



Support Notes.....

Microsoft ActiveSync V4.5

Microsoft ActiveSync V4.5 (ActiveSync) is the sole product of Microsoft Corporation and is NOT associated with the manufacture of your mobile device.

The function of ActiveSync software is to allow the communication and transfer of data between a PC and a mobile device.

This document covers the installation and operation of ActiveSync on a PC running Windows XP.

NOTE: You must have sufficient permissions and rights on you PC to install software. This document does not cover trouble shooting permissions on your PC. If you do not know please have your IT personal do the install for you.

INSTALLATION

1. Download ActiveSync from <http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-download.msp>

Or use any search engine to search for Microsoft ActiveSync 4.5

NOTE: If you do not understand the download procedures, follow the instructions provided by Microsoft on their download page.

2. Allow the software to RUN. When the install is complete you may need to restart you PC.

3. Connect your mobile device to your PC using a USB cable

NOTE: During the first time connection you will notice your PC discover the new hardware. This is normal and will take a few moments. Do not interrupt the operation during this time.

4. ActiveSync will automatically start and connect with the mobile device.

SETTINGS

Leave all ActiveSync settings as presented by default. Changing the connection settings may interfere with the connection of your device.

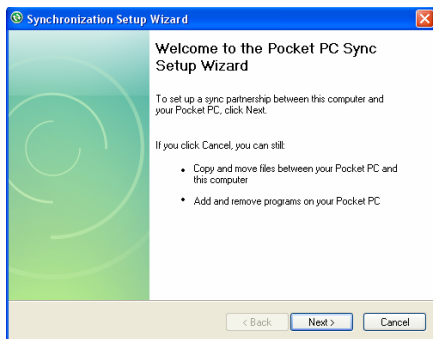
OPERATION

The first dialogue window to open is the Synchronization Setup Wizard (See Below).

Make sure that you do **NOT** set up a Partnership with the device!!!

Do NOT hit Next button.

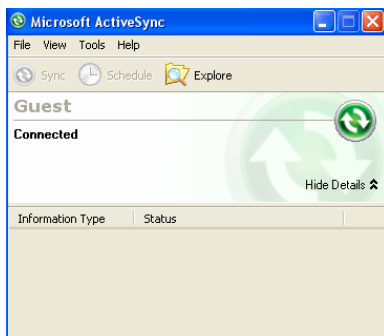
Click the Cancel button.



The Synchronization Setup Wizard will close.

You will see the main Microsoft ActiveSync window (See Below).

The connection will be automatic and your device will be listed as a Guest.



TROUBLESHOOTING

If for any reason the connection fails:

1. Disconnect the mobile device USB cable
2. Reboot your PC
3. Perform a hard reset (reboot) on your mobile device

After reboot of your PC and mobile device is complete, reconnect USB and follow operation steps above.