Microsoft® Office 365

Mobility Solutions

Service Description

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For the latest information, please see [Microsoft Office 365](#).

Contents

Introduction

This document describes the mobile phones and devices that are able to access to two Microsoft® Office 365 services: Microsoft Exchange Online and Microsoft SharePoint® Online.

There is currently no mobile client for Microsoft Lync™ Online, the Office 365 instant messaging and communications service. Mobile clients for Microsoft Lync are expected to be available in late 2011 for the leading smartphone platforms, including Windows® Phone, iPhone, Android, and Nokia Symbian.

About Microsoft Office 365

Microsoft Office 365 brings together cloud versions of its most trusted communications and collaboration products with the latest version desktop suite. Office 365 is designed to meet the needs of organizations of all sizes—from sole proprietors and small, mid-sized, and large businesses to government agencies to educational institutions—helping you save time, money, and free up valued resources.

Key Office 365 benefits include:

- Access to email, documents, contacts, and calendars on almost any device.
- Simple and secure collaboration with colleagues and business partners.
- Seamless functioning with Microsoft Office and other programs.
- Comprehensive solutions including desktop productivity applications, portals, extranets, instant messaging (IM), voice and video conferencing, web conferencing, email, voice mail, and unified messaging.
- Pay-as-you-go pricing options with a financially backed 99.9 percent uptime guarantee.

Office 365 includes the Microsoft Exchange Online and Microsoft SharePoint® Online services.

About Microsoft Exchange Online

Microsoft Exchange Online is a hosted messaging solution that delivers the capabilities of Microsoft Exchange Server as a cloud-based service. It gives users rich and familiar access to email, calendar, contacts, and tasks across PCs, the web, and mobile devices. With Exchange Online, organizations can take advantage of sophisticated messaging capabilities without the operational burden of on-premises server software.

Exchange Online supports the Microsoft Exchange ActiveSync® protocol. Exchange ActiveSync provides synchronization of mailbox data between Mobile devices and Exchange Online, so users can access their email, calendar, contacts, and tasks on the go.

For more information about Exchange Online, please refer to the [Service Description](#).

About Microsoft SharePoint Online

SharePoint Online gives you a central place to share documents and information with colleagues and customers. Designed to work with familiar Office applications, it's easy to save documents directly to SharePoint and work together on proposals and projects in real-time because you have access to the documents and information you need from virtually anywhere.

SharePoint Online helps businesses of all sizes share team documents and track project milestones. You can manage important documents online so the latest versions are always at hand. You can also provide teams with access to critical information and documents when and where they need them, while

controlling who can access, read and share them.

SharePoint Online sites can render on many devices (including Web-enabled mobile phones) using a simplified text-only format. Like Exchange Online, SharePoint Online includes a standardized web-based administrative console that enables your IT administrator to easily manage and set up services for users.

For more information about SharePoint Online, please refer to the [Service Description](#).

Feature Summary

Three types of mobile devices are supported by Exchange Online and SharePoint Online:

- Windows Phone 7.5 and earlier
- Other Exchange ActiveSync devices
- BlackBerry® smartphones

Table 1 summarizes the features available for each type of device. For all solution options, it is the customer's responsibility to procure, deploy, manage, and support mobile client software and compatible devices, and manage relationships with wireless carriers. Microsoft does not provide end-user device support.

Table 1. Feature Summary for Mobile Device Solutions

Workload	Feature	Windows Mobile 6.x	Windows Mobile 7	iOS iPhone/iPad	Nokia Symbian	Android 2.0	Palm OS
Exchange Online[1]	Direct Push	✓	✓	✓	✓	✓	✓
	Email Sync	✓	✓	✓	✓	✓	✓
	Calendar Sync	✓	✓	✓	✓	✓	✓
	Contacts Sync	✓	✓	✓	✓	✓	✓
	Tasks Sync	✓	✗	✗	✓	✗	✓
	Remote Wipe [2]	✓	✓	✓	✓	✓	✓
	Sync Multiple Folders	✓	✓	✓	✓	✓	✓
	GAL Lookup	✓	✓	✓	✓	✓	✓
	SSL Encrypted Transmission	✓	✓	✓	✓	✓	✓
	AutoDiscover	✓	✓	✓	✓	✓	✗
	Pin Reset	✓	✗	✗	✗	✗	✗
SharePoint Online[3]	My Sites	✓	✓	✓	✓	✓	✓
	Team Sites	✓	✓	✓	✓	✓	✓
	Intranet Sites	✓	✓	✓	✓	✓	✓
	Web Site	✓	✓	✓	✓	✓	✓
	View Word, Excel, PowerPoint files[4]	✓	✓	✓	✓	✓	✓
Lync Online[5]	IM/Communicator	✗	✗	✗	✗	✗	✗

[1] *For a more detailed Exchange feature coverage by device, please refer the wiki.*

[2] *Nokia Symbian E series devices do a full wipe while N series devices only do a wipe of the Exchange data.*

[3] *The mobile versions of Safari browser on the Apple iPhone OS (used by the iPhone and iPad) have not been tested by Microsoft, and there may be issues using them with SharePoint 2010. Please see this blog for causes and workarounds*

[4] *Using Office Mobile Web Apps.*

[5] *Lync mobile clients will be available for the leading smart phone platforms, including Windows Phone 7, iPhone, Android, and Nokia Symbian with core IM/Presence functionality later in 2011.*

Windows Phones

Office 365 and Windows Phone can help your company affordably improve communication and collaboration, whether in the office or on the go.

About Windows Phone 7

Windows Phone 7 works with Office 365 for hosted email and document sharing and helps manage multiple calendars and email inboxes, so a user can have work and personal information on one device. As the only smartphone on the market with Microsoft Office Mobile built in, you can take and synchronize notes using OneNote Mobile, edit Microsoft Office documents, and access, edit, and repost documents using SharePoint Online. You can also remotely lock or wipe your phone if it is lost or stolen.

A major advantage of moving to cloud services and Windows Phone 7 is the ease of IT management. For example, with the Autodiscover service in Exchange Server 2010 and Exchange ActiveSync, simply type in the user's email address and password, and Windows Phone 7 connects to Exchange Online for mobile email and calendars and syncs Exchange contacts.

In addition, all the policies supported by Windows Phone 7 for Microsoft Exchange Server 2010 are now supported by Exchange Online with Office 365.

Messaging Capabilities

Windows Phone 7 voice, messaging, and social communications tools make it easy to stay connected to the people that matter most. Users can:

- Sort, scan, and manage multiple email accounts with ease, using Microsoft Outlook Mobile.
- Pivot email by all, unread, flagged, and urgent.
- Manage work and personal calendars in a single view.
- Stay connected with access to multiple email accounts—Exchange Online with Office 365, Hotmail, Gmail, or Yahoo! Mail.

Collaboration Capabilities

Using SharePoint Online, mobile employees can efficiently collaborate with team members via on-the-go access to organizational resources. Windows Phone users can:

- Bring together all SharePoint documents, sites, Office documents, and notes with Office Hub.
- Access documents in SharePoint sites
- Take and sync notes with OneNote Mobile
- View, edit, and comment in Word and Excel Mobile.
- View PowerPoint presentations with fully rendered animations.
- View and edit text in PowerPoint Mobile.

Upcoming Features

The next release of Windows Phone, expected by the end of 2011, will support even more capabilities of Office 365. These capabilities include:

- Fast set up

    o Autodetection with a single input of Office 365 ID and password.

- Access to email, calendar, tasks, and contacts with Outlook Mobile

    o Read protected email (IRM).
    o Pin email folders to the start screen.
    o Filter emails or search for email on the server.
    o See tasks and to-do items with calendar.
    o Search for corporate contacts (GAL).

- Access to Office documents with Office Mobile

    o View, edit, and comment on Word, Excel, and PowerPoint documents.
    o Search for and within Word, Excel, and PowerPoint documents.
    o Read protected documents with Information Rights Management (IRM).

- SharePoint Workspace Mobile designed to keep the mobile workforce up to date

    o Access SharePoint sites, view lists, and open documents.
    o Download documents for offline access and editing.
    o Search for content on SharePoint sites, lists, or document libraries.

- Instant messaging and online meetings with Lync Mobile App (available as a free download)

    o View availability and chat with colleagues over IM.
    o Chat with multiple colleagues at the same time.

- New security features

    o Enforce complex PIN via Exchange ActiveSync policy.
    o Enhance security with SSL encrypted data transmission to Office 365.

Learn More

To learn more about Windows phones and devices, see the [Windows Phone](#) site.

Other Exchange ActiveSync-Enabled Devices

Exchange ActiveSync provides synchronization of mailbox data between Exchange Online and mobile devices. With mobile devices that are enabled for Exchange ActiveSync, users can access their e-mail, calendar, contacts, and tasks anytime and anywhere. To enhance security, authentication from mobile devices to Exchange Online is conducted over an SSL connection using a password and user name.

Exchange ActiveSync technology has been licensed by many device manufacturers. Table 2 lists the devices that use Exchange ActiveSync technology known to be compatible with Exchange Online.

Table 2. Exchange ActiveSync Devices Compatible with Exchange Online

Device	Requirements
Nokia E series and N series phones:	Nokia Mail for Exchange must be installed
Apple iPhone and iPad	iPhone OS v2 ,v3, or v4 is required
Palm Pre phone	webOS v1.1, v1.2, v1.3, or v1.4 is required
Android phones	Android v2.01 and above is required (support varies by manufacturer Exchange ActiveSync implementation)

Other Exchange ActiveSync devices may be also compatible with Exchange Online, but will require testing by the customer or device manufacturer. Other Exchange ActiveSync-enabled devices may also include browsers which can access SharePoint Online sites, but customer or device manufacturer testing will be required for these as well.

For more information about the capabilities of your Exchange ActiveSync device, see the product information provided by the device manufacturer.

Nokia Smartphones

Office 365 helps you experience productivity similar to your PC on your Nokia smartphone and provides a great way to stay in touch, improve team collaboration and document efficiency while on the go. Exchange Online delivers the benefits of the Microsoft Exchange Server messaging platform via Exchange ActiveSync® on more than 50 best-in-class Nokia smartphone models. With SharePoint Online, you can securely and reliably access your company's SharePoint sites, lists, and document libraries from your Nokia smartphone.

Messaging Capabilities

With Nokia Mail for Exchange installed, you can enjoy an email, calendar, and contacts experience similar to your Microsoft Outlook® experience.

- Receive email on your smartphone as soon as it arrives in your Outlook inbox. In addition, Mail for Exchange synchronizes your inbox subfolders, sent items, and drafts.
- Schedule, edit, and respond to meeting requests to auto sync with Outlook.

- Remote Device Wipe.
- Protect data with SSL encrypted transmission.

Collaboration Capabilities

Your employees can share ideas and stay connected with seamless access to your company's SharePoint sites from your Nokia smartphone in the following ways:

- Access SharePoint Online content quickly using links.
- View Office documents via mobile web applications rendering in the mobile browser.
- Download and edit documents.

Android and Apple Phones and Devices

Office 365 and your Android or Apple iOS device (iPhone and iPad) enable you to stay in touch and access to documents while on the go. Exchange Online allows you to access their email, calendar, contacts, and tasks. With SharePoint 2010, you can view and download office documents in the browser.

Messaging Capabilities

Android and iOS voice and messaging tools make it easy to stay connected to the people that matter most.

- Receive email on your phone as soon as it arrives in your Outlook inbox.
- Schedule, edit and respond to meeting requests that will sync with your Outlook and Outlook Web App.
- Remote device wipe.
- Protect data with SSL encrypted transmission.

For more details on the messaging capabilities, refer to the Exchange ActiveSync [wiki](#).

Collaboration Capabilities

Using SharePoint Online, employees can securely and reliably access your company's SharePoint sites, lists, and doc libraries from their Android and iOS devices. They can:

- Access SharePoint Online content quickly using links.
- View Word, Excel, and PowerPoint documents using Office Web Apps rendering in the mobile browser.

BlackBerry Smartphones

Office 365 provides your Research in Motion (RIM) BlackBerry smartphone users to access Exchange Online and SharePoint Online.

BlackBerry for Microsoft Exchange Online

Users of BlackBerry smartphones can connect to Exchange Online and experience rich messaging features using the BlackBerry Internet Service (BIS).

The previously available Hosted BlackBerry for Microsoft Exchange Online will not be available for Office 365. Instead, RIM will provide BlackBerry Business Cloud Services as part of a Beta offering by end of 2011. BlackBerry Business Cloud Services will have an improved feature set compared to the Hosted BlackBerry service. The service will be hosted, licensed, and supported by RIM and will be offered at $0 per user per month. The service will require the appropriate BlackBerry data plan from the customer's mobile operator.

BlackBerry Internet Service (BIS)

BlackBerry Internet Service (BIS) is a BlackBerry data service tier available through mobile operators around the globe. BIS enables push e-mail to your BlackBerry device at no additional cost. Other Exchange Online information—such as contacts and calendar data—is updated through a wired connection. To set up BIS to use with Exchange Online, your mobile operator will request your Outlook Web Access (OWA) address, which is determined by the storage location of your Microsoft Office 365 data. The storage location is generally the one closest to your company headquarters. Table 3 provides URLs for storage locations.

Table 3. Exchange Online Addresses for BIS Set Up

Location	Address
Asia Pacific (APAC)	https://mail.apac.microsoftonline.com
Europe, the Middle East, and Africa (EMEA)	https://mail.emea.microsoftonline.com
North America	https://mail.microsoftonline.com

For information about BIS capabilities and fees, see your mobile operator.

BlackBerry Business Cloud Services (available end of 2011)

The BlackBerry Business Cloud Services encompass the most commonly requested BlackBerry capabilities for Office 365 customers. For a complete list of features, see the BlackBerry Business Cloud Services documentation.

Messaging Capabilities

- Receive email on your phone as soon as it arrives in your Outlook inbox.
- Schedule, edit and respond to meeting requests that will sync with your Outlook and Outlook Web App.
- Contacts with GAL integration that supports lookup across multiple domains for users in a single Microsoft Office 365 account.
- Tasks and notes.
- Remote device wipe.

- Full web-based administration including IT policy management.
- Full end user web-based self-service portal.

BlackBerry for Microsoft SharePoint Online

For SharePoint Online access, BlackBerry users can simply use the native browser on their BlackBerry smartphone to access SharePoint Online sites. BlackBerry users can view Word, Excel, and PowerPoint documents using Office Web Apps rendering in the mobile browser.

Supported BlackBerry Operating Systems

Office 365 supports BlackBerry operating system version 4.2, 4.3, 4.5, or 5.0. Future BlackBerry operating system versions are supported shortly after release by major carriers.