

Version 2.0

DME Client User Guide

For Windows Mobile devices

Document version 1.1

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Introduction

Welcome to the user guide for the DME client version 2.0.

This guide is divided into three parts:

- 1 An introduction to DME - about the company Excitor A/S, what the DME system does, and about various aspects of DME that are shared between DME clients *on all platforms*.
- 2 A *platform-specific* guide to the DME client - for S60, UIQ, Windows Mobile, Java, or iPhone.
- 3 A description of how you can get more help, a list of procedures, a glossary, and an index. This part also applies to *all DME client platforms*.

Please see the "DME Deployment Guide" for a description of how to install the DME client.

Note that DME on iPhone does not yet support all features mentioned in this guide.

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About DME

DME (Dynamic Mobile Exchange) offers synchronization of push e-mail, PIM information (calendar, contacts, to-dos), and optionally files, to mobile devices. It fully integrates mobile device management with state-of-the-art security and efficient software deployment. DME is a mobile client/server solution that works with mobile phones, smartphones and PDAs using Symbian, Windows Mobile, Java or iPhone*) as operating system. DME is developed by Excitor A/S.

The solution enables large and midsize enterprises to deliver business mobility services to employees and to effectively manage and control mobile devices without compromising security. DME is device, network and operator independent and offers unparalleled TCO, unprecedented data and device security, and a very intuitive interface for users and administrators.

**) Please note that due to limitations on the iPhone platform, not all server features are supported on the DME client for iPhone.*

Features and benefits

- *Convenient for the user:* Push e-mail, calendar, contacts and to dos
With DME on your mobile phone, smartphone, or PDA, you get your most critical and often used office tools in your pocket wherever you are, whenever you need it. E-mails appear on your phone the moment they hit your office mailbox.
- *Quickly back in the game:* Instant service recovery
Should your phone get lost or stolen, a new DME client can be pushed to a new phone in a few minutes after you purchase a new DME supported phone or borrow one from someone else – no matter where it happens.
- *Fretless security:* Mobile security policy enforcement
E-mails are encrypted over the air and on the device itself using full AES 128-bit encryption. Shell protection of the entire phone, requiring password to access all features except picking up calls, gives you further security options.
- *Freedom and ease-of-use:* Effective control of all devices
Gain a complete overview of your devices – regardless of make, model, or platform. Information about the device model, versions and programs installed on the device is listed in the Web-based DME control center for easy administration. Features, settings and available applications and network connections are all controlled centrally and can only be changed by the users to the extent this has been made possible by centrally applied security policies. Dividing the devices into groups makes it easy to change settings/features for many devices at a time.
- *Ease-of-use comes in many flavors:* Simple support and administration
Push software and upgrades via SMS or WAP to the users, permit them to serve themselves, or automatically upgrade software when the users log on. For support purposes, retrieval of device configurations and connection set-up makes it possible for you to help users who cannot connect, and a log of user actions assists you in identifying the problems and solving them. Notification of changes to server status can be sent to the DME administrators to ensure they are alerted to problems quickly.
- *Cost containment:* Control of ongoing mobile cost
Data and voice logs allow you to monitor activity levels real-time, and identify “expensive” behavior which can be reduced. Heavily-used operators can be determined and connection preferences can be set as default. Build advanced reports to get a clear view of your organization’s mobile traffic.
- *Freedom of choice:* Versatility
Works on any available network (WLAN/Wi-Fi, GSM, GPRS, 3G/UMTS, EDGE...), and on most devices from leading manufacturers. Works on Lotus Domino and/or Microsoft Exchange collaboration systems.

(Please note that due to limitations specific to the iPhone platform, some of the features mentioned above are not supported on DME for iPhone.)

Typographical conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

The following kinds of formatting in the text identify special information.

<u>Formatting convention</u>	<u>Type of Information</u>
Bold	Items you must select, such as menu options, command buttons, or items in a list.
Special Bold	Words with special meaning, for instance names of LDAP user groups.
<i>Emphasis</i>	Use to emphasize the importance of a point or for variable expressions such as parameters.
Key+Key	Key combinations for which the user must press and hold down one key and then press another, for example, Ctrl+P or Alt+F4 .
	<i>Caution</i> - performing the action described may lead to loss of data or involves other risk.

Terminology

The following is a list of terms used in this guide, and an explanation of the term.

<u>Term</u>	<u>Explanation</u>
DME	Often used for the DME Client.
DME Server	The DME Web Administration Interface.
Mail system	The server based collaboration system that your company runs, typically Lotus Domino (Notes) or Microsoft Exchange (Outlook).
DME menu	The DME menu is the main menu in the DME interface. On some devices, you have to select Options to access the menu, on some you select More .
Select	To choose an item or a menu option, whether by clicking, tapping, or choosing in a menu.

The features or interface elements mentioned in this part of the user guide apply to all phone platforms, and may be illustrated by images from any of the supported platforms: Java, Symbian, UIQ, Windows Mobile, or iPhone. The following icons are used to signify platforms:

<u>Icon</u>	<u>Platform</u>
	Applies to the DME Client for the Java platform.
	Applies to the DME Client for the Symbian platform.
	Applies to the DME Client for the Symbian UIQ platform.
	Applies to the DME Client for the Windows Mobile platform.



Applies to the DME Client for iPhone.

In some cases, there is more than one route to selecting an option. For instance, on UIQ devices you can create an e-mail either by selecting **More > Create > E-mail** or by tapping **New** in the touch options bar, leaving the focus on **E-mail**, and tapping **OK**. The manual will usually only mention the regular menu route.

Time zones

With DME, you can always keep your office in your pocket - including your office calendar. One challenge with calendars is the fact that sometimes we operate with multiple time zones. If we travel to a different time zone, we need to make sure that entries in our calendar reflect the change in time zones.

When you arrive at an airport in a foreign country and turn on your device, a message from the phone operator will often tell you that your time zone has changed, and offer to adjust the time zone on your device for you. You should allow this, or adjust it yourself (see also the section about Java devices below).

Now, when you start DME, DME will detect that the time zone has changed on the device, and ask if you want to change the time zone in DME. You should also do this. See *General settings* on page 43 for instructions how to change the time zone in DME.

If you follow these simple rules:

- 1 Let the device match the local time zone
- 2 Let DME match the device time zone

– then you should have no problem with duplicate or apparently missing calendar entries.



On Java, special considerations apply in connection with Daylight Saving Time (DST). The following applies to users of Sony Ericsson devices running JP-8:

- 1 Make sure that the date and time is set correctly on the phone. This is done by selecting **Menu > Settings > Time & date > My time zone** (note that **Auto time zone** must be **Off**). Here you must select the correct time zone *and* location. If your display does not list locations, select **Options > Search region in > Your area**.
- 2 Start DME, and log in.
- 3 Select **Options > Settings > General**, and set the time zone to match your phone settings.
If you do not do this, and there is a discrepancy between the phone settings and your DME settings, DME will prompt you to change the DME settings when you log in.
- 4 Select **Options > Tools > Import > Calendar** to do a full import of your calendar from the collaboration server.

Data security

DME has a strong focus on security. All e-mails are securely stored on the device - even if the SIM card is changed or the battery runs out after you have logged in. All data remains encrypted at all times using strong encryption, and is only decrypted to memory when it is displayed on screen.

All communication with the server is encrypted, and the server can be set up to require a client certificate.

It is not possible to export any data from the device to be read elsewhere.

All DME-related data on the device (e-mails, calendar items, to-dos, contacts, and synchronized files) are deleted in the following events:

- If the SIM card is changed (optional).
- If the user name or password is entered incorrectly a number of times (set up by the DME administrator).
- If a new user logs in.

In addition, if the device is lost or stolen, the data on the DME client can be cleared remotely by sending a command from the DME server (*remote wipe*). You should always contact your DME Administrator immediately if you lose your device.

Changing mailbox passwords

Depending on your company's security policy, you must change your network password at regular intervals. Usually your network password is the same as your mailbox password, but on Domino collaboration systems this is not necessarily so. The DME client depends on the mailbox password to gain access to synchronize your e-mail to the device.

Your mailbox password can be changed from your desktop computer or from your device. If your collaboration system is based on Active Directory, a message may pop up telling you well in advance that it is time to change your password. If you ignore the warning, your current password will eventually become invalid, and you will be unable to log on to the system.

You can either change your password from a desktop computer on the network or from the client.

- *If your mailbox password is changed from a desktop computer on the network, the new password has to be verified on the server the first time you log in to the DME client. When you log in, and DME recognizes you as a user and recognizes your password, but detects that the password has been changed on the server, the following message is shown:*

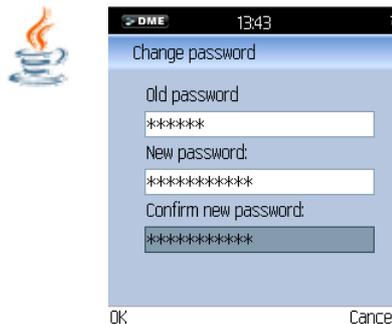


You are then asked to enter your old password.

1. Select **Yes** to verify the new password on the server.
2. Enter your old password.
3. Select **Log in**.

You can now use DME as usual.

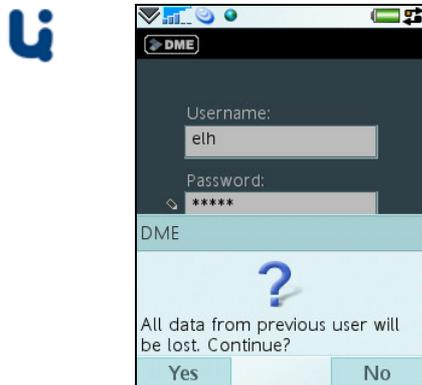
- *You can change your mailbox password from the client.*
 1. Log in to the client as usual.
 2. Open the DME menu, and select **Tools - Change password**.
 3. Enter your existing password in the **Old password** field.
 4. Enter a new password in the **New password** field, and retype it in the **Confirm new password** field.
 5. Select **OK**.



DME sends the password change request to the server. If the server accepts the request, a message tells you that your password has been changed. If the server rejects the request, a message tells you why the command failed. If the command fails, it can be an issue with the server setup, and you should contact your DME Administrator.

Switching users

Unless forbidden by the DME Administrator, you can hand over your device to another person, even if it contains all your DME data. All e-mails, calendar items, to-do items, contacts, and synchronized files will be erased when the new user logs in.



The new user is taken through the same verification process as described in *Logging in* on page 17.

Changing SIM cards

If you change the SIM card in your device, the DME client will ask for the new phone number the first time you log in to the DME client. It is important that the phone number is correct, as many features depend on the DME server's ability to send commands by SMS to the device.



- 1 Enter the phone number.
- 2 Select **OK**.

The device phone number can be changed in the general settings (see *General settings* on page 43).

Depending on the setting **Action on SIM card change** in the security settings, your DME data will be wiped from the device when you change the SIM card, or your device will be locked, or you are allowed to log in as usual.



On Java, this feature is only supported by the DME client under certain conditions.

For more information, see *Security settings* on page 44 in the Java Client User Guide.



This feature does not apply to iPhone.

Synchronization overview

The basic idea of the DME client is to keep the e-mail, calendar system, contacts, and possibly files of your mobile device up-to-date with the corresponding items on the corporate network. To do this, the DME client is *synchronized* with the collaboration system or the file server. E-mails, calendar items, and contacts are synchronized with the corporate collaboration system, and files are synchronized with files on the DME server or in a network location specified on the DME server. Please note that file synchronization requires a special license - please consult your DME administrator for more information.

What is synchronized

In the synchronization (*sync* for short) process, DME checks the following:

- 1 Have any items been *created*? An item could be an e-mail, a contact, a calendar item, a to do, or possibly a file. If an item has been created, it is copied to the system on which it does not yet exist (for example, if an e-mail was created and sent from the mobile device, the e-mail is copied to the **Sent** folder on the collaboration system).

Furthermore, the e-mail, calendar and other items on the mobile device are synchronized with respect to the time span for which items should be shown according to the settings. This is called the *synchronization window*. For instance, the settings may specify that the e-mail application should show e-mails for the last 7 days. The sync process will then clear e-mails older than 7 days from the **Inbox** and other boxes except **Drafts** (on the mobile device only).

- 2 Have any items been *deleted*? If an item, for instance a meeting, has been deleted in the collaboration system, the deletion will be reflected on the mobile device. E-mails deleted on the mobile device will only be deleted on the collaboration system if the setting **Delete only locally** is disabled.
- 3 Have any items been *edited*? If you for instance edit a spreadsheet on the mobile device, the sync process will update the spreadsheet on the DME server (if file sync. is enabled). In the same way, if you edit a contact on the mobile device or on the collaboration system, the change will be synchronized.

Conflicts

In some cases, a conflict may arise. For instance, if a meeting has been moved to another time on both the collaboration system and the mobile device, DME will resolve the conflict by moving the meeting to the time indicated in the DME client, and a message will be sent with information about this fact.

Synchronization methods

The DME client can be synchronized in four ways:

1 *Server-initiated sync (Push)*

Whenever someone sends you an e-mail, a meeting invitation, or similar, it is received by the collaboration system. The DME server will check for such updates in the collaboration system at regular intervals and send a notification by network push or as an SMS (a text message) to the mobile device on which your DME client is installed. The notification is picked up, read, and (in the case of SMS push) deleted by the DME client, and a sync is initiated to make the device reflect the change in the collaboration system. The DME client will optionally notify you with a sound whenever a new e-mail has arrived in this way. Push sync is enabled and scheduled by the DME administrator. Notifications can also be sent in case system settings are updated or a server command is issued.

Note that notifications may be disabled on the server.

2 *Scheduled sync*

The client can be set up to synchronize at regular intervals. When synchronizing, all enabled resources are synchronized - that is, if the Sync. option for the resource in question (for instance **To-do sync.**) is enabled. The sync intervals are the same for all resources.

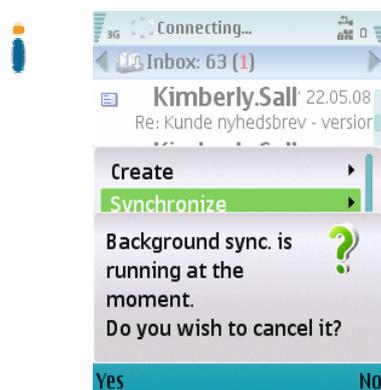
3 *Pull sync*

For e-mail and calendar items, you can set up a separate schedule for synchronization. This way you can for example set up scheduled sync intervals for contacts, to dos, and files, disable scheduled sync for e-mail and calendar, and enable pull sync for e-mail and calendar with a more frequent schedule.

4 *Manual sync*

Finally, it is possible to synchronize the client with the server manually by selecting a menu item in the client. You can synchronize the different item types individually, or you can choose to sync all at the same time.

When the DME client is performing a synchronization operation, status messages about the current sync process are shown in the interface. While the synchronization is in progress, you can cancel it by selecting **Synchronize > Cancel sync.** from the DME menu.



Importing items

The first time you log in to the DME client after installing it, you will be asked if you want to import e-mail from the server. When you accept to do this (*recommended*), your e-mails are imported from the DME server according to the default settings specified for the device on the server.

At any point you can choose to import items. In the DME menu, choose **Tools > Import** to see a list of items that can be imported:

- All items
- E-mail
- Calendar
- Contacts
- To-dos (not iPhone)
- Files (not iPhone)

The **Import all** function is a shortcut to importing all possible items according to your platform and client settings.

Since e-mails cannot be changed, importing or synchronizing e-mails amounts to the same thing. However, if you should find duplicate e-mail entries in your mailbox, you can choose to import your e-mail from the server to realign the synchronization.

Calendar entries, contacts, and to-dos are another matter. For these items, there is a risk that seemingly duplicate entries occur in your calendar or contacts if you synchronize, and you risk losing entries that have been entered on the device before you installed DME. There are at least three possibilities:

- 1** The device is brand new:
You can safely **import** all items, as you have never added contacts or appointments on this device.
- 2** You used to keep the device synchronized with the collaboration system using software such as Nokia PC Suite, Sony Ericsson Sync Station, Microsoft ActiveSync, or similar:
You can assume that your contacts, calendar items and so on are up-to-date on the collaboration server. Therefore you should initially perform an **Import** of these items. Doing this clears data on the device and imports data from the server, ensuring that no duplicates occur.
- 3** The device has not previously been synchronized:
 1. Perform a synchronization of the device. This matches contacts on the device with your personal contacts on the server. DME checks for duplicates, but this check is not completely reliable - for instance, if different data field is used for a contact on the device (if "Home Phone" is completed for "John Doe" on the device but not on the server, a near-duplicate will be created).
 2. Clean up your personal address book and calendar on the collaboration system (using Outlook or Notes). This is an important step.
 3. When you are done, **Import** the contacts and calendar to the device. This will erase duplicates and bring in a fresh set of calendar items and contacts from the server.

4. You can now add device specific features to the contacts, such as photos, speed dial keys, etc. These settings will not be lost when you synchronize contacts with the server (but they will if you import).

If in doubt, please consult your DME administrator before importing or synchronizing these items the first time.

Preferred operators

On the DME server, the administrator can define a number of *preferred operators*. First, one or more *home operators* is selected for your own country or area. Then, for each home operator, one or more operators can be selected for any country in the world. The selected operators should be those operators with whom the home operator has *roaming* agreements, and where the roaming prices are the best.

If this system is in effect, your DME client will warn you about a change of network operators when you travel. For example:

You are based in the United Kingdom. Your company has a special rates agreement with Vodafone in the UK and throughout Europe, so the DME administrator has selected **Vodafone** as your home operator and **Vodafone** as preferred operator in Germany. Now say you travel to Germany on business. Your phone is set up to automatically change to another roaming operator, so it automatically changes to **T-Mobile**. However, your DME client will show a message saying that in this country, your preferred operator is **Vodafone**, and you are encouraged to switch.



On Windows devices, the phone can switch to the correct operator for you.

Up to three different, possible operators will be shown if multiple operators are selected on the server.

CHAPTER

Windows Mobile devices

This section contains the specific guide for DME Client 2.0 for Windows Mobile devices.

The guide pertains to both Pocket PC devices and Smartphones. The main difference between the two types of devices is that the Pocket PC uses a stylus for input, whereas the Smartphone relies on keyboard and button input. This guide assumes that you are using Pocket PC, but will note if there are important differences between the two types of devices with regard to the use of DME.

About Windows Mobile devices

DME supports a wide range of devices, including, but not limited to, the following mobile devices running Microsoft Windows Mobile 5 or 6:



*HTC S710
WM 6
Smartphone*



*HTC TyTN WM
5 Pocket PC*



*i-mate SP5
WM 5
Smartphone*



*i-mate JASJAM
WM 5 Pocket
PC*



*Palm Treo
700w WM 5
Pocket PC*



*Qtek 8300
WM5
Smartphone*

For more information, see the *DME Support* <http://www.excitor.com> website.

The model used throughout this manual for illustration purposes is the Pocket PC *Qtek S200*, running Windows Mobile 5:



Using the DME client

The DME client will usually be set up to launch automatically when you start the device. DME contains a number of security features that depend on the client being started. Furthermore, the client contains a feature that makes it impossible to shut down the client without also shutting down the device. For more information, see *Data security* on page 8.

Locating and starting the client

The DME client will usually be set up to launch automatically when you start the device. DME contains a number of security features that depend on the client being started. Furthermore, the client contains a feature that makes it impossible to shut down the client without also shutting down the device. For more information, see *Data security* on page 8.

➤ *Starting DME*

- 1 Tap **Start**.
- 2 Tap **Programs**.
- 3 Open **DME Secure E-mail**.



If the client is already running, you can switch to the client using the task manager or the Today screen (Pocket PC) or home screen (Smartphone).

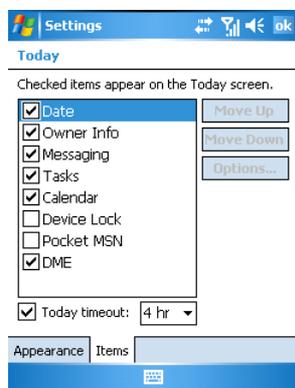
When the DME client is installed, it is automatically added to the Today screen, so that information about the time of last sync with the server and the number of unread e-mails is displayed:



(DME information emphasis added).

On Smartphones, you must add DME to the Home screen plugin manually by selecting an option in the **General settings** on page 43.

If DME is for some reason not shown in the Today screen on your Pocket PC, you can set it up by opening the Today application in the Settings program group. Tap the **Items** tab, and select the **DME** check box:



Tap **OK**, and exit the Settings program group to see the Today screen with the DME item.

Logging in

When the DME client is launched, the following screen is shown:



You must log in with the same user name and password that you would use for the collaboration system on your desktop PC. For Lotus Domino users, this is your "Internet password". Contact your IT department if you have problems with your user name or password.

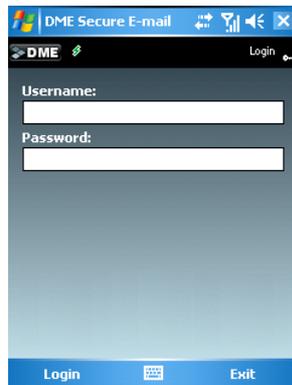
If the DME client was already running, and you are logging in again after logging out (either manually or automatically after a period of inactivity), the screen shows the time of the last synchronization with the collaboration system and the number of new e-mails.

The client remembers the user name from your last login, unless the DME administrator has disabled this feature for security reasons.

If you have changed SIM cards since the last time you logged in, DME will prompt you for your phone number. If this is the case, enter your phone number, and press **Yes** to continue. It is recommended that you always include your international country code (for instance "+45" for Denmark). You can change the phone number later in the General settings (see *General settings* on page 43). The phone number is used by the DME server when sending commands by SMS to the phone.

First-time login

If you are logging in to the client for the first time, the login process is different. When you start the client, the login screen is shown, but without the indication of last connection and number of new e-mails.



➤ *Logging in to DME for the first time*

- 1 Enter your user name and password, and select **Login**.
- 2 Since this is the first time you enter your user credentials, DME needs to make a connection to the server to verify that your user name and password match, and asks the question "Password is unknown. Do you wish to verify your login with the server?"



Select **Yes**, if you are sure you entered your password correctly.

DME stores your password in multi-hashed, encrypted form (that is, very secure) on the client. Therefore, the next time you log in to the client, you do not need to make a server connection to verify your login. However, when you do make a connection (for instance when you synchronize e-mail), your login credentials will be verified again.

- 3 DME asks you to confirm the server path. If the installation file was pushed to your device from the server, the server path is sent to the device along with the installation file, in a separate SMS. When DME launches, the server path is read from that SMS, but you must confirm it. If DME was installed in another way, for instance through cable transfer, you must enter the server path here. The server path has the form `https://dme.yourcompany.com/nam_xml`, where `dme.yourcompany.com` is the name of the server where DME is installed. You do not need to enter the `/nam_xml` part.

This does not apply if DME was installed using the OMA DM protocol. See the **Client deployment guide** for more information.

- 4 You are now asked if you want to trust the DME certificate. You must select **Yes** to continue.
- 5 If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), you are prompted whether you want to import your e-mail at this point.



This is a good idea after your first login. See *Initial sync wizard* see "Importing items" on page 13 for more information.

You are now ready to use the DME client.

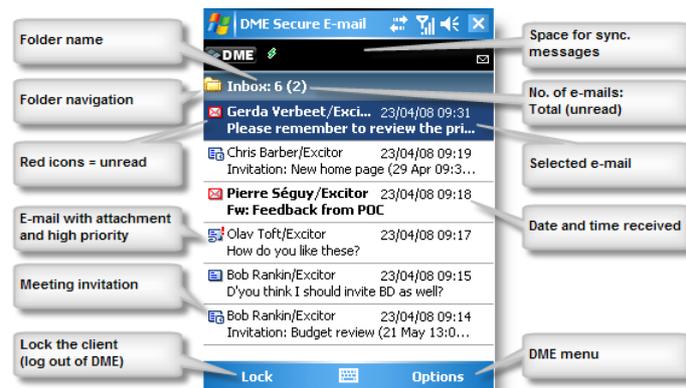
The client interface

DME seeks to use the navigation features and the look and feel that is native to the device on which it runs. For this reason the DME client may look different on different platforms and devices, but the basic structure of the client is always the same.

The DME client consists of an e-mail client, which is also the DME control center. From here you can access all options in the DME client. DME uses the calendar and to do applications that are native to the current device.

If you wish to secure the DME client, select **Lock**. The DME client is now locked, showing the Login screen. You need to enter your password to unlock the DME client again. The DME client is also locked after a period of inactivity as specified in *Security settings* on page 44.

The illustration below shows the main DME interface.



The first screen you see after logging in is the **Inbox**, which displays the e-mails and meeting invitations that have been synchronized to the client. Use the stylus and/or navigation keys to navigate through the user interface.

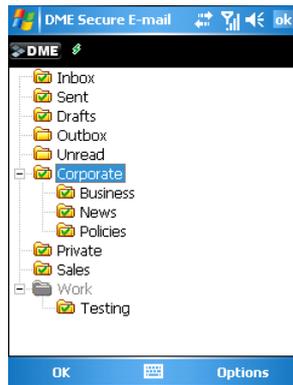
Use the navigation button to scroll through any e-mails. The *folder bar* (top bar showing the name of the current folder) shows the total number of e-mails and the number of unread e-mails in the current folder. The e-mail icon of unread e-mails is a red envelope: ✉, and they are listed in bold font.

Working with folders

The DME mailbox consists of at least the following folders: **Inbox**, **Outbox**, **Drafts**, **Sent**, and **Unread**. The first four of these folders function as the corresponding folders on the collaboration system (Notes or Outlook). The **Unread** folder is a *smart folder* which shows all unread messages in any folder in the DME client. When an e-mail in the **Unread** folder is read, it disappears from view - but naturally remains in the folder from which it originated.

Apart from these standard folders, subfolders created on the collaboration system (Notes or Outlook) can be shown on the client. Subfolders from the collaboration system can be shown if the folder synchronization feature is enabled on the DME server and on the client (see *Folders settings* on page 47). If enabled, you have access to all the e-mail folders on your collaboration system. With settings similar to the e-mail settings (see *E-mail settings* on page 45) you can specify how many e-mails you want to see in each folder (by age in days) and whether you want to synchronize e-mails in folders at all. This is specified as a system-wide setting. In the following section you can see how to specify different settings for each folder, including whether you want to receive a notification when a new e-mail arrives in a folder.

Navigating the folder tree



To move between folders, tap the folder icon at the top left of the current mailbox. When you do this, DME shows a folder tree with all folders in the system. You can then use the stylus or the keys to move to the desired folder. Click or tap to open the folder in mailbox view. If a folder contains subfolders, tap the plus icon to the left of the folder to expand the folder, or press the Right navigation key.

If a folder is marked with a grey color (as the **Work** folder in the illustration), it means that it cannot be selected. On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: **Work\Testing**. When created in this way, the parent folder (**Work**) cannot itself contain e-mails (but **Testing** can). Therefore you cannot select the parent folder here, but you can navigate to the subfolder.

You can also access the folder tree view by selecting **View - Folders** in the DME menu. Apart from folders, you can access the calendar, to dos (tasks), and your contacts from the **View** menu.

Setting folder options

In *Folders settings* on page 47, you can set defaults for the way e-mail folders should be synchronized between collaboration system and client. If you have many folders on the collaboration system, it is recommended that you set up very restrictive default settings for performance reasons, and loosen up on individual folders as described below.

To set up folder options, open the folder view described above, browse to the folder you want to customize, and select **Settings** in the DME menu. The following screen is shown:

- **Use default values**

If this field is set to **Yes**, the current folder uses the general settings specified (see *Folders settings* on page 47). If **Apply to subfolders** is also selected, the default settings will be applied to all subfolders below the current folder as well, when you press **Done**. If you change the value in this field from **No** to **Yes**, the settings in the remaining fields in this screen will be reset to the default values when you press **Done**.

If you want to apply other settings than the default settings to this folder, you must select **No** in this field.

- **Sync. folder**

This option can only be changed if **Use default values** above is set to **No**. If this field is set to **Enabled**, e-mails in the current folder are synchronized with the collaboration system, using the synchronization window defined in the field **Days back** below. To avoid too high load on the DME server, you should only synchronize those e-mail folders that you really need on the device. You can for example consider to not synchronize folders containing graphics-intensive newsletters etc. Synchronized folders are shown with a synchronization icon inside the folder:  or .
- **Days back**

This option can only be changed if **Use default values** above is set to **No**. When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the current folder.
- **Include in mail scan**

This option can only be changed if **Use default values** above is set to **No**. If this field is set to **Enabled**, you will receive notification when a new e-mail arrives in the current folder. New e-mail can "arrive in" subfolders by means of rules, which are set up on the collaboration system to automatically distribute new e-mails in folders.
- **Apply to subfolders**

If this field is set to **Yes**, the settings made in other fields in this screen are propagated to folders below the current folder when you press **Done**. Use this function with caution, as the setting may affect many folders. Note that you can choose this option regardless of the value of the field **Use default values** above.

Note that even if you do not synchronize e-mails in folders, you can still access e-mails in any folder by using the e-mail search functionality described in the section ***E-mails (on server)*** on page 34.

E-mail

The first screen you see after logging in is the **Inbox**, which displays the e-mails and meeting invitations that have been synchronized to the client.

To toggle between the different mailbox folders (**Inbox – Outbox – Drafts – Sent – Unread**), tap the folder icon at the top left of the mailbox to browse through the available folders, or select **Tools > View > Folders** in the DME menu. See ***Navigating the folder tree*** on page 21. By going through the menu, you can also access the calendar, to dos, and your contacts.

Use the up and down navigation buttons to scroll through any e-mails in each folder. Press the left and right navigation buttons to jump to the bottom and the top of the list, respectively.

The folder bar shows the total number of e-mails and the number of unread e-mails in the current folder. The e-mail icon of unread e-mails is a red envelope: , and they are listed in bold font. See ***The client interface*** on page 19.

Reading e-mails

To open an e-mail, select the e-mail in a folder, and press the navigation key (or tap the e-mail).

Scroll through the e-mail by using the navigation keys or dragging the scroll bar.

If you click the navigation key while scrolling through the e-mail body, the e-mail body will be shown in full screen. To leave full screen mode, press the **OK** soft key. Note that link detection (see below) is not available in full screen mode.

You can open the next unread e-mail by choosing **Show next unread e-mail** from the DME menu in the open e-mail.

Links

When scrolling through e-mails, the DME client will search for different links such as e-mail addresses, phone numbers, and web links. Whenever a link is found, it is highlighted. A number of options for the link are shown when you select **Advanced options** in the DME menu.

For *e-mail addresses and phone numbers*, you can select the following options.

- **Call:** If the highlighted field is a phone number, the **Call** option will dial the number. If the field is an e-mail address, the **Call** option will look up contacts with the e-mail address in question and present the phone number(s) of the found contact, allowing you to make a call to the contact. Press **OK** to call the selected phone number.
- **Add to contacts:** The highlighted text is copied to the clipboard, a new contact is created in your **Local contacts**, and the text is pasted to an appropriate field. If the number or e-mail address already exists, DME will ask if you want to update the existing contact.
- **Edit contact:** DME tries to find the contact in your **Local contacts** with the highlighted phone number or e-mail address. If found, DME opens it, allowing you to edit the contact.
- **Send e-mail to contact:** If the highlighted field is an e-mail address, this option will create a new e-mail for the address. If the field is a phone number, this option will look up contacts with the number in question and present the e-mail address(es) of the found contact, allowing you to create an e-mail for the selected address.

When a *web address* is highlighted, you can select **Open Web address** in the menu to open the link in the built-in browser.

Attachments

When you receive an e-mail with an attachment, you will see an attachment icon in the mailbox.

Graphics that have been embedded into an e-mail may be shown as attachments on the client. This requires DME server version 2.0 and above and that you run Domino as your collaboration system.

➤ *Opening an attachment*

- 1 Open the e-mail.
- 2 Select **Attachments** in the DME menu.
A list of the attachments to the e-mail is displayed.



- 3 Select the attachment.
- 4 Select **Yes** to download and open the attachment.
DME connects to the server.
- 5 Select **Yes** to allow the attachment to be decrypted to disk.
The attachment file is stored in a temporary folder on the device disk, which is outside the secure DME area. It is deleted from the temporary folder again when you log out of DME. If DME cannot delete the attachment immediately when you log out, for instance if it is still open in the application, it will keep trying at regular intervals.

To save transmission time and space on the device, attachments are not stored on the device unless you specifically choose to download them. In the attachment list, the  icon shows if the attachment is only located on the mail system server. A phone-and-clip icon  means that the attachment has been downloaded to the device.

The device supports several types of attachments depending on the programs installed. By default, the device will recognize several types of image files such as **.bmp** and **.jpeg**, sound files such as **.wav**, and text files. Usually the device will also be able to open Microsoft Office and Adobe PDF files. Please refer to the user manual of the device for further information. If the file is not supported by the device, an error message will be displayed.

Apart from opening the attachment, you can

- Save the attachment on the device.
- Send the attachment via Bluetooth or other medium supported by your device (see *Sending an attachment* on page 25).
- Delete the attachment from the temporary folder on the device (see *Removing attachments* on page 25).
- Download all listed attachments to the device.

Note that the DME administrator may have disallowed the download of attachments for security reasons.

Sending an attachment

When an attachment has been downloaded to the device, you can use the device to send the attachment to an external source.

➤ *Sending an attachment (not by e-mail)*

- 1 Open the e-mail that contains the attachment.
- 2 Open the DME menu, and select **Attachments**.
- 3 Select the attachment.
- 4 If the attachment has not been downloaded to the device (indicated by an  icon), you must choose to open the attachment first.
- 5 Open the DME menu, and select **Send to** (or **Send**).
- 6 Select the method by which you want to send the attachment (see below). Sometimes only one option is available, for instance Bluetooth, and the device will start the detection or transfer immediately.

Follow the instructions from the device manual on how use the specified send method.

<u>Send method</u>	<u>Description</u>
Via multimedia	Creates a multimedia message (MMS) with the selected attachment.
Via e-mail	Creates an e-mail with the selected attachment using the built-in, usually POP3-based, e-mail program.
Via Bluetooth	Sends the selected attachment via a Bluetooth connection to another device or computer.
Via infrared	Sends the selected attachment via an infrared connection to another device or computer.

Removing attachments

When you download attachments to the device, the attachments will take up space on the device. To free this space, you have the option to remove downloaded files from the device. The attachments will not be deleted on the mail system, only on the DME client.

➤ *Removing a single attachment*

- 1 Open the e-mail containing the attachment.
- 2 Open the DME menu, and select **Attachments**.
- 3 Highlight the attachment.
- 4 Open the DME menu, and select **Remove from phone/Delete**. This option is only shown if the attachment has in fact been downloaded to the device.
- 5 Press **Yes** to confirm.

For e-mails opened from the **Outbox**, **Sent**, and **Drafts** folders, the process is slightly different:

- 1 Open the e-mail containing the attachment.
- 2 Open the DME menu, and select **Attachments - Delete**.
- 3 Press **Yes** to remove all attachments from the e-mail.

➤ *Removing all attachments from the device*

- 1 Go to the **Inbox**.
- 2 Open the DME menu, and select **Actions – Delete all attachments**.
- 3 Press **Yes** to confirm.

Viewing e-mail details

You can see a summary of information about the e-mail you are reading.

➤ *Viewing e-mail details*

- 1 Open an e-mail.
- 2 Open the DME menu, and select **E-mail details**.

An information box shows information about the current e-mail.

The information consists of details about the sender, the date and time the e-mail was sent, and a list of recipients of the e-mail (individual recipients or a mail group).

Other e-mail options

Apart from the options concerning attachments and e-mail details mentioned above, you can open the DME menu for more options:

- **Quick reply / Reply / Reply to All**
Create a reply to the e-mail - see *Replying to e-mails* on page 29.
- **Move to folder**
If folder synchronization is enabled, you can use this option to open the folder selection view (see *Navigating the folder tree* on page 21). Pick a folder, and select **OK** to move the current e-mail to the folder in question.
- **Forward**
You can forward the e-mail - see *Forwarding e-mails* on page 29.
- **Delete**
Delete the current e-mail. You can do this by pressing the **Delete** button as well.
- **Advanced options**
In this menu, two options are shown (more, if a link is selected - see *Links* on page 23):
 - **Copy to 'Book meeting'**
If you select this option, the currently open e-mail is converted to a new meeting invitation. The e-mail subject is used as meeting subject, and the e-mail body is used as meeting description. For more information, see *Booking meetings* on page 38.
 - **Copy to task**

If you select this option, the currently open e-mail is converted to a new task in the Windows Mobile Tasks application. The e-mail subject is used as task heading, and the e-mail body is used as task description.

- **Show next unread e-mail**
Close the current e-mail, and show the next (newer) e-mail that has not been read yet.

Creating and sending e-mails

➤ *Creating and sending an e-mail*

- 1 From any folder, open the DME menu, and select **Create – E-mail**.
- 2 Enter message details as described in *E-mail details* on page 27.
- 3 In the DME menu, select **Send**.

The e-mail is now saved in the **Outbox**. Depending on the *E-mail settings* on page 45, the e-mail is sent immediately or queued for the next scheduled or manual sync. When the e-mail has been sent, it is moved to the **Sent** folder.

E-mail details

The e-mail form works like a normal e-mail with fields for **Send to**, **Carbon Copy (CC)**, **Blind Carbon Copy (BCC)**, **Subject**, and **Body**. If you need to type multiple recipients in a field, you can separate the recipients using a comma (Lotus Notes style) or a semicolon (Outlook style).

Tip: Some collaboration systems are able to resolve names of known users. This means that you only have to enter the short name as the e-mail recipient. For instance, you could just enter **sad** in the **Send to** field, and the collaboration system would resolve (expand) the name to **Sabine.Adelhof@excitor.com** automatically. Ask your DME administrator if this is possible in your setup.

Tip: In the e-mail body, you can insert a new line by pressing the center or right scroll key (depending on device model). This is especially relevant for users of devices that do not have a full keyboard.

Address book integration

If the cursor is placed in the **To**, **CC** or **BCC** field, you can search for contacts by pressing the navigation key. You can now choose to search for recipients in the **Local contacts** or the **Global Address Book**.



Local contacts are contacts stored on your device. This usually corresponds to your Personal Address Book on the collaboration system. Use the scroll keys to select the contact(s) you wish to send the e-mail to.

The Global Address Book is the shared address book on the collaboration system. If you select this option, you can search for a contact by **Name**, **E-mail** address, **Department**, **Country**, or **Title**. For more information about how to select recipients using the global address book, see the procedure in *Global Address Book* on page 32.

When you have selected the desired recipients, select **OK**. The e-mail address of the contact(s) will be added to the field from which you started selecting recipients.

Saving as draft

If you want to continue editing an e-mail at a later time, you can save the e-mail as a draft.

➤ *Saving an e-mail as a draft*

1 Open the DME menu, and select **Save as draft**.

or

2 Close the e-mail, and select **Save as draft** when asked.

The e-mail is saved to the **Drafts** folder, and you are returned to the mailbox. When you want to finish the e-mail, you can open it from the **Drafts** folder, edit it, and send it in the usual way.

Selecting message options

You can sign, encrypt and mark the message with high importance.

➤ *Setting message options*

1 Open the DME menu in the e-mail you are creating, and select **Message options**.

2 Scroll up/down to select an option.

3 Click the navigation key to enable or disable the selected option.

4 Select **OK** to set the options and return to the e-mail, or select **Cancel** to cancel your selections and return to the e-mail.

Please note the following about signed and encrypted e-mail:

- When you send a *signed* e-mail, and the DME server cannot find your private key on the server, an e-mail with a notification of the error ("The DME Server could not send the signed S/MIME e-mail") is sent to you by the DME server. Your e-mail will be sent to the recipient; however, it will not be signed.
- When you send an *encrypted* e-mail, the DME server needs to know the public key of *each* of the recipients of the e-mail. If the public key of one of the recipients is unknown to the server, an e-mail with a notification of the error ("Cannot find certificate for recipient: xx") is sent to you by the DME server. The e-mail will *not* be sent to any of the recipients.

Using signed and encrypted e-mail requires special setup. Please contact your DME administrator.

Replying to e-mails

When replying to an e-mail, you have the possibility to reply to sender with or without history (that is, with the original e-mail appended to the bottom of the e-mail) and reply to all with or without history.

There are two ways of replying to an e-mail.

➤ *Replying to an e-mail*

- 1 Open the e-mail you want to reply to.
- 2 Open the DME menu, and select **Reply** or **Reply to All**.
- 3 Select **With history** or **Without history**.

➤ *Replying to an e-mail using Quick reply*

- 1 Open the e-mail you want to reply to.
- 2 Open the DME menu, and select **Quick reply**.

The functionality of selecting **Quick reply** is defined in the e-mail settings (see *E-mail settings* on page 45). Here you can specify if **Quick reply** should correspond to selecting **To sender with history**, **To sender without history**, **To all with history**, or **To all without history**.

In both cases, a new e-mail is created for the original sender and possibly all original recipients. If the e-mail you are replying to was signed, encrypted, or marked with high priority, DME will copy these settings to the new e-mail.

You can now add text and attachments to the e-mail and send it. See *Sending attachments* on page 30 for information about how to work with attachments in e-mail replies.

Forwarding e-mails

You can forward an e-mail with all content, including attachments.

➤ *Forwarding an e-mail*

- 1 From any folder, open the e-mail.
- 2 Open the DME menu, and select **Forward**.
- 3 If the original e-mail contained attachments:

Press **Yes** to include attachments, *or*

Press **No** to send the e-mail without attachments

See *Sending attachments* on page 30 for information about how to work with attachments in forwarded e-mails.

You can now add recipients, text and attachments, and select **Send** to send the e-mail.

For information about how to enter recipients, see *Address book integration* on page 27.

If the e-mail you are forwarding was marked with high priority, DME will copy this setting to the new e-mail.

Sending attachments

You can include attachments in e-mails in two different ways: by forwarding an e-mail that already contains attachments, or by adding attachments from the device to new e-mails (either original e-mails, forwarded e-mails, or replies). Furthermore, you can add attachments to meeting invitations.

➤ *Sending attachments in original e-mails and replies*

- 1 Create an e-mail (see *Creating and sending e-mails* on page 27 or *Replying to e-mails* on page 29).
- 2 Select **Attachments** in the DME menu.
- 3 Select **Add attachment** in the DME menu.
- 4 Browse to the file you want to add, and select **Select**.
Repeat items 3-4 to add more attachments. After adding an attachment, you can use the DME menu to send attachments locally (see *Sending an attachment* on page 25), remove the attachment from the e-mail again, or open the attachment.
- 5 Press **Back** when you are done.

➤ *Sending attachments in forwarded e-mails*

- 1 Forward an e-mail (see *Forwarding e-mails* on page 29).
- 2 You can add attachments in the same way as for original e-mails (see above).
or
If the original e-mail contained one or more attachments, and you chose to include the attachments in the forwarded e-mail, you can now manage the attachments.
- 3 In the DME menu, select **Attachments > Open** to see the list of attachments that were included from the original e-mail.
- 4 You can now select one or more attachments to remove them from the e-mail, open them, or you can add more attachments in the same way as for original e-mails (see above).

Attachments in forwarded e-mails need not be downloaded to the device before they are sent. DME will pull the attachments from the collaboration system when the mail is sent, saving transfer costs.

➤ *Adding attachments to meeting invitations*

- 1 Create a meeting invitation (see *Booking meetings* on page 38).
- 2 Add attachments in the same way as for original e-mails (see above).

Note that the DME administrator may have blocked for adding new attachments from the device to e-mails. Furthermore, restrictions to the size of attachments apply. The default maximum size is 16MB, but this limit may have been increased or reduced by the DME administrator.

Folder actions

In each mailbox folder, you can perform a number of actions on one or more items.

Selecting multiple items

You can select several items in sequence in a folder or list by dragging the stylus across the items. Selected items are highlighted.

Marking read/unread

When you read an e-mail in the DME client, the e-mail will be marked as read - that is, the e-mail icon is grey  and not red . Furthermore, the e-mail will be marked as read in the collaboration system the next time you synchronize. You can mark an e-mail as unread after reading it, for instance in order to remember reading it when you get back to the office, or you can mark unread e-mails as read.

The actions described below can apply to a number of selected items. See *Selecting multiple items* on page 31 for information about how to select multiple items.

➤ *Marking one, selected, or all e-mails as read or unread*

- 1 Open the DME menu, and select **Actions**.
- 2 Select **Mark read** to mark the e-mail(s) as read, *or* Select **Mark unread** to mark the e-mail(s) as unread.
- 3 Select **Selected** to mark the selected e-mail(s), *or* Select **All** to mark all e-mails.

Sorting items

You can sort items in the **Inbox** and the other folders ascending or descending by date, name, or subject.

➤ *Sorting items*

- 1 Open the DME menu, and select **Actions**
- 2 Select **Sort**
- 3 Choose between the following sort methods:
 - Descending by date** (newest e-mail at the top)
 - Ascending by date** (oldest e-mail at the top)
 - Descending by name** (by sender's name, Z-A)
 - Ascending by name** (by sender's name, A-Z)
 - Descending by subject** (by e-mail subject, Z-A)
 - Ascending by subject** (by e-mail subject, A-Z)

The selected sort order applies to all folders.

The currently selected sort order is disabled in the **Sort** menu, indicating which sort method is used.

Deleting items

When deleting an e-mail, the e-mail data is removed from the DME client. Depending on a setting in *E-mail settings* on page 45, the e-mail can also be deleted on the mail system at the next sync.

The actions described below can apply to a number of selected items. See *Selecting multiple items* on page 31 for information about how to select multiple items.

➤ *Deleting one or more selected items*

- 1 Select the item or items to be deleted.
- 2 Open the DME menu, and select **Actions** > **Delete**, or Press the **Clear** key.
- 3 Press **Yes** to confirm the deletion.

Note that if you delete a large number of items (more than 20 e-mails/meeting invitations or more than 10 contacts) at a time, the next time the device synchronizes, a message will ask you if you really want to delete the items on the server. This is to prevent the accidental deletion of many items.

➤ *Deleting the currently open e-mail*

- 1 Open the DME menu in the e-mail you are reading, and select **Delete**, or Press the **Clear** key.
- 2 Press **Yes** to confirm the deletion.

Moving items to other folders

If folder synchronization is enabled, you can move e-mails between folders. The items are moved in the collaboration system as well at the next synchronization.

The action described below can apply to a number of selected items. See *Selecting multiple items* on page 31 for information about how to select multiple items.

➤ *Moving an item to another folder*

- 1 Open the DME menu, and select **Actions** > **Move to folder**.
- 2 The folder selection view is shown (see *Navigating the folder tree* on page 21).
- 3 Browse to a folder, and click the navigation key to move the selected e-mail(s) to the folder in question.

You cannot move e-mails to the **Drafts**, **Sent**, **Outbox**, or **Unread** folders.

Search

Using the DME client you can search for contacts in the global address book on the collaboration system, search e-mails in your mailbox on the collaboration system, or search e-mails already downloaded to the device.

Global Address Book

The Global Address Book is the shared address book on the collaboration system as set up by the network administrators.

To create an e-mail message or a meeting invitation, you can open the DME menu and select **Create** as described in *Creating and sending e-mails* on page 27 or *Booking meetings* on page 38. However, you can also find the recipient or recipients of your e-mail or meeting invitation first, and then choose to create a new e-mail or meeting invitation with the selected contacts as recipients (not all platforms yet).

➤ *Finding contacts in the global address book*

- 1 Open the DME menu, and select **Search > Global Address Book** (this step has already been completed if you open the global address book from a new e-mail or meeting invitation).

You can now search for a contact by **Name, E-mail** address, **Department, Country**, or **Title**.

Note that more fields or different fields may be available if the Global Address Book search screen has been customized. See separate documentation about customizing the fields in this screen.

- 2 Enter a search text in at least one of the available fields, and select **Search**.

A connection is made to the collaboration system, and the search results are displayed. Depending on a setting on the DME server, the search will either look for entries *starting with* the text you have entered, or entries *containing* the text you have entered. When searching for a name, you can enter both a first and last name separated with a space.

By default a maximum of 10 results are shown, but this value can be changed by the DME administrator.

- 3 From the search results, you can select contacts the same way as with your local contacts. Selected contacts are marked with a .
- 4 If you opened the global address book search from an e-mail or meeting invitation, select **Done** from the DME menu to insert the selected contacts into the field from which you chose to search for contacts.

or

If you opened the global address book search from the **Search** menu, select **Create > E-mail** or **Create > Meeting** from the DME menu to insert the selected contacts as recipients in a new e-mail or meeting invitation, respectively.

Apart from the **Done** or **Create** options, the DME menu contains the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values. (Note that this does not apply to the Windows Mobile client).
- **Select/Unselect:** Select or unselect the currently highlighted contact.
- **Details:** View more details about the selected contact. The type of details that can be seen depends on choices made by the administrator of the collaboration system. Select **OK** to close the details window.
- **Call:** Any phone numbers associated with the highlighted contact are listed. Select one, and press **OK** to place a voice call with the contact, or **Cancel** to exit the menu.
- **Add to contacts:** The details of the highlighted contact are copied to a new entry in your local contacts. You can edit the details and press **Done** to save the contact as a local contact.

E-mails (on server)

The DME client only synchronizes e-mails from the last number of days specified in the e-mail settings (see *E-mail settings* on page 45). This is called the e-mail synchronization *window*. Sometimes you may need to find an e-mail which is stored in a folder in your collaboration system mailbox which is not synchronized to the DME client, or which is too old to be synchronized to the client.

Using this function, you can search for any e-mail stored in any folder of your mailbox on the collaboration system.

➤ *Searching for e-mails on the server*

1 Open the DME menu, and select **Search - E-mails (on server)**

2 Complete the search fields in the form:

1. **Search text:** In this field enter the text to search for.

2. **Field:** Select the e-mail fields in which to search for the specified text. Click to choose between the following options:

Any field: All text fields are searched for the specified text string.

Subject: Only the **Subject** field is searched.

Subject, Body: Both the **Subject** and the **Body** fields are searched.

3. **Person:** In this field enter all or part of the name of the sender of the e-mail you are looking for (or *recipient* in case you are searching your **Sent** folder).

4. **Folder:** Choose the folder in which the e-mails to be searched are located. Click to choose between the mail folders defined in the mailbox on the collaboration system.

Select a folder, and choose **Done**. For information about folders and folder selection, please see *Selecting folders* on page 36 below.

5. If you want to search in all subfolders to the selected folder, select the check box **Search in subfolders**. This can only be selected if your collaboration system is Microsoft Exchange.

6. **Date:** If you select this check box, DME enables two fields in which you can enter a range of dates. This limits the search to e-mails received within the selected time frame. The time frame is by default today's date. You cannot choose a date in the future.

7. **Results/page:** In this field you can specify the number of results you wish to display per page. If your search generates a large number of results, it can take a considerable time to download all the results. Therefore you can define how many results you want to see at a time, and then browse to the next page of results.

3 Select **Search**.

Note that a search can only be executed if one or more of the fields **Search text**, **Person**, **Folder**, or **Date** has been completed. If not completed, an error message says "Search fields cannot be blank" when you select **Search**.

The search results are displayed. Note that the client shows the results in the order in which they are presented by the collaboration system. If your collaboration system is based on Lotus Domino, the search results are returned in *order of relevance*. If your collaboration system is based on Microsoft Exchange, the search results are returned in *chronological order* (that is, by date).

The server sets a limit to the number of search results. By default, the limit is 100 results. The results are divided into a number of pages, depending on the number of results per page you have selected. If more results are returned than the specified number of results per page, DME shows the first page. To see the next page, press the scroll key to the right, or click the right selection key (or choose **Next page** in the menu). You are then prompted if you want to download the next pageful of results.

Note that the results are cached on the device for as long as you are performing the search. This means that browsing between result pages is instantaneous once the results have been downloaded.

If no results are found, DME shows a message that no matches are found, and you are returned to the search screen after confirming the message.

DME initially only retrieves the *header information* from the e-mails, that is sender, date, and subject. If you click to open an e-mail, DME asks you if you wish to retrieve the rest of the e-mail. If you select **Yes**, the e-mail in question is downloaded from the collaboration system and stored on the device.

On the search results page, the DME menu has the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values.
- **Refine search:** Return to the search screen, but retain the selections you already made.
- **Previous page:** If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, press the scroll key to the left or click the left selection key.
- **Next page:** If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, press the scroll key to the right or click the right selection key.

Press **Close** (or **Back** on some devices) to close the search and return to the e-mail folder from which you opened the search window.

Please note that for best performance, your mailbox should be *indexed*. For more information about indexing your mailbox, see the documentation for Lotus Notes or Microsoft Outlook.

Note also that if you choose to search in a folder which contains other folders, you will get different results depending on your collaboration system:

- If you use Domino, the search for e-mails will be performed in the selected folder only.
- If you use Exchange, a message will be shown: "Do you wish to include subfolders in your search?" If you answer **Yes**, e-mails in the subfolders of the selected folder will be searched as well.

Selecting folders

When you select the folder list button, you can see a list of the e-mail folders in your collaboration system mailbox. The list is in the form of a tree structure, where you can expand and collapse the tree and individual branches by tapping the plus and minus icons. If Folder synchronization is enabled (see *Folders settings* on page 47), you see all folders in your collaboration system mailbox. Otherwise, the first time you display this list, you can only choose among **All folders**, **Inbox**, **Drafts**, and **Sent**. However, you can display the actual mail folders in your mailbox on the collaboration system by opening the DME menu and selecting **Update folders**.

The DME client communicates with the server and downloads a list of the mail folders you have defined in your mailbox on the collaboration system. See *Navigating the folder tree* on page 21 for information about moving between folders.

E-mails (on phone)

From any mail folder, you can search for a text string contained in an e-mail in the DME client.

➤ *Searching for a text string*

- 1 Open the menu, and select **Search - E-mails (on phone)**
- 2 Complete the search fields in the form:
 1. **Search text:** In this field enter the text to search for. This field cannot be blank.
 2. **Field:** Select the e-mail fields in which to search for the specified text. In this drop-down list you can choose between the following options:
 - Any field:** All text fields are searched for the specified text string.
 - Sender:** Only the **Sender** field (**Recipient** field in sent e-mails) is searched.
 - Subject:** Only the **Subject** field is searched.
 - Body:** Both the **Subject** and the **Body** fields are searched.
 3. **Folder:** Choose the folder in which the e-mails to be searched are located. Click the drop-down list to view the folder tree and choose among the mail folders synchronized to the device. If you do not select a folder, all folders are searched.

3 Select Search.

The search results are displayed. The results are listed in a special **Search** mailbox similar to the **Inbox**.



The DME menu has the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values.
- **Refine search:** Return to the search screen, but retain the selections you already made.
- **Previous page:** If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, tap the left arrow in the folder bar.
- **Next page:** If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, tap the right arrow in the folder bar.

Press **Close** to close the search and return to the e-mail folder from which you opened the search window.

Calendar

DME uses the calendar application which is native to your device. You can create and edit personal appointments in the calendar application. When you synchronize calendar items, they will be entered into your collaboration system.

However, whenever you want to invite other people to your meetings and appointments, you must use the DME client to create meetings. Also, meeting invitations from other people are received in the DME **Inbox** before being transferred to the calendar application (if accepted).

Receiving meeting invitations

When meetings are booked on the collaboration system, all invited participants receive a meeting invitation by e-mail, containing information about the meeting.

In the DME client, a meeting invitation is recognized by a clock/e-mail icon  in the **Inbox**.

➤ *Responding to a meeting invitation*

- 1 Open the meeting invitation. Browse through the pages of the invitation to see the subject and time of the meeting, who organized the meeting, who have been invited (participants), and any information about location and resources involved in the meeting.
- 2 In the DME menu, you can now choose among the following options:
 - **Accept:** Accept the meeting invitation. The meeting is created in the calendar, and a notification of your acceptance is sent to the meeting organizer/chair.
 - **Decline:** Decline the meeting invitation. Notification of this is sent to the organizer/chair and any other participants.
 - **Show calendar:** Open your calendar application, for instance to check your other schedule for the day of the meeting.
 - **Delete:** Delete the meeting invitation without accepting or declining it.
- 3 When you **Accept** or **Decline** a meeting invitation, you can add a comment about the invitation. If you enter a comment, it is sent to the organizer/chair. Select **Continue** and **Yes** to accept or decline the invitation.

When you respond to a meeting invitation, the e-mail containing the invitation is removed from your **Inbox**, and if you accepted the meeting, your calendar is updated at the next calendar synchronization.

Changing meeting details

If you attempt to change details in a meeting where you are not the organizer/chair, DME will reject the change. For instance, if you change the time of a meeting which you did not originally organize, and then synchronize, the DME Server will send you an e-mail explaining that you could not change the time of a meeting which you did not book, and the meeting time will be reset.

Booking meetings

From the DME client you can book a meeting in you calendar. You can invite people to attend the meeting, and you can reserve rooms and resources. This basically works the same way as booking meetings in your collaboration system.

➤ *Creating a new meeting*

- 1 Open the DME menu, and select **Create - Meeting**.
- 2 Enter meeting details: see *Entering meeting details* on page 39.
- 3 Add participants: see *Adding participants* on page 39.
- 4 Enter a location and book resources: see Location and resources.
- 5 Add attachments: see *Sending attachments* on page 30.
- 6 Select the **Send** soft key.

The next time the DME client is synchronized with the DME server, meeting invitations will be sent to the selected participants, and the meeting will be created in you calendar.

A meeting invitation can also be created by converting an e-mail to a meeting invitation. See *Advanced options* see "Other e-mail options" on page 26.

To navigate between the tabs **Meeting details**, **Participants** and **Location and resources**, highlight the tab, and then click the right or left navigation key to display the next or previous tab.

Entering meeting details

The **Meeting details** tab contains the following fields:

-  **Subject:** Enter a subject for the meeting.
-  **Date and time:** Enter starting and ending dates and times for the meeting.
-  **Time zone:** Enter the time zone for the starting and ending times. See *Working across time zones* see "Time zones" on page 7.
-  **Alarm:** Enable or disable the alarm. When the alarm is enabled, you can enter a date and time for when the alarm should go off.
-  **Private:** Mark the meeting as private. This means the the meeting details are not visible to other people in the collaboration system when you sync the calendar item, but your time will appear booked.
- **Description:** Enter a description of the meeting, agenda, etc.

Adding participants

In the **Participants** tab, you can add meeting participants from **Local contacts** on the device and from the global address book on the server.

➤ *Entering meeting participants*

- 1 Tap the underlined **Participants**.

or

Open the DME menu.

- 2 Select **Local contacts**

or

Select **Global Address Book**.

For more information, see *Address book integration* on page 27.

Location and resources

In the **Location and resources** tab, you can enter a location for the meeting and book rooms and resources that are available in the collaboration system.

In the form, you can enter information into the following fields:

- **Location:** Here you can enter free text describing the location of the meeting - for instance a country or city.
- **Rooms:** Here you can book one or more of the rooms made available by the collaboration system. The rooms are listed in the drop-down list. See below.
- **Resources:** Here you can book one or more of the resources made available by the collaboration system. The resources are listed in the drop-down list. See below.

Before selecting rooms or resources, you must download the available rooms and resources from the collaboration system to your device.

➤ *Downloading rooms and resources*

In the **Rooms** or **Resources** field, open the DME menu and select **Get resources** and select **Yes** to download resources from the collaboration server. Alternatively, tap the underlined **Rooms** or **Resources** link above the field and select **Yes**.

➤ *Selecting rooms*

- 1 Tap the underlined **Rooms** link

or

Move the cursor to the **Rooms** field, and select **Rooms** in the DME menu.

- 2 Scroll up and down, and mark the rooms you want to add.
- 3 Select **OK**.

➤ *Selecting resources*

- 1 Tap the underlined **Resources** link

or

Move the cursor to the **Resources** field, and select **Resources** in the DME menu.

- 2 Scroll up and down, and mark the resources you want to add.
- 3 Select **OK**.

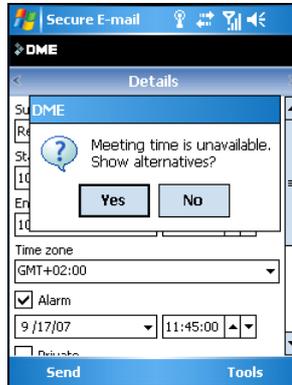
Checking free time

When participants, rooms and resources have been added, you can check if they are available within the specified time frame. This can be done from any of the tabs.

➤ *Checking free time*

- 1 Open the DME menu, and select **Check free time**.

After DME has checked on the server, you will see a message indicating whether all participants and resources are available or unavailable within the selected time frame.

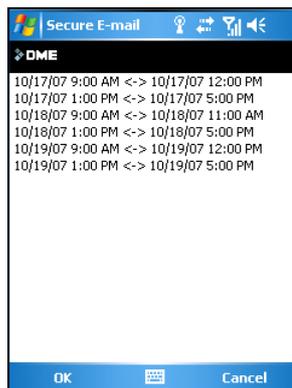


- 2 Select **Yes** to show alternative time frames

or

Select **No** to keep the current time frame.

If you select **Yes** to show alternatives, you will see a list of time frames within which all participants and resources are available.



- 3 Scroll up or down to select a new time frame.
- 4 Select **OK** to use the selected time frame.

The meeting details are changed to reflect the update.

Contacts

The Contacts application is populated by DME and reflects your personal address book on the collaboration system. Changes in either address book are synchronized to the other, if the setting **Contacts sync.** is enabled (see Contacts sync. settings).

Whenever you create an e-mail or book a meeting (not iPhone), you can choose recipients from the Global Address Book or from your local contacts. See *Address book integration* on page 27 for more information.

 See *Importing items* on page 13 for information about special considerations in connection with the initial synchronization or import of contacts from the collaboration system.

To dos

A to-do item is a special type of calendar item and is synchronized with your collaboration system by DME. When synchronized to the device, you can view and maintain the to-dos in the Tasks application.

To-do items are created as *tasks* in the Windows Mobile **Tasks** application. They are synchronized with your collaboration system by DME. See Sync vs. import for information about special considerations in connection with initial synchronization or import of to dos from the collaboration system.

For a to-do to be included in the synchronization from the collaboration system to the device, the following criteria must be fulfilled by the to-do on the collaboration system:

- 1 A due date has not been specified, and it has not been marked as complete (Domino only).
- 2 Or the to-do is overdue and not marked as complete, regardless of the values in the starting date and due date fields.
- 3 Regardless of the above, a to-do is included if either the starting date or the due date is within the time span set in *To-do settings* on page 48 (the sync *window*).

Examples:

The sync window is set to 10 days in To-do settings, and today is April 15th.

- 1 A to-do on the collaboration system was created on March 23rd with a due date on April 17th. This to-do is synchronized to the device because the due date is within the 10-day sync window specified in the To-do settings.
- 2 Another to-do was created on March 3rd, with a due date of March 16th. It has not been marked as completed. This to-do is synchronized to the device. When it is marked as completed, it will no longer appear on the device.

Limitations on to-do synchronization

Please note that there is an upper limit to the amount of text that can be included in the subject and description fields of a to-do. This limit depends on the device platform and type.

It is recommended to keep to-dos that are to be synchronized below this limit, as you will otherwise experience that text is cut off from the to-do when it is synchronized back to the collaboration system.

Settings

When a new device is created in DME, a set of default settings for the device is sent to the client the first time the device connects with the server, or when a new user takes over an existing device. These settings should represent your company's security policy.

Note that the DME administrator may have blocked your access to changing any or all of the settings described in the following sections. When a "permitted range" is mentioned in the following sections, the range may in fact have been changed by the DME administrator.

The "Installation Best Practise" guide contains information for DME administrators about recommended settings and permitted range values.

General settings

- **Launch on startup**
Select **Yes/Enabled** to make the DME client launch every time you start your device. This is default and highly recommended for security purposes.
Select **No/Disabled** if you want to start the DME client manually.
- **Language**
In this field you can specify which language to use for the DME interface. The language is not necessarily the same as the language selected on the device.
- **Phone number**
The phone number of the device. The DME server needs to know your phone number for sending SMS messages and pushing downloads etc. to the device.
- **Disconnect after synchronization**
If you select this option, DME will shut down the GPRS connection after synchronizing. This is the default value, and is recommended to save connection costs.
If you do not select this option, the GPRS connection is never shut down.
- **Server path**
This is the path to the DME server. The value is set automatically when installing the DME client. The server path should rarely be changed, and only if your DME Administrator tells you to.
- **Time zone**
In this field you can specify the time zone you are currently in from a list of time zones. **Phone default** is default, meaning that the time zone is set according to the phone. For more information about time zones and DME, see *Working across time zones* see "Time zones" on page 7.

- **Network push**

If this function is enabled, the device is set up to receive network (IP) push. This means that notifications are received over the GPRS network instead of by SMS. The result is faster and usually cheaper notification. This requires that the DME server is set up correctly. If the GPRS network is for some reason unavailable, the DME server will detect this and send notifications by SMS instead. This system of falling back to SMS is called AdaptivePush™. Whenever network push is enabled and working on your device, a flash icon  is displayed next to the DME logo at the top of your DME client.

Note that this feature may be disabled if you are roaming. For more information, see Roaming.

- **Network push path**

If network (IP) push is enabled, you must supply a path to the server providing the network push connection. This path is usually pushed to your device by the DME server. Please contact your DME administrator for more information.

- **IM awareness**

If your company uses the IBM Sametime instant messaging (IM) application, you can select this field to see the Sametime status of your Sametime contacts (buddy list). If you do this, a symbol next to the name of the sender of an e-mail in a mailbox indicates his or her Sametime status: **Away** , **In a meeting** , **Do not disturb** , or **Available** . Please note that in order to use this feature, **Network push** must be enabled as well (see above).

Security settings

- **Action on SIM change**

In this field you can choose how the DME client should react when a new SIM card is inserted into the device. You may need more than one SIM card, for instance if you travel and use local prepaid SIM cards. However, simply allowing SIM card changes poses a security threat, as a malevolent user might steal a device and insert his own SIM card in order to (potentially) gain access to files and other data on the device. Therefore you can choose among three options in this field:

- **None**

If you select this option, the DME client will do nothing when a user changes SIM cards. This is usually not recommended for the above stated reasons.

- **Flush data**

If you select this option, the DME client will flush (delete all DME data from) the device if another SIM card is inserted. For more information, see *Data security* on page 8.

- **Lock device**

When the DME client detects the SIM card change, the client automatically switches to **Lock device** mode (Shell protection). You now have to log in to DME in order to use the device. You have as many chances to enter the correct password as the option **Limit on password attempts** specifies. Just before logging in, DME checks if the current SIM card has been used before. If it has not, the user is prompted to enter the phone number for the new SIM card. This phone number and the SIM card identification number (IMSI) are stored and thus recognized the next time the same SIM card is inserted. A maximum of 62 pairs of phone numbers and SIM card IDs can be stored in this way.

- **Logout timeout (min)**
The DME client is locked automatically after the specified number of minutes of inactivity. Permitted range: 0-60 minutes.
- **Private key password**
If you have uploaded your personal certificate to the DME server (using **myDME**), you must enter the password for your private key in this field. For more information about S/MIME and **myDME**, contact your DME administrator.
- **Lock device**
If you select **Enabled**, the device is completely locked when you log out of the DME client. You are only able to receive voice calls, make emergency calls, receive (but not view) text messages, and respond to calendar alarm messages. For maximum security, enable the setting “Launch on startup” in the **General Settings** on page 43. This way, this level of security is maintained even if the device is rebooted. Furthermore, the DME client will automatically restart if it should crash.
If you select **Disabled**, the device is not locked when you log out of the DME client.
- **Lock Calendar**
If you select **Enabled**, you can only access the calendar on the device when you are logged in to the DME client. See **Lock Messaging** above.
If you select **Disabled**, the calendar is never locked.
- **Lock Contacts**
If you select **Enabled**, you can only access the Contacts application on the device when you are logged in to the DME client. See **Lock Messaging** above.
If you select **Disabled**, the Contacts application is never locked.
- **Lock To-do**
If you select **Enabled**, you can only access the To-do application on the device when you are logged in to the DME client. See **Lock Messaging** above.
- If you select **Disabled**, the To-do application is never locked.

E-mail settings

- **E-mail sync.**
If you select **Enabled/On**, e-mail synchronization is enabled. This setting affects push mail, e-mail pull, manual synchronization, and scheduled sync.
If you select **Disabled/Off**, e-mails are never synchronized.
- **Days back**
When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the **Inbox**. Permitted range: 0-99 days.

- **Send immediately**

If you select **Yes/On**, e-mails created on the device are sent immediately when you select **Send** from new e-mail.

If you select **No/Off**, e-mails are stored in the **Outbox** folder when you select **Send**, and are not sent until the next scheduled or manual synchronization.

- **Delete only locally**

If you select **Yes/On**, e-mails deleted from the DME client will only be deleted on the device, and not on the collaboration system. This is the default.

If you select **No/Off**, e-mails deleted on the client will be removed from both the DME client and the mail system at the next scheduled or manual synchronization.

- **Quick reply**

In this field you can specify the function of the option **Quick reply** in an open e-mail. You can choose among the following options:

1. To sender with history
2. To sender without history
3. To all with history
4. To all without history

When you select **Quick reply** in an open e-mail, DME will perform the function specified in this field.

- **Sound on**

If you select this check box, the device will play the sound selected in the field **Mail alert** when you receive an e-mail in DME.

- **Alerts start**

In this field you can specify the time of day from which you want to begin receiving audible alerts when a new e-mail arrives. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **08:00** or **08:00 am**.

- **Alerts end**

In this field you can specify the time of day from which you no longer want to receive audible alerts when a new e-mail arrives. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **18:00** or **06:00 am**.

- **Mail alert**

In this field you can specify the sound you want played when a new mail is received by DME.

- **E-mail pull**

If you select **Enabled**, client-initiated (pull) synchronization of e-mail is enabled. This corresponds to the Scheduled sync., but is independent of the synchronization schedule set up on the DME server.

Select **Disabled** to disable the client-initiated sync. of e-mail.

Note that this feature may be disabled if you are roaming. For more information, see Roaming.

- **Pull interval**

If **E-mail pull** is enabled, the client will initiate a sync. every number of minutes selected here. Permitted range: 10-120 minutes.

- **Start time**

In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **08:00** or **08:00 am**.

- **End time**

In this field you can specify the time of day at which client-initiated pull should end, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **17:30** or **05:30 pm**.

- **Run on weekends**

If you select **Yes**, client-initiated pull will continue to run over the weekend.

If you select **No**, client-initiated pull will not run on weekends.

- **Signature**

Any text you enter in this field will be appended to all new e-mails sent from the DME client. You typically use it for adding a signature. Note that the DME administrator can add another text to be appended to e-mails, called an "E-mail disclaimer". DME will add the signature from this field first, and then the e-mail disclaimer will be added by the DME server at the very end of the e-mail (after any reply history).

Folders settings

- **Folders**

If you select **Enabled**, e-mail folder synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled synchronization of e-mail folders.

If you select **Disabled**, e-mail folders are never synchronized.

- **Days back**

In this field you can specify how many days back the DME client should synchronize e-mails in subfolders. Note that with higher numbers, the load on the DME server will increase. This number may be changed for individual folders.

- **Sync. folders**

In this field you can specify synchronization of e-mails in subfolders is enabled. This requires that the synchronization of **Folders** is enabled also. If **Folders** is enabled, the entire folder structure is synchronized between the collaboration system and the device. This setting determines if e-mails in the folders should be included in the synchronization for the number of days specified in the **Days back** field. If you do not select this field, e-mails in subfolders are never synchronized. However, you can change this setting on a per-folder basis - see *Setting folder options* on page 21.

Calendar settings

- **Calendar sync.**

If you select **Enabled**, calendar synchronization is enabled. This setting affects push notification, calendar pull, manual synchronization, and scheduled sync.

If you select **Disabled**, calendar items are never synchronized.

- **Days back**

When items are synchronized, items from the last number of days selected here will be synchronized and available in the device Calendar.
- **Days forward**

When items are synchronized, items up until the number of days selected here will be synchronized and available in the device Calendar.
- **Calendar pull**

If you select **Enable**, client-initiated (pull) synchronization of calendar items is enabled. This corresponds to the Scheduled sync., but is independent of the synchronization schedule set up on the DME server.

Select **Disable** to disable the client-initiated sync. of calendar items.

Note that this feature may be disabled if you are roaming. For more information, see Roaming.
- **Pull interval**

If **Calendar pull** is enabled, the client will initiate a sync. every number of minutes selected here.
- **Start time**

In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **08:00** or **08:00 am**.
- **End time**

In this field you can specify the time of day at which client-initiated pull should end, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **17:30** or **05:30 pm**.
- **Run on weekends**

If you select **Yes**, client-initiated pull will continue to run over the weekend.

If you select **No**, client-initiated pull will not run on weekends.

Contacts settings

- **Contacts sync.**

If you select **Enabled**, contact synchronization is enabled. Your list of contacts on the device is synchronized with your personal address book on the collaboration system when a sync. is run. This setting affects all forms of synchronization.

If you select **Disabled**, contacts are never synchronized.

To-do settings

- **To-do sync.**

If you select **Enabled**, to-do item synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled sync.

If you select **Disabled**, to-dos are never synchronized.

- **Days back**
When items are synchronized, items from the last number of days selected here will be synchronized and available in the device Calendar.
- **Days forward**
When items are synchronized, items up until the number of days selected here will be synchronized and available in the device Calendar.
-

Files settings

With these settings, you enable or disable the synchronization of files. File synchronization requires a special license and is set up on the DME server. For more information, please ask your DME administrator.

- **File sync.**
If you select **Enabled**, file synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled sync.
If you select **Disabled**, files are never synchronized.

Scheduled sync. settings

- **Scheduled sync.**
If you select **Enabled**, the DME client will initiate synchronization of the enabled resources (e-mail, calendar, etc.) according to the schedule specified below.
If you select **Disabled**, the synchronization of resources relies on client-initiated sync (pull, where applicable), manual synchronization, or push notification from the mail system.
- **Interval**
If **Scheduled sync.** is enabled, the client will accept a sync. every number of hours selected here. Permitted range: 1-24 hours.
- **Start time**
In this field you can specify the time of day after which scheduled sync. should start, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **08:00** or **08:00 am**.
- **End time**
In this field you can specify the time of day at which scheduled sync. should end, if this is enabled. Use the local time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**. Example: **17:30** or **05:30 pm**.
- **Run on weekends**
If you select **Yes**, scheduled sync. will continue to run over the weekend.
If you select **No**, scheduled sync. will not run on weekends.

Menu tree

If you have access to the full DME client, the menu structure of the DME client is as follows. Note that the DME menu structure is dynamic. If your license does not include all functionality, or if some functionality is turned off by the DME Administrator, there will be less menu items than shown below.

Create

- **E-mail**
Create a new e-mail.
- **Meeting**
Create a new meeting invitation or appointment.

Synchronize

- **E-mail**
Synchronize e-mails only.
- **Calendar**
Synchronize calendar items only.
- **Contacts**
Synchronize contacts only.
- **To-do**
Synchronize to-dos (tasks) only.
- **Files**
Synchronize files only, if enabled.
- **All**
Synchronize all resources.
- **Cancel sync.**
Cancel an ongoing synchronization. Any changes made will be rolled back.

Actions

- **Mark read**
Mark e-mails as read (**Selected** or **All**).
- **Mark unread**
Mark e-mails as unread (**Selected** or **All**).
- **Delete**
Delete selected e-mail (**Delete** or **Backspace** on virtual keyboard).
- **Delete all attachments**
Delete all attachments downloaded to the device.

- **Sort**
Sort current folder by date, name or subject (ascending or descending).
- **Move to folder...**
Move the selected e-mail to an e-mail folder.

Search

- **Global Address Book**
Search for e-mail address on the server.
- **E-mails (on server)**
Search for e-mails in your server mailbox.
- **E-mails (on phone)**
Search for e-mails stored locally.

Tools

- **Settings**
Set up different aspects of DME on your device: **General, Security, E-mail, Folders, Calendar, Contacts, To-do, Files, Scheduled sync..**
- **Import**
Import (wipe and load) items from the collaboration system to your device: **E-mail, Calendar, Contacts, To-do, Files.**
- **Change password**
Change your password to match that on the server.
- **Log**
Show the client's event log, and optionally send it as an e-mail.

View

- **View**
Go to the **Folders** view, where you can choose which mailbox folder you want to work in, go to the internal DME **Calendar**, or open the **Contacts** or **To-do (Tasks)** application.

About DME

- **About DME**
Display version information, OS information, and licence text.

If you need further assistance

If you have read this guide and still have questions concerning the function and use of the DME client, please contact your DME administrator (usually the internal IT department).

Before contacting your DME administrator, be sure to have information about your DME version etc. ready.

➤ *Showing the current version of your DME client*

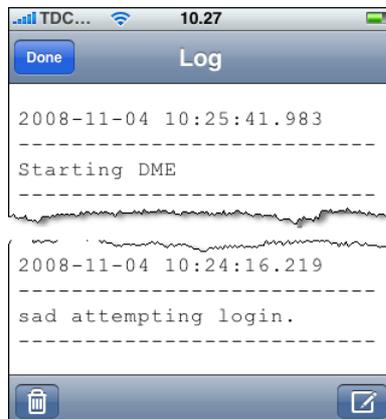
- 1 Open the DME menu (iPhone: tap **Tools**).
- 2 Select **About DME**.



DME keeps a log of the events that take place in the client.

➤ *Showing the DME client event log*

- 1 Open the DME menu (iPhone: tap **Tools** > **Log**).
- 2 Select **Tools**.
- 3 Select **Log**.



If you are using the DME client for Windows Mobile, Java, or iPhone, you can tap **Send log** (iPhone: tap ) to insert the log text into a new mail, which you can then send to your Helpdesk.

Please note that the DME administrator can request the client log using a feature in the DME Server (not iPhone).

If you are the DME administrator, you can contact your DME partner.

You can also check the *DME Support* <http://www.excitor.com> website for more information.

If you find errors or omissions in this documentation, please contact *Documentation feedback* see Documentation feedback - [mailto:documentation@excitor.com?Subject=Documentation feedback](mailto:documentation@excitor.com?Subject=Documentation%20feedback).

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