

# Re: Synch Outlook with smartphone

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- *From:* [wirelesstx@xxxxxxxxxx](mailto:wirelesstx@xxxxxxxxxx)
  - *Date:* Tue, 28 Aug 2007 12:00:57 -0700
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On Aug 26, 9:40 am, 57jkcamp <57jkc...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I can't seem to synch my Outlook 2003 contacts & calendar with mymotorolaQ smartphone. Is this a function 2003 can do, or do I have to upgrade t<u>o 07?

Hope this helps...

Use the following information if you are using a USB cable to connect your device to the PC, and ActiveSync does not recognize the device or the program stops responding while connecting to ActiveSync.

Try the following steps in order, one at a time, until one works for you. This is a general guide that does not contain program-specific information. For more detailed information, including specific instructions for popular PC firewall programs, go to the troubleshooting page on the Windows Mobile Web site.

Check the device for relevant system messages and address any conditions affecting the connection.

Ensure that the device and the PC both have USB connections enabled:

In ActiveSync on the PC, on the File menu click Connection Settings and then select the Allow USB connections check box.

In ActiveSync on your device, click Menu > Connections and then select the Synchronize all PCs using this connection check box.

Disconnect and then reconnect the device.

Disconnect the device, restart the device, and then reconnect the device.

Disconnect the device, restart the PC, and then reconnect the device.

Do the following:

Disconnect the device.

Open the following ports for all programs in the PC firewall:

- 990: open inbound TCP port
- 999: open inbound TCP port
- 5678: open inbound TCP port
- 5679: open outbound UDP port
- 5721: open inbound TCP port
- 26675: open inbound TCP port

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Reconnect the device.

Do the following:

Disconnect the device.

Disable the antivirus program.

Reconnect the device.

Do the following:

Disconnect the device.

Remove ActiveSync using Add/Remove Programs.

Install ActiveSync.

Reconnect the device.

Do the following:

Disconnect the device.

Open Network Connections in Control Panel on the PC.

Note If your Control Panel is set to Category View, open Network and Internet Connections, and then open Network Connections

Right-click the local area connection created by ActiveSync, and click Properties. In the Connect using box, Windows Mobile-based device is displayed.

In This connection uses the following items, select every check box (to select all protocols).

Reconnect the device.

Ensure that the DHCP Client service is running on the PC. For more information on how to start, stop, or view status for a Windows service, see Windows Help and Support Center.

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