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FIRST LINE
SUPPORT

CLIENT BULLETIN

'Direct Push Email'

February 2007

What is 'Direct Push Email'?

'Direct Push Email' takes the Microsoft Outlook files on your computer in the office, and puts them on the smartphone in your pocket. It works for email, calendar, contacts and tasks, and automatically keeps them up-to-date on your smartphone.

And because 'Direct Push' works in both directions you can send emails, make calendar appointments, create tasks and edit contacts using your smartphone. Everything you do on your smartphone gets automatically updated back onto your computer in the office.

Why do I need it / how can it help me / what's the benefit?

Some people might think this is not for them. However for people who want to keep in touch all the time when they're on the move, it's great.

Everything from your Outlook gets delivered automatically to your smartphone, and your smartphone will alert you whenever something new appears. And depending on the applications you have on your smartphone, you may be able to read, edit and return document attachments that have been sent to you.

How much does it cost?

The cost depends on two things: the data contract that you have with your mobile network operator, and the availability on your office-server of Exchange 2003, with Service Pack 2. If you don't have Exchange 2003 SP2 you will need to upgrade, please call First Line to discuss this.

Depending on where you are starting from, it should take no more than one hours support time to set up the server and your first smartphone. After that each additional smartphone normally takes between 15 and 30 minutes to configure.

Which phones does it work with?

- All 'Microsoft Mobile 5' enabled mobile phones released within the last six months or so,
- Some models of Sony Ericsson smartphone; however you do need to install the 'active sync' software to make it work. This can be downloaded from the Sony Ericsson website.
- Some of the latest Palm Treos™, for example the Treo™680 smartphone.

The technology will work with more and more of the phones that are coming out onto the market. And later this year, Exchange 2007 will be launched which should provide much improved reliability and functionality.

How easy is it to set up?

Generally it's very easy for one of our Field Engineers to set this up! It's just a matter of putting in the address of the server into the SmartPhone, and ticking a few boxes in the server software.

What other equipment do I need?

The minimum requirements are Exchange Server 2003 with SP2 and a smartPhone that supports Active Sync.

What should I do next?

Get in touch to see how easy it could be to implement Direct Push in your company.

You can contact us on 01865 260 220, or directpush@firstline-it.com