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Summary of Solution: Setting up GroupWise Mobile Suite

Category Tree: Systems and Software | GroupWise | Question

Priority Level: Medium

Problem Summary:


- How do I setup GroupWise Mobile Suite?

Solution Details:

If the device meets the minimum requirements on the “Minimum Requirements for Client” worksheet on page 3, then proceed to step I and II. NOTE: There is a known issue with the Nokia 9300, OS: Series 80 Symbian V7.0. Appointments arrive as email, there is not an accept button, therefore appointments will not post to the calendar.

I. Intellisync Mobile Suite Client Installation

1. From your hand held device, open a Web browser and login to the Catchat wireless network, if you are on Campus, using your Novell ID and password.
2. Go to <http://gw-mobile.gsu.edu/install>.
3. At the <INTELLISYNC MOBILE SUITE SETUP> screen, enter your <GROUPWISE USER ID> w/o “@langate.gsu.edu” and your <GROUPWISE PASSWORD> and click <NEXT>.
4. Complete the <ACCOUNT BASICS> with the correct region time, country, and enter zip code and click <NEXT>.
5. Select <INSTALL SOFTWARE: _ _ _>.

6. At the download window, check <OPEN FILE AFTER DOWNLOAD> and click <YES>.
7. After the download and installation is completed, enter your <GROUPWISE USER ID> w/o “@langate.gsu.edu” and your <GROUPWISE> password and click <OK> to initiate the initial synchronization.
8. Select <MENU>PUSH/READYSYNC> setup and make sure the <LIMIT PUSH/READYSYNC> time window is set to <EVERYDAY FROM 12:00AM – 12:00AM> and all check boxes are checked. If you want to turn on <NOTIFICATION>, click on <SETTINGS>NEXT> and choose your options then click <OK>.
9. To change sync settings, select <MENU>SYNC SETTINGS>. Select which items you want to sync then click <OK>.
10. To access the Intellisync Mobile Suite Menu to change your client’s configuration, from your device, click on the <INTELLISYNC MOBILE SUITE>icon  and select <SHOW MAIN SCREEN> or go to your devices’ <PROGRAMS FOLDER> and select <INTELLISYNC>.
11. ‘End Solution’

II. Optional – Device Registration and Account Configurations

1. From your PC or laptop, open a browser and go to <http://gw-mobile.gsu.edu>
2. Enter your <GROUPWISE USER ID> w/o “@langate.gsu.edu” and your <GROUPWISE> password and click <GO>.
3. Fill out the registration form and click <NEXT>.
4. Select your hand held device and click <NEXT>.
5. Scroll to the bottom of the page and choose <NO THANKS. PLEASE INSTALL THROUGH MY PC> and click <NEXT>.
6. Click on <DOWNLOAD COMPLETE>.
7. Personalize the synchronization between your <GROUPWISE> account and your <MOBILE SUITE> account by selecting desired categories and then click <SUBMIT>.

[Pick Contacts to Sync](#) [Push Settings](#) [Alert Settings](#) [Update Software](#) [View Activity Log](#)

8. Once you’re finished click <DONE>.
9. Your <GROUPWISE MOBILE SUITE> mailbox, which is synced with your <GROUPWISE> client mailbox, will appear. Data in your <GROUPWISE MOBILE SUITE> mailbox will be pushed down to your handheld device. Changes made on your handheld device, <GROUPWISE MOBILE SUITE> or <GROUPWISE> client will be synched.
10. ‘End Solution’

Intellisync Mobile Suite: Minimum Requirements for Client

	PC Client	Pocket PC Client	Smart Phone	Palm OS Client	Symbian
HARDWARE					
Processor Type	Pentium	Supported processor Type:			
Hard Disk Space	64 MB	-ARM-Xscale			
Memory	64 MB Ram	32 MB Ram	32 MB Ram	8 MB Ram	32 MB Ram
SOFTWARE					
Operating System	- Windows 2000 - Windows 2003 - Windows XP	PocketPC 2002 or later (on device) HPC 2002	Microsoft Windows Mobile Smartphone 2003 or later	Palm OS 3.5 or later (on device)	Symbian OS 7.0 UIQ
Browser	Microsoft Internet Explorer 5.0 or later				
Other	Microsoft TCP/IP protocol network environment				Sony Ericsson P80a, P900 Motorola A920

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