Wireless Sync Quick Start Guide for Microsoft Exchange

Welcome to the Wireless Sync service from Verizon Wireless. PC Monitor is software that must be downloaded to a computer that will:

- Always have access to Microsoft Exchange using a configured Outlook client

- Maintain a reliable connection to the Internet.

The steps described here will assist in the configuration of PC Monitor. The software can be configured to support an Individual user or a group of enterprise users, called a Workgroup.

This Quick Start Guide will help you:

- Identify System Requirements

- Install PC Monitor

- Decide how to configure PC Monitor

- Configure Individual – or – Workgroup Monitor

System Requirements

The PC must meet the following requirements to run the Monitor:
- Supported Operating Systems:
    - Microsoft Windows 2000 Professional or Server with Service Pack 4
    - Microsoft Windows XP Professional with Service Pack 1 or higher
    - Microsoft Windows Server 2003
- User must be logged in to the PC using a Windows domain account, not a local user account
- The logged in Windows domain account must have permission to install software on the PC
- 128MB or more of RAM
- 128MB free hard disk space
- Internet Explorer 5.0 or above
- Configured Microsoft Outlook client:
    - Microsoft Outlook 2000
    - Outlook XP (Service Pack 2 only, Service Pack 3 is NOT supported)
    - Outlook 2003

Install PC Monitor

Most users of the Wireless Sync service will have already installed the PC Monitor during the initial account set up process. If PC Monitor is already installed, please skip to the next section.

If you opted to NOT install the PC Monitor previously AND your user is NOT currently configured to use a PC Monitor, follow these steps to install a PC Monitor.

1. Login to the website http://www.wirelesssync.vzw.com with your user account.

2. Let the page completely load and then click the **SETUP** menu.

3. Select the **ACCOUNT** option.

4. Click the **Add PC Monitor** link.

5. Click **Install** and carefully follow the installer prompts to install the software on your PC.
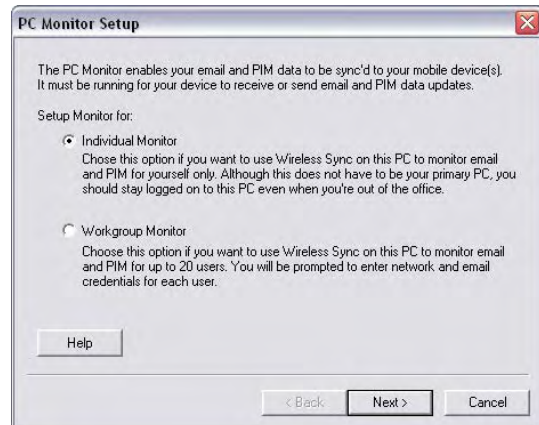
Decide how to configure PC Monitor

It is now time to set up the PC Monitor so you can begin receiving your email and PIM (Calendar, Contacts, Tasks, and Notes) data from your Microsoft Exchange Server.

Individual Monitor (this page)
Choose this option if you want to use Wireless Sync on this PC to monitor email and PIM for yourself only. Although this does not need to be your primary PC, you should stay logged in to this PC even when you're out of the office.

Workgroup Monitor (skip to page 3)
Choose this option if you want to use Wireless Sync on this PC to monitor email and PIM for up to 20 users. You will be prompted to enter Windows network and Wireless Sync credentials for each user.
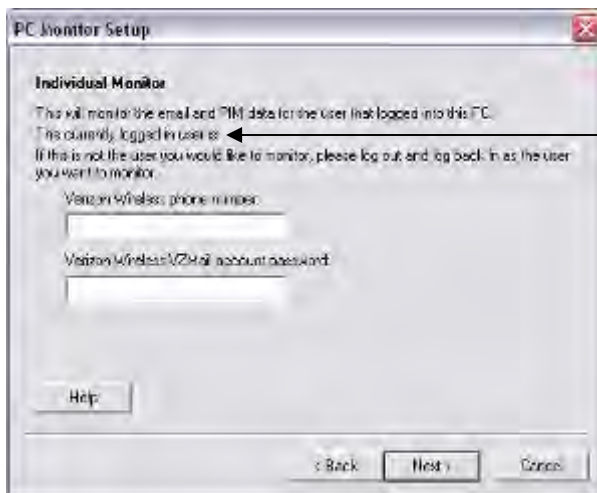
NOTE: If you think you will add more users in the future, even if you are only setting up a single user today, configure the **Workgroup Monitor** option.

Configure an Individual Monitor

Please verify the following:

- You are logged into the PC Monitor machine as a user of the Windows domain.

- You are able to open your Outlook client without having to enter Windows domain credentials.

1. Select the 'Individual Monitor' option on the PC Monitor Setup screen and click 'Next'

2. The user you are logged in as is the one that Windows will use to connect to Exchange and will be listed on the Individual Monitor setup screen.
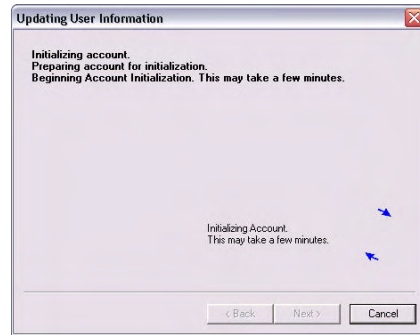
Your domain username will be shown here.

Verify this value is correct. If it is not, please cancel the setup, log out of the machine and login with the correct domain username and password

3. Enter the **Verizon Wireless phone number** for your PDA Smartphone and the **Verizon Wireless VZMail account password** created during the account setup and click **Next** to go on.

4. The Updating User Information dialog box shows progress of the initialization and will close when complete. The time needed to complete this step varies depending on the size of the user's mail file and number of PIM database records. This process may take several minutes to complete.

IMPORTANT NOTES

- The PC Monitor application will continue to run in the task tray.

- You can view the status for your monitored account by selecting the 'Show Main Screen' option after right-clicking on the icon in the task tray on the monitor PC.

- Do NOT log off from the PC if you want to continue to receive updates to your Exchange account when you are away from the PC. It is OK, however, to lock the PC.

Configure a Workgroup Monitor

Please verify the following:

- You are logged into the PC Monitor machine as a user of the Windows domain.

- You are able to open the Outlook client without having to enter domain credentials.

1. Select the **Workgroup Monitor** option on the PC Monitor Setup screen and click **Next.**

2. Enter the **Verizon Wireless phone number** for your PDA Smartphone and the **Verizon Wireless VZMail account password** created during the account setup.

3. Enter **the Windows login credentials** for the user whose email will be pushed to the device identified in step 1.

   NOTES:

   - This step may require that the user(s) be present to enter their Windows password.

   - The Windows Login Name should be in the format *domain\username*

4. Enter the user's **email address** and click **Next** to continue.

5. The Updating User Information dialog box shows progress of the initialization and will close when complete. The time needed varies depending on the size of the user's mail file and number of PIM database records. This process may take several minutes to complete.

6. Click **Finish** when the user initialization is complete.

7. Click the **Setup…** button to add another user to the Workgroup Monitor

8. Click **Done** when you are finished.

IMPORTANT NOTES:

- The PC Monitor application will continue to run in the task tray.

- You can view the status for your monitored account by selecting the **Show Main Screen** option after right-clicking on the ❖ icon in the task tray on the monitor PC.

- Do NOT log off from the PC if you want to continue to receive updates to your Exchange account when you are away from the PC. It is OK, however, to lock the PC.