

WINDOWS MOBILE 6 FREQUENTLY ASKED QUESTIONS

PRODUCT OVERVIEW

Q: What is Windows Mobile® 6?

Microsoft® Windows Mobile 6 is the next major release of the Windows Mobile operating system, delivering a more robust and full-featured platform to enhance your mobile computing experience. Windows Mobile 6 delivers advanced mobile communications, provides tools for increased productivity on the go, and integrates mobile business functionality, all with a rich and familiar Microsoft software experience.

See *What's New for Windows Mobile 6* for more information

Q: What's new in Windows Mobile 6?

Windows Mobile 6 is an integral part of the solution for today's business needs. It offers powerful messaging and time management features in Microsoft Office Outlook® Mobile, as well as enhanced support for productivity software and tools such as Microsoft Office Mobile. Simplified support for line of business deployments and access to Microsoft Office SharePoint® files via e-mail extend your existing IT investments to Windows Mobile 6 powered devices. Windows Mobile 6 uses familiar Microsoft Exchange Server management tools for simplified administration, and provides security enhancements and rich software experiences that extend more flexibility to mobile users. Key enhancements focus on these areas:

- **Advanced Mobile Communications** Windows Mobile 6 introduces a new degree of efficiency and fidelity to Outlook Mobile, delivering a more powerful mobile communications experience. Office Outlook Mobile provides more efficient management of e-mail and an improved e-mail setup experience with flexible connections and a new account setup wizard. Windows Mobile 6 gives you faster access to contacts, higher fidelity messages with enhanced readability, and increased protection of your confidential messages and documents.
- **Increased Mobile Productivity** Windows Mobile 6 enables a greater level of productivity by giving you easier access to information on the go. The enhanced Outlook Mobile Calendar gives you greater control and visibility into your schedule so you can better manage your day. Along with greater collaboration and operability with Microsoft Exchange Server, SharePoint Servers, and file shares, the new Office Mobile software suite improves your access to information while mobile.
- **Integrated Mobile Business Performance** Increased device control and security features and greater operability with Exchange Server and other productivity tools help your organization efficiently deploy, manage, and help secure Windows Mobile solutions. Windows Mobile 6 offers simplified administration, increased monitoring, and flexible policy management with Exchange Server 2007. Additionally, Microsoft SQL Server™ Compact Edition and Microsoft .NET Compact Framework 2.0 in-ROM support and simplify mobile line of business application development and deployment.

See *What's New for Windows Mobile 6* for more information



Q: Is it easier to use?

Yes. A number of improvements have been made to make it easier than ever to use a Windows Mobile powered device, including a reduced number of clicks to perform common tasks through keypad shortcuts, and the ability to quickly filter through e-mail messages, contacts and media files with smart filtering capabilities. Additionally, you can search for older e-mail available on the Exchange Server 2007 mail server, quickly set out-of-office notifications on the go, quickly see your schedule and manage conflicts with enhanced calendar views and view individual call history from a contact card to better stay in touch with those you care about most. These are just a few of the many enhancements in Windows Mobile 6 designed for ease of use.

Q: Are Web sites easier to view?

Yes. Internet Explorer® Mobile has improved rendering capabilities, including support for an increasingly rich set of standards such as cascading style sheets and AJAX, to enhance viewing for a growing number commonly visited Web sites specifically formatted to fit your screen. Additionally, the new default Internet Explorer Mobile homescreen gives you faster access to your favorites, browsing history and Live Search™ capabilities.

WINDOWS MOBILE 6 PROVIDES CHOICE

Q: What are the new versions of Windows Mobile?

Windows Mobile 6 introduces three new classifications for its family of offerings: Standard, Professional, and Classic.

Windows Mobile 5.0	Windows Mobile 6
Windows Mobile 5.0 for Smartphone	Windows Mobile 6
Windows Mobile 5.0 for Pocket PC Phone Edition	Windows Mobile 6 Professional
Windows Mobile 5.0 for Pocket PC	Windows Mobile 6 Classic

While both Standard and Professional are great options for mobile messaging, Standard is optimized for one-handed use on devices without touch screens, and Professional is designed to take advantage of flexible input enabled by touch screen technology. The Classic version of the release is designed for traditional PDA devices, which do not provide mobile telephony. With over 140 supported devices from 48 manufacturers, you can enjoy Windows Mobile functionality with the device that best fits to your mobile needs.

See *Windows Mobile 6 Product Family Comparison* for more information

Q: Is the touch screen the only difference between Standard and Professional? What are the other differences?

Both Windows Mobile 6 Standard and Professional are great options for mobile messaging, with a number of enhancements that add more power and flexibility to your mobile experience, including an Office Mobile experience that includes Microsoft Office Word Mobile, Microsoft Office Excel® Mobile and Microsoft Office PowerPoint® Mobile. Windows Mobile 6 Professional supports scenarios that are dependent on touchscreen functionality. Both versions offer a genuine Office Mobile experience, while Professional powered devices offer Remote Desktop Mobile, to provide remote access capabilities to Microsoft Windows® personal computers and Microsoft server products.

Applications developed for one version may not operate on devices running the other. Classic powered devices will run the same applications as Professional.

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MESSAGING AND COLLABORATION ENHANCEMENTS

Q: What is Direct Push and how does it work?

Windows Mobile Direct Push technology enables instant wireless synchronization of e-mail so that messages appear on your mobile device almost real time. Direct Push technology in Windows Mobile 6 enables Exchange Server to send Outlook messages directly to your device over-the-air (OTA). Like your desktop computer or laptop, your Windows Mobile powered device gives you quick e-mail flow and easy access to your calendar and tasks. Push mail is also available with Windows Live Hotmail® and Windows Live own-domain mail, neither of which requires Exchange Server.

Q: What is fetch mail?

The fetch mail feature is a single click e-mail messaging operation that gives you the ability to download a single e-mail message in its entirety, including inline images and attachments—instead of having to invoke a full Send/Receive to download just one message. This helps increase the speed and efficiency with which you can review and respond to e-mail and helps manage data usage by limiting a download to just the content you want. When the fetch completes, the rest of the e-mail message is filled in, without leaving the read form, and without changing your scrolling position.

** This feature requires Microsoft Exchange Server 2007*

Q: Can I view HTML e-mail on my Windows Mobile 6 powered device?

Yes. Windows Mobile 6 supports HTML e-mail for IMAP and POP3 e-mail such as Windows Live Hotmail, as well as Exchange Server-managed e-mail for Exchange Server 2007 users. Windows Mobile 6 also supports synchronization of HTML mail with ActiveSync® for tethered connections (not over-the-air). HTML e-mail support allows you to receive, view, compose, and send e-mail in HTML format, with features including tables, bullets, colored text, fonts (incoming mail only), and inline images and hyperlinks.

Q: Are there keyboard shortcuts available for Outlook Mobile?

Yes. Keyboard shortcuts have been added to make it easier for you to manage e-mail on your device. Press and hold “0” on your keyboard to get the full list of available shortcuts. Popular shortcuts include:

0 or H	List shortcuts
1 or A	Reply All
2 or R	Reply
3 or K	Mark Read/Unread
4 or F	Flag
5 or M	Move
6 or O	Forward
7 or D	Delete
8 or L	Download Message
9 or S	Send/Receive

Q: Does Windows Mobile 6 support subfolder synchronization?

Yes, Windows Mobile 6 continues to support the synchronization of subfolders—including the ability to move and organize mail in subfolders, directly from your mobile device.

Q: Does Windows Mobile 6 support subfolders in Contacts synchronization?

Contacts subfolder synchronization is not supported in this release. However, with smart contact filtering, you can sort contacts by category, such as business and personal.

Q: Will Office Mobile for Windows Mobile Standard powered devices support the editing of Word and Excel documents?

For Standard powered devices, Word Mobile includes basic editing and formatting options, including multiple fonts, while Excel Mobile features basic editing and formatting options like cut, copy, and paste. Office Mobile for Professional powered devices extends features to include new document creation and enhanced editing and formatting tools. In Word Mobile, this includes spell check, word count, and paragraph settings, and Excel Mobile adds the New Chart Wizard functionality, which allows you to create new charts on your Windows Mobile 6 Professional powered device.

This table provides an overview of the Office Mobile features available for Windows Mobile 6 Standard and Professional.

	Standard	Professional
Document Viewing and Editing	✓	✓
Support for IRM Documents	✓	✓
New Document Creation		
Enhanced Office Word Mobile Editing Tools - Cut/Copy/Paste - Spell Check - Word Count		✓
Office Word Mobile Basic Formatting: Fonts	✓	✓
Office Word Mobile Advanced Formatting: - Toolbar - Paragraphs		✓
Office Excel Mobile Basic Tools Cut/Copy/Paste	✓	✓
Office Excel Mobile Advance Tools Insert/Modify/Delete Chart		✓
Enhanced Microsoft Office PowerPoint® Mobile Viewing and Playback Options - Landscape and Portrait Mode - Animation and Transitions - Media - Zoom	✓	✓

Q: Does Office Mobile support Information Rights Management (IRM) protected documents?

Yes, IRM protected Word, Excel, and PowerPoint documents are supported, as well as IRM protected e-mail messages.

*This feature requires Rights Management Server

Q: Does Windows Mobile 6 support the 2007 Microsoft Office system file formats?

Support for the new file formats will be available mid-year 2007.

Q: Will 2007 Office system file format support be made available for Windows Mobile 5.0 devices?

A Windows Mobile 5.0 update to provide support 2007 Office system file formats is still under consideration.

EXISTING INFRASTRUCTURE INVESTMENTS

Q: Do I need to have Exchange Server 2007 in order to use Windows Mobile 6?

No, Windows Mobile 6 works independent of an e-mail server. You can connect to POP3, IMAP and Windows Live Hotmail e-mail with Windows Mobile 6. A number of enhancements are available without upgrading to Exchange Server 2007, such as the ability to view tables, colors and bullets in HTML e-mail, and smart on-device filtering to quickly find contacts and e-mail messages. If you do have Exchange Server 2007, you will have access to more features, including the ability to search all of your e-mail messages stored on an Exchange server.

Q: Do I need to upgrade my servers to us Windows Mobile 6?

Many features and enhancements are available without the need for upgraded servers. However, Exchange Server 2007 enables the richest set of Windows Mobile 6 features. See *Windows Mobile 6 Product Family Comparison* for more information

Q: Does Exchange Server 2007 require Internet Security and Acceleration (ISA) Server for any of the mobile functionality?

No, ISA Server 2006 is the utilized edge security gateway that helps protect your IT environment from Internet-based threats while providing your users with fast and improved security for remote access to software and data. ISA provides an enhanced security layer, including firewall and Web caching, that many companies will find important. Windows Mobile is designed to work with most existing security architectures, and firewall technologies from different vendors can be used with Windows Mobile and Exchange Server. However, ISA provides specific setup functionality to provide enhanced security for mobile access to Exchange Server with client certificate authentication while still terminating SSL and inspecting traffic at the ISA server.

Q: What about access to corporate file shares from direct links in e-mail?

Exchange Server 2007 users can access documents in SharePoint® document libraries and on UNC file shares directly from links in Windows Mobile 6 e-mail. This provides a security mechanism to access files behind the firewall, without the need for a VPN, and also reduces the bandwidth associated with sending files through e-mail. Windows Mobile 6 takes advantage of the security features in the connection between your device and Exchange Server to connect to SharePoint documents, but it will not allow you to browse SharePoint sites from your mobile device.

* This feature requires Windows SharePoint Services 2.0, Microsoft SharePoint Portal Server 2003 or above.

Q: Can I use VPN (instead of Exchange Server 2007) to connect to file shares and SharePoint documents?

Yes.

Q: What happened to the Terminal Services client for Windows Mobile?

Remote Desktop Mobile replaces the previous Terminal Services client (Windows Mobile 6 Professional powered devices only) to provide remote access to Windows® personal computers and Microsoft server products. A number of enhancements have been made to Remote Desktop Mobile, including:

- 128-bit encryption
- Auto-reconnect for temporarily lost connections
- Full screen mode display
- Landscape VGA (640x480)
- Support for both 16-bit and 24-bit color depth
- Audio redirection: User can hear sounds locally from the remote machine
- Unicode keyboard input as virtual keystrokes to the remote machine

SECURITY ENHANCEMENTS

Q: Can Outlook Web Access (OWA) “self-service” be turned off in Exchange Server Systems Management Console?

Yes. The OWA self-service availability can be managed and restricted like other Exchange Server services.

Q: I see you’ve added Storage Card Encryption—why haven’t you added on-device encryption?

Once the mobile device is accessed via the device-lock or power-on password, all the data on the device is accessible to the user whether it is encrypted at rest or not. The weakest link is the SD card external memory which, if not encrypted, can be accessed by any device or computer that can read SD cards. By encrypting the SD card, the weak link is made stronger and the data on that card is designed to be accessed by the paired device after the device-lock PIN or password has been correctly entered.

Q: Does the card encryption tie the Storage card to the device?

Yes, the encryption is tied to a unique ID created upon Hard Reset of the device. Before you can move the encrypted card to another device, you need to first decrypt the card.

Q: How about virus protection?

New technologies in Exchange Server 2007 and Microsoft Forefront Security (formerly called Microsoft Antigen for Exchange Server) provide multi-engine anti-virus scanning designed to delete viruses, malicious code, and unwanted messages before they reach your mail server. When an unknown application requests to be installed on your device, Windows Mobile will display information about its certification status, and will prompt you to choose whether you trust the source and want to install. Windows Mobile supports anti-virus Application Programming Interfaces (APIs) from partners, such as McAfee, Trend, and Computer Associates, who provide solutions to address these concerns.

SIMPLIFIED LINE OF BUSINESS DEVELOPMENT AND DEPLOYMENT

Q: What about application compatibility—will my Windows Mobile 5.0 software and other LOB investments run on Windows Mobile 6?

Windows Mobile 6 has been tested regularly to maintain compatibility between releases. Most applications which use published Application Programming Interfaces (APIs) and only write to their own program directory, My Documents or HKEY_CURRENT_USER in the registry will work well on Windows Mobile 6. Line of business applications also translate well to Windows Mobile 6, which has a strong partner ecosystem offering more than 18,000 applications, including key business applications like CRM and sales force automation.

Windows Mobile 6 introduces support for new screen types that make better use of screen real estate. Developers may need to create new graphical assets and adjust layout code to ensure compatibility with new screen types introduced in Windows Mobile 6. Developers can visit the [Adapt Your App](#) page for tips and tricks on building user interfaces that adapt to new screen resolutions and orientations.

Q: What support is available for new line of business application development?

Windows Mobile 6 can handle up to 4GB of relational SQL data, and supports rapid application development through .NET Compact Framework 2.0, which is a subset of the full .NET Framework. Developers familiar with Visual Studio™ can use their existing language skills (C++, C#, Visual Basic .NET) to build applications for Windows Mobile 6. .NET Compact Framework 2.0 improves on .NET Compact Framework 1.0 with increased performance, new UI controls and many other improvements to help you quickly build line of business applications. And deploying line of business applications is simplified because Windows Mobile 6 features .NET Compact Framework 2.0 and SQL Server 2005 Compact Edition in-ROM. This allows for smaller, simpler packages, and reduces the data charges associated with deploying application packages to mobile devices.

The Windows Mobile 6 Software Development Kit ([SDK](#)) includes links to line of business development frameworks from the Microsoft Patterns and Practices team to accelerate development of your line of business application.

Q: Are there any changes in the Windows Mobile 6 platform for developers?

If you are interested in developing applications for Windows Mobile 6, you will enjoy being able to use your existing Windows Mobile 5.0 code on the new platform and devices. In-ROM versions of SQL Server 2005 Compact Edition and the .NET Compact Framework 2.0 will simplify deployment of applications, as well as provide a familiar development environment with the languages and tools you're already accustomed to using.

Note: Developers using GAPI should migrate to DirectDraw®, as GAPI is not guaranteed to be supported in future versions of Windows Mobile. Additionally, developers using CEDB should migrate to EDB or SQL Server 2005 Compact Edition, as CEDB is not guaranteed to be supported in future releases.

COMPARISON

Q: I am a Blackberry user, although I'm familiar with previous versions of Windows Mobile. What will make me seriously consider Windows Mobile 6?

Many Blackberry customers have found that they can better manage e-mail on a Windows Mobile device, because of the rich user interface in Outlook Mobile, the ability to organize e-mail into folders, and the ability to quickly open and edit Word and Excel attachments. Windows Mobile 6 brings a more complete set of messaging features, including editable out-of-office messages, "do not forward" permissions on outgoing e-mail, at-a-glance calendar views, keyboard shortcuts, and the option to store data on a removable storage card with encryption features for added security. And for professionals who want to go beyond e-mail on their mobile device, Windows Mobile 6 brings a strong partner ecosystem with more than 18,000 applications, including line of business applications like CRM and sales force automation.

Q: Does Link Access work with BlackBerry and Nokia devices?

Link Access is enabled through Exchange Server ActiveSync (EAS). Licensees of EAS through Exchange Server Business Development may be able to implement a similar functionality.

WINDOWS MOBILE 6 AVAILABILITY

Q: When will Windows Mobile 6 devices be available?

Many Windows Mobile 6 powered devices will be available prior to the second half of 2007. Several operators and device makers will make them available starting in Spring 2007. The timing of new devices depends on when device makers choose to release them, and how long it takes to complete testing on mobile operator networks.

Q: Can I upgrade my current device to Windows Mobile 6?

The hardware requirements to run Windows Mobile 6 are very similar to those of Windows Mobile 5.0. Microsoft is working with device manufacturers and mobile operators to provide software upgrades to some of the latest Windows Mobile powered devices. However, creating a software upgrade requires a significant engineering and testing investment from device manufacturers and operators, therefore not all devices will have an upgrade path. Contact your mobile operator or device manufacturer for more information. Windows Mobile 5.0 powered devices will continue to be supported for the near future. Several manufacturers and Mobile Operators have already announced upgrade support for popular devices. Please consult your mobile operator or visit www.windowsmobile.com for latest announcements.

Q: Who should I contact to get the upgrade?

Contact your mobile operator, or device maker, to see if they will be making an upgrade available for your device.

For more information about the Windows Mobile family of products, visit the Web site:

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