

Microsoft® ACTIVESYNC™ Troubleshooting

ACTIVESYNC Overview

Various problems may be experienced when synchronising emails with your Pocket PC via ACTIVESYNC. This document provides a quick reference guide to help you resolve them.

ACTIVESYNC is a taskbar based application that enables you to keep your PDA and PC/laptop Inboxes up-to-date.

VOXit Mailer is able to work with email messages that have been synchronised with your Pocket PC via ACTIVESYNC.

ACTIVESYNC Set-up

You must ensure ACTIVESYNC is correctly installed on your partner desktop/laptop PC before using VOXit Mailer.

- To ensure you have the latest ACTIVESYNC Version, please visit the Microsoft Pocket PC web page <http://www.microsoft.com/mobile/pocketpc/default.asp> and navigate to the “downloads” page.
- It is recommended you check the installed version of Microsoft® Outlook® is compatible with the installed version of ACTIVESYNC. For example ACTIVESYNC versions 3.5 and 3.6 are not compatible with older versions of Outlook. Please visit the Microsoft web site for more details.
- Once you have installed ACTIVESYNC, it is advised the following **recommended** settings be configured:
 1. Click the “Options” toolbar button or select menu option “Tools – Options”. The options dialog is displayed.
 2. Select the “Sync Options” tab.
 3. In the list box, check the box to the left of “Inbox”.
 4. With the “Inbox” row selected, click the “Settings...” button. The “Mail Synchronisation Settings” dialog will be displayed.
 5. Locate the folders in the tree that you want to synchronise and check the boxes next to each of them.
 6. Deselect the option “To save space, copy at most”.
 7. Deselect the option “Copy messages from the last”.
 8. Click the OK button.
 9. Select the “Schedule” tab.
 10. Check the circle next to “Continuously while the device is connected”.
 11. Click the OK button to close the Mail Synchronisation Settings dialog.
 12. Click the OK button to close the options dialog.

Possible ACTIVESYNC Issues

Various problems may be experienced when synchronising emails with your Pocket PC via ACTIVESYNC. This document provides a quick reference guide to help you.

Problem	Cause	Solution
ACTIVESYNC starts synchronising then stops.	Another mobile device (e.g., a Palm OS device) connection may be interfering with the connection to your PPC.	Disconnect the other device and restart ACTIVESYNC. Try to connect your PPC again.
ACTIVESYNC will not synchronise at all.	Various.	<ol style="list-style-type: none">1) Close down any applications currently running on your PPC, saving data as required.2) If the ACTIVESYNC window is open but the icon is not displayed in the taskbar, close the ACTIVESYNC window down.3) Soft-reset your PPC.4) Re-connect your PPC.
ACTIVESYNC says “ Items unresolved ”	It is likely that you have created one or more messages with no recipients.	Either edit the message(s) and add recipient details or delete the message(s).
ACTIVESYNC says that the device that I have just connected is not of a supported type.	Not Known.	<ol style="list-style-type: none">1) Close down any applications currently running on your PPC, saving data as required.2) Soft-reset your PPC.3) Re-connect your PPC.

ACTIVESYNC FAQs

Q: Why are my email messages not being downloaded to my Pocket PC?

A: In the ACTIVESYNC window, check that "Inbox" is listed under the "Information Type" column. If not, email messages are not synchronised with your Pocket PC. To synchronise email messages do the following:

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Sync Options tab.
3. In the list box, check the box to the left of "Inbox".
4. Click the OK button to close the options dialog.

Q: How do I set-up ACTIVESYNC to synchronise a message folder?

A: By default, ACTIVESYNC synchronises the "Inbox", "Deleted Items", "Sent Items", "Drafts" and "Outbox" folders only. To synchronise other folders do the following:

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Sync Options tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. To synchronise a folder simply locate the folder in the tree and check the associated box.
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Q: How do I download all my message attachments?

A: By default, ACTIVESYNC does not download file attachments.

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Sync Options tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. Check the box next to "Include file attachments". Note: to specify a maximum size for file attachments, check the box next to "Limit attachment size to:" and specify a size in the adjacent edit box. Note: VOXit Mailer is capable of playing back any wave (.wav) audio file that you have received as an attachment. VOXit Mailer voice attachment files occupy 22kbytes per second of audio. So, for example to download files representing up to 20 seconds of speech you should set the maximum value to 440.
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Q: How do I download the attachments for a message?

A: Instead of setting up ACTIVESYNC to download all attachments, you can just download the desired attachments. Do the following:

1. In VOXit Mailer, simply select the applicable message in Inbox view
2. Tap and hold on the message using the stylus, a pop-up menu appears
3. Select "Mark for download"
4. ALL the attachments for the selected message will be downloaded the next time you synchronise.

Q: Why are new emails messages not appearing in my inbox immediately?

A: You should set-up ACTIVESYNC to synchronise messages immediately when the device is connected.

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Schedule tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. Check the circle next to "Continuously while the device is connected"
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Q: Why are my replies to messages not sent immediately?

A: You should set-up ACTIVESYNC to synchronise messages immediately when the device is connected.

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Schedule tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. Check the circle next to "Continuously while the device is connected"
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Q: Why do my messages have text missing at the end?

A: ACTIVESYNC is probably truncating the message body text.

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Sync Options tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. Either: (a) Remove the check in the box next to "To save space, copy at most" OR (b) Keep the check in place, but specify a larger maximum size (for the number of lines to be downloaded).
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Q: Why are only some of the messages in my Inbox being downloaded?

A: ACTIVESYNC is probably set-up to download only messages from a recent time period.

1. Click the "Options" toolbar button or select menu option "Tools – Options". The options dialog is displayed.
2. Select the Sync Options tab.
3. With the "Inbox" row selected, click the "Settings..." button. The Mail Synchronisation Settings dialog will be displayed.
4. Either: (a) Remove the check in the box next to "Copy messages from the last:" OR (b) Keep the check in place, but specify a larger time span.
5. Click the OK button to close the Mail Synchronisation Settings dialog.
6. Click the OK button to close the options dialog.

Other information

The following sources provide more information about ACTIVESYNC problems.

Pocket PC Magazine website:

<http://www.pocketpcmag.com/Jan01/troubleshoot.htm>

Chris De Herrera's ACTIVESYNC Troubleshooting guide

<http://www.cewindows.net/faqs/t-shootACTIVESYNC.htm>

Microsoft Downloads

MICROSOFT ACTIVESYNC v3.7 (latest version) download page:

<http://www.microsoft.com/windowsmobile/resources/downloads/pocketpc/activesync37.msp>

OEM Downloads

Compaq (HP) instructions for ACTIVESYNC Set-up

<http://h18007.www1.hp.com/support/files/handheldIPAQ/us/download/15121.html>

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