_Bauer.

The password required here is the same password that you use to log on to Outlook Web Access to read your e-mail.

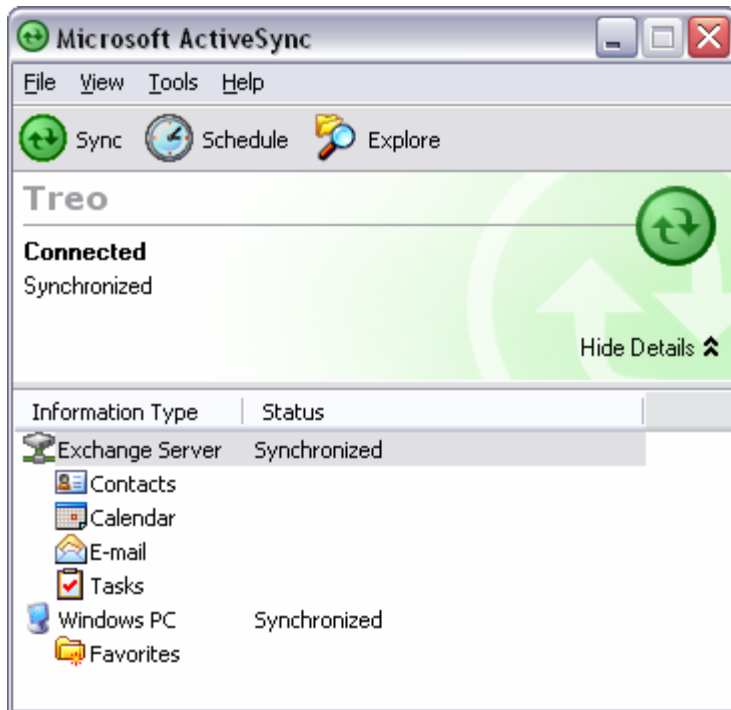
Click OK once the screen is filled out as shown above. The following screen will be displayed.



Click OK, and the synchronization dialog box will show up again, but this time, you will see an “Exchange Server” source in the bottom half of the window.



Once the screen below is displayed, you are configured for continuous synchronization from the Microsoft Exchange server, even if your Treo is disconnected from your computer.



Once your device is configured, if it ever becomes lost or stolen, please call the Help Desk at x.4357 and inform them that your device is missing.

Once informed, the Information Technology staff can remotely “wipe” your device, removing all data from it, so that if someone locates the device they cannot view any of your personal information or your e-mails, or send e-mail impersonating you.

If your Treo is then found or returned to you, simply follow this document again to re-establish synchronization.