Ericsson Mobile Organizer 5.1

Enterprise Edition

User Guide for S80

ERICSSON

Preface

Welcome to Ericsson Mobile Organizer (EMO) 5.1 Enterprise Edition, which offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. EMO 5.1 Enterprise Edition uses Push technology, so there is no need for synchronization and no delays in getting the latest information.

EMO provides secure, real-time, wireless access to enterprise applications through your mobile device. This guide provides information for managing and using your mobile device.

This guide is intended for enterprise users accessing corporate applications and data using EMO 5.1 Enterprise Edition and a mobile device. It assumes that you have a mobile device with wireless access and that you are familiar with using this device.

The EMO 5.1 Enterprise Edition User Guide document set includes the following documentation:

- *Ericsson Mobile Organizer 5.1 Enterprise Edition User Guide for Pocket PC -* Instructions on how to use EMO with Windows Mobile Pocket PC devices, such as Qtek and HP iPAQ.

- *Ericsson Mobile Organizer 5.1 Enterprise Edition User Guide for UIQ -* Instructions on how to use EMO with Symbian UIQ devices, such as Ericsson and Motorola.

- *Ericsson Mobile Organizer 5.1 Enterprise Edition User Guide for S60 -* Instructions on how to use EMO with Nokia Symbian Series 60 devices.

- *Ericsson Mobile Organizer 5.1 Enterprise Edition User Guide for Windows Mobile* Smartphone - Instructions on how to use EMO with Microsoft Windows Mobile Smartphone devices.

Contents

1   Introducing EMO Enterprise Edition

1.1   Installation Package

EMO 5.1 Enterprise Edition for devices running Nokia Series 80 operating system, such as Nokia 9300, is delivered as a standard Symbian installation file. You can recognize the file by the .SIS extension. The name of the installation file for Series 80 devices includes characters 'S80'.

1.2   Prerequisites for Installation

In order to start using the EMO services you need the following:

- An appropriate Series 80 device such as a Nokia 9300 or Nokia 9500. For a full list of supported devices please contact your service operator or an Ericsson Enterprise reseller.

- The installation package for the EMO for devices running the Nokia Series 80 operating system is delivered as a standard installation (.SIS) file. Your service operator or an Ericsson Enterprise reseller should provide this file to you.

1.2.1 Network Connections

Your mobile device needs a working packet data (GPRS or 3G) connection and an Access Point Name (APN) configuration that connects directly to the Internet.

You can verify this by opening a web page (not a WAP page) with the device's Internet browser. If the page opens, you do not need to configure an APN.

Note: To provide true always-on experience the EMO application on the mobile device keeps a packet data (GPRS or 3G) connection open to the Internet. The connection is automatically re-initiated if it is temporarily lost. Please, consult your operator for actual data costs, both in your home network and when roaming.

If you cannot connect to the Internet, you can edit the APN settings by going to **Tools > Control Panel > Connections**. Open **Internet setup** and edit the settings.
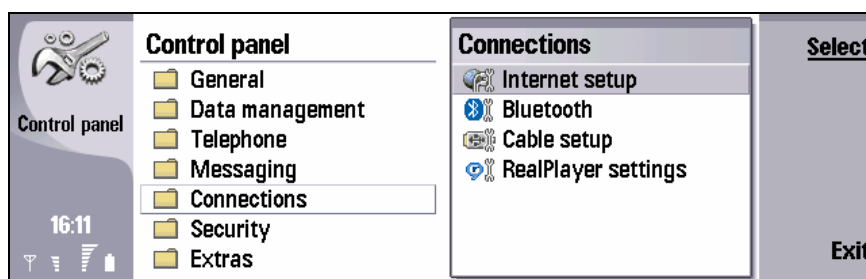

Figure 1. Internet Accounts

For additional help, please contact your IT administrator or service provider. Some service providers deliver the settings to your device by SMS on request.

2   Installation and Activation

This chapter describes how to install EMO to your mobile device and activate the application. Note that only one device can be used for each email account. When you wish to change to a new device, the old device should be uninstalled first.

2.1   Installing EMO

Please follow these steps to install EMO to your mobile device:

1. Copy the EMO installation package (.SIS file) to the device. There are several ways to do this:

    a. Send it over a Bluetooth connection from your PC (make sure Bluetooth is enabled both on the sending and receiving device)

    b. Store it onto a memory card that the device is able to read

    c. Install it over a cable using your device management software (the cable usually comes with your mobile device)

    d. Send it over an infrared link from your PC

2. Start installation and press **Install**. Locating the file depends on how you transferred the file:

    a. If you sent the file to your phone via Bluetooth or infrared, it appears in the Inbox messaging folder (with your received SMS)

    b. If you have the file on the memory card or transferred it via cable, open your phone's File Manager program and find the file from your disk or memory card

3. If you receive a message stating the installation file cannot be verified, you can select Install anyway. The message comes because your installation has not been digitally signed. If your Ericsson Enterprise reseller has provided the file to you, it is safe to install**.**

4. You will receive a prompt requesting confirmation to install. Press **Install**.
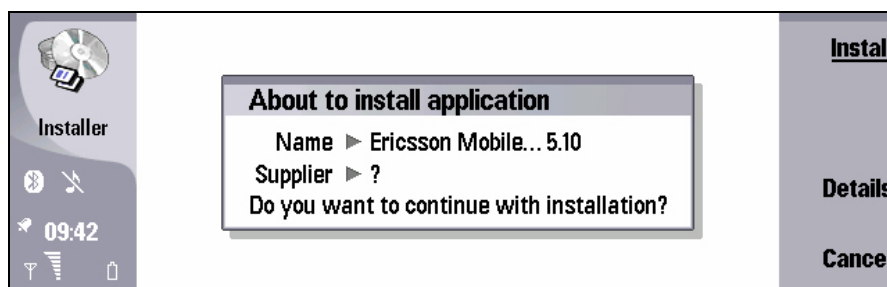

Figure 2. Supplier Info

5. Select the language to be used and press **Install**. The language selection screen shows only if your installation package contains several languages, and the preferred language set on your device is not available in the installation package.

6. You will be requested to select the location for the installation. You can select either the device or memory card.
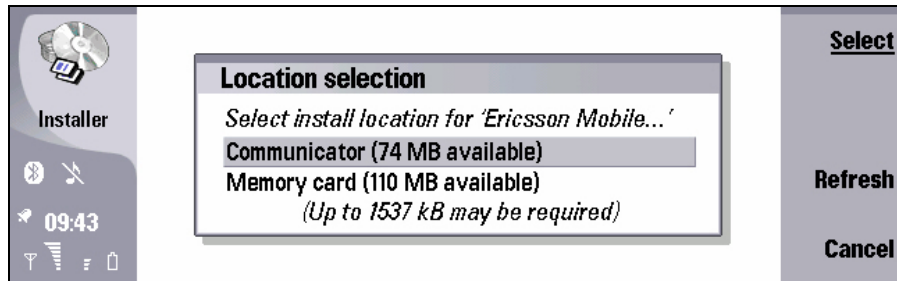

Figure 3. Installation Target

7. Read the license terms, and if you agree press **Ok**. If you do not accept the terms, press **Cancel**.
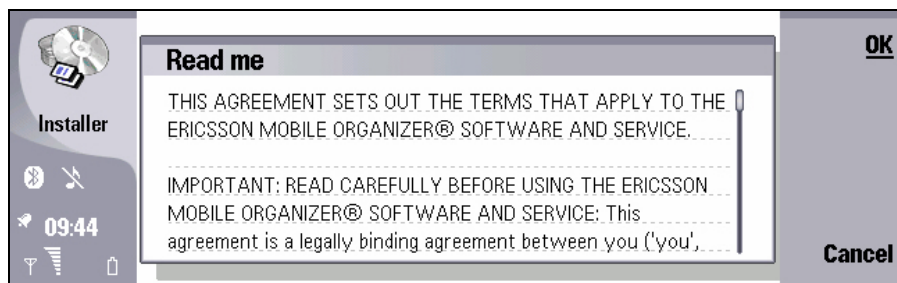

Figure 4. License Agreement

8. A screen asks you where you wish to add the shortcut. Select **Desk**. You can also add a shortcut from other locations if you wish. Press **Ok**.
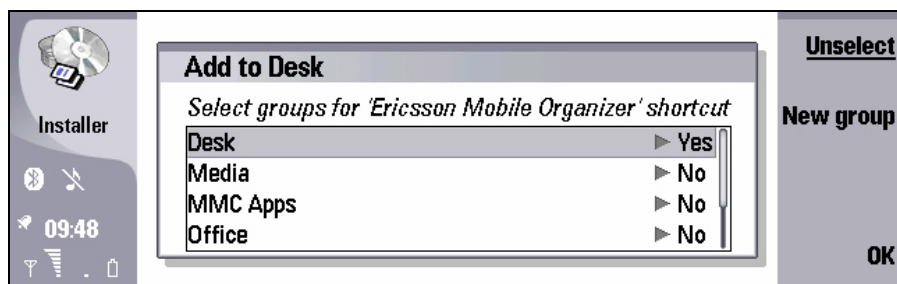

Figure 5. Adding Shortcut

9. You will receive a confirmation message stating that the software was installed. Press **Ok**.
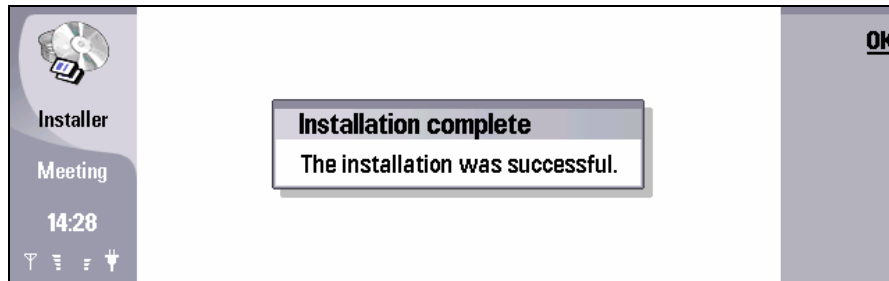

Figure 6. Installation Successful

10. The installation is now complete.

2.2 Activating EMO

In order to start receiving emails on your device, the EMO service needs to be activated. If you are planning to use a device that has been used by someone else earlier, it may be a good idea to delete the contacts and calendar on the device, as they will be synchronized to your desktop at the end of the activation procedure.

You can also clear the device calendar during the activation procedure. To prevent accidental deletion of contacts, no option to delete them is available during installation.

1. After installation is complete, go to your device Desktop (or to the place that you chose to add the shortcut) and start the EMO application.

Figure 7. Starting Activation

2. An informative screen about the packet data connection is displayed. Press **OK**.
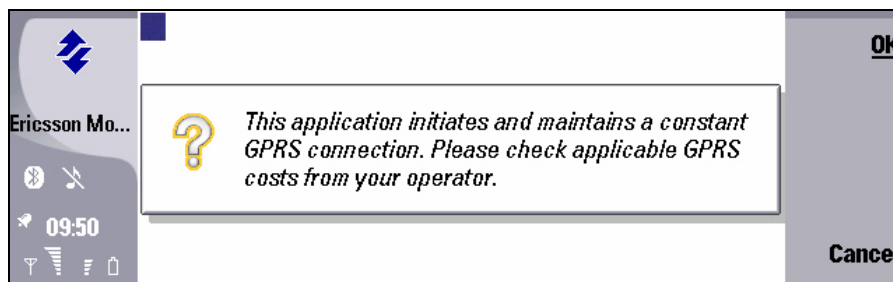

Figure 8. Packet Data Information

3. A screen asking for the Access Point (APN) appears. Select your access point and press **Next**. For more information on setting the APN see section **Network Connections** section above.
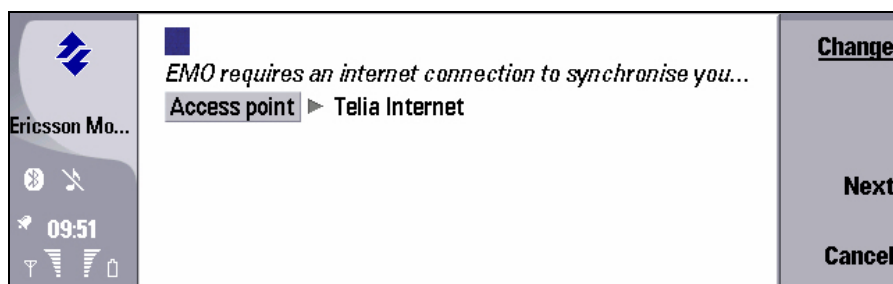

Figure 9. Internet Connection

4. A screen asking you to select if you want calendar and contacts to be synchronized is displayed. Choose the services you want to use (default is that Calendar and Contacts are synchronized). You can change this selection later on. Press **Next**.
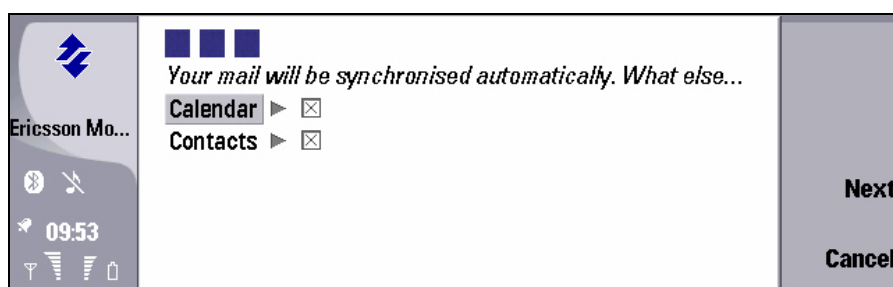

Figure 10. Calendar and Contact Synch Selection

5. This step occurs only if there are events in your calendar and you have selected the calendar to be synchronized. You can select whether you want to replace the device calendar or merge the device calendar with the desktop calendar.

   If your device has been used by someone else previously, it is recommended to replace the calendar, to avoid getting his or her events into your calendar (the device does not distinguish between different people's events).

If you are upgrading from a previous version of EMO our calendar will be synchronized and you can replace the device calendar.

Should you wish to replace your desktop calendar, please empty it first from your desktop calendar application and then select **No** at this step. Press **Next**.
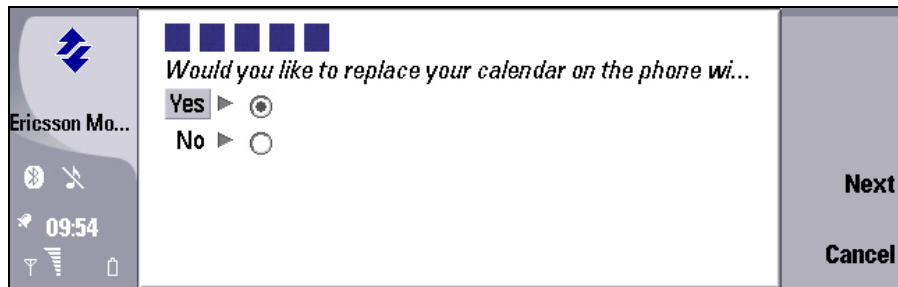

Figure 11. Replace Or Merge Calendar

After this, a connection is established. If there is a problem with the APN (access point) a connection error will be displayed. You can cancel the installation and go and set the correct APN.

See section Network Connections above for details. The installation resumes from where you left off when you start the EMO application.

6. Once the connection has been made, the device generates an activation code, which you will need to activate the EMO service. This step is required for security reasons.
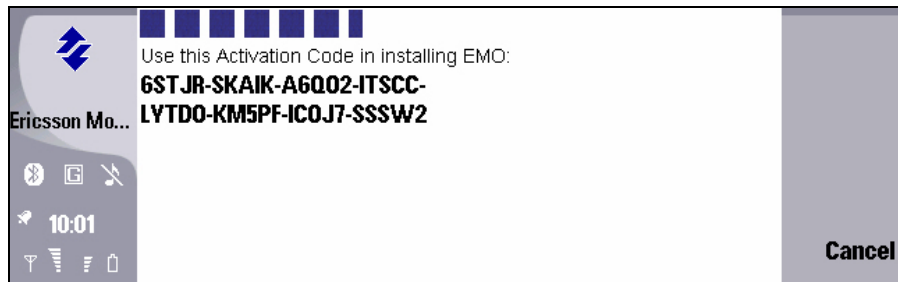

Figure 12. Activation Code

7. If you have received an email to your desktop email requesting the Activation Code, you can simply reply to the email with the activation code as the first line of the reply. If you have not received an email, deliver the activation code to your IT Administrator who can activate your service using the code.
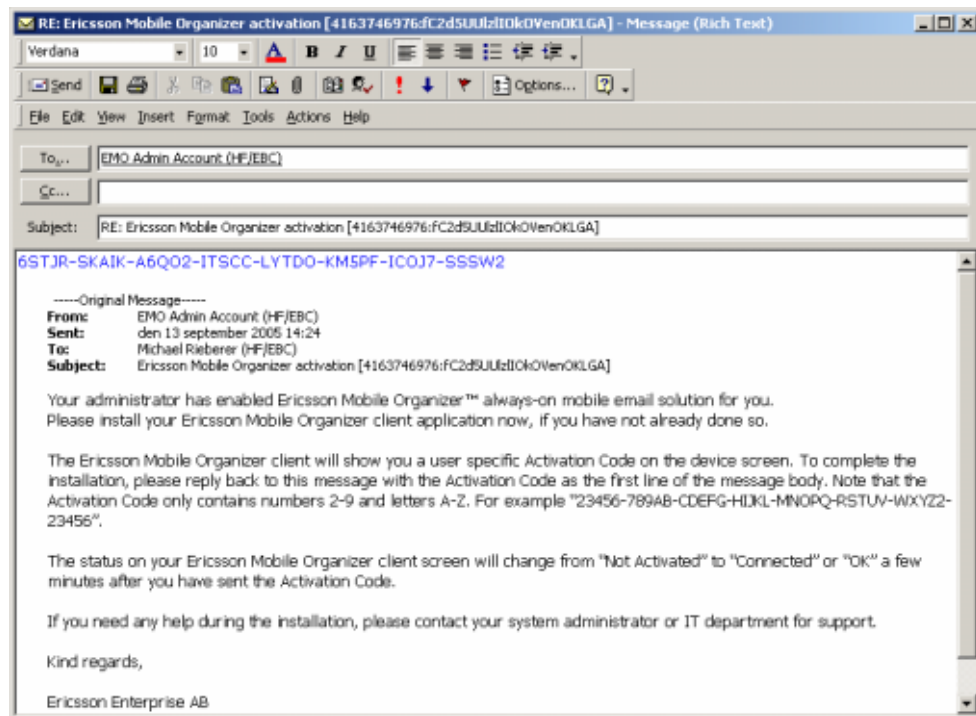

Figure 13. Example Activation Email

Note: The Activation Code includes your personal encryption key for the service. Therefore, you should send this code to your IT Administrator in a secure way. You should inform your code to your Administrator in such a way that it will not be intercepted or overheard by someone with malicious intent

8. Once your account is activated, EMO starts itself automatically (assuming there is an established internet connection). When the activation is done, you will be informed by an email delivered both to your mobile device and to your PC.

   You can close the status screen and leave the application running in the background and continue using your device normally.
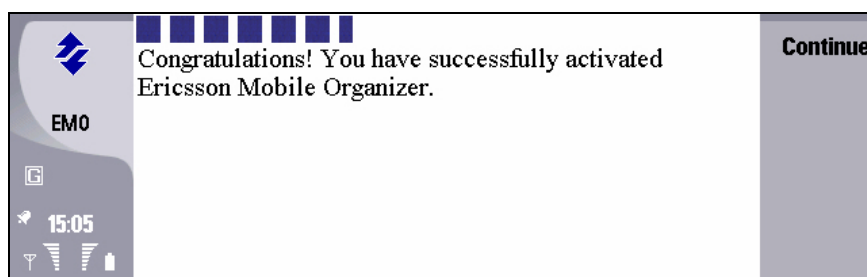

Figure 14. Activation Successful Screen

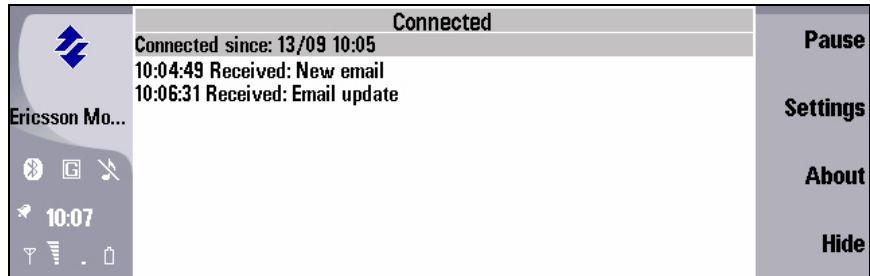9. Installation and activation is now complete, press **Continue**. You will be shown a status screen.

Figure 15. Status Screen

10. You can close this screen by selecting **Hide** and leave it running in the background. You can now start using EMO. If you prefer not to receive a sound notification each time an email arrives, this is an excellent time to go to **Settings** and disable the sound notification.

3   Settings and Tools

EMO 5.1 Enterprise Edition has been designed to perform all basic configurations during installation and activation. This chapter describes in detail what kinds of settings and tools you can use to help you utilize the services efficiently and optimize your mobile email, calendar and contact experience. The settings and tools are explained in this chapter.

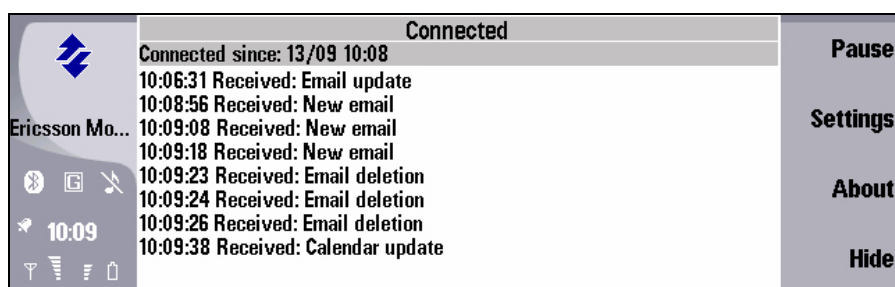You can access the settings and tools by opening **EMO Mail** from the Desktop.

Figure 16. Accessing Tools and Settings

The following tools are available as action buttons:

- **Pause/Resume** allows you to temporarily pause EMO. Pausing does not cause you to lose any information as the emails, calendar events and contacts are updated once you resume. If you pause for a long time the oldest messages are not sent to your device.

  How old emails that should be sent to your device is controlled by the **Days to store emails** setting (see the **Email Settings** section below). By default messages are kept in queue for 4 days, meaning older emails will not be sent to your device when you select **Resume**. Pausing is also helpful to investigate connection problems as the device reconnects immediately when you select **Resume**.

- **Settings** opens the settings allowing you to customize email, calendar and contact attributes. These are explained below in a separate chapter.

- **About** displays the version of EMO.

- **Hide** lets you close the window and continue running EMO in the background.

- **Exit** exits the application. Only available in paused mode.
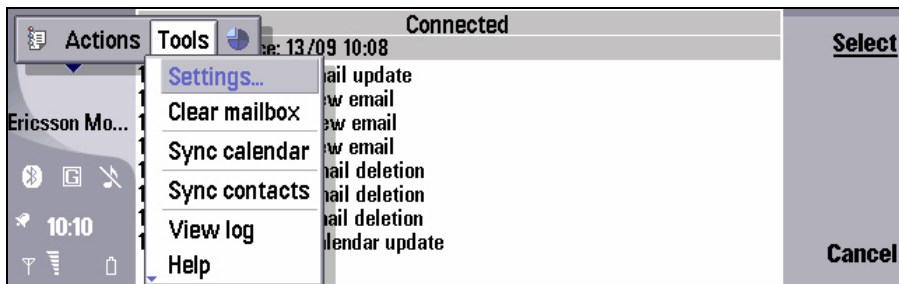
The **Tools** menu has the following sub-items:

Figure 17. Tools Menu

- **Settings** are explained below in a separate chapter.

- **Clear mailbox** allows you to empty the inbox on the device. The emails will be kept on the server. Should you wish to delete the emails from the server, go to the inbox, select them all and choose delete.

- **Sync calendar** allows you to synchronize the mobile device and desktop calendar over-the-air, merging the data from both. Normally you do not need to use this as EMO keeps your calendar synchronized automatically.

- **Sync contacts** allows you to synchronize the mobile device and desktop personal contacts over-the-air, merging the data from both. Normally you do not need to use this as EMO keeps your contacts synchronized automatically.

- **View log** displays the log file in your text-file viewer.

- **Help** takes you to the online help.

- **About** displays the version of EMO.

3.1 Settings

There are a number of settings you can edit or view by selecting **Tools > Settings…** in the status screen.

3.1.1 Connection Settings
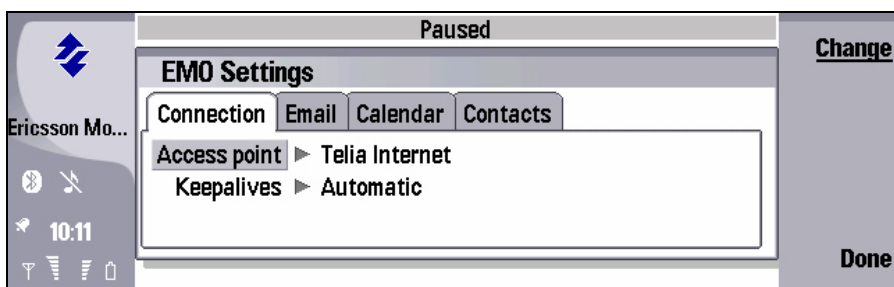
On the first tab you find the Connection settings:

Figure 18. Connection Settings

- **Access point** defines the APN used to connect to the Internet. For more information on setting the APN see section **Network Connections** above. Your service provider can give more information about access points.

- **Keepalives** defines if EMO is allowed to send keepalive signals. The recommended option is **Automatic**, which means that the device starts sending keepalive signals only if it notices that the network connection is lost periodically. The purpose is to ensure a connection in networks where an idle connection is automatically cut after a certain period.

  The option **On** means that the device sends keepalive messages with 2-minute intervals. Each message is approximately 10 bytes in size. Option **Off** means that keepalives are not sent from the device.

  Keepalives are always sent from the server side at 15-minute intervals.

  If keepalives are on (either with the setting On or Automatic), and there are excessive disconnects, EMO goes to Paused mode. Paused mode is indicated to the user by bringing the setting screen to the front to inform the user that EMO is paused. The purpose of the keepalive logic is to avoid extensive connection charges in networks where there is a per-connection fee. Charges may be considerable, particularly when roaming.

3.1.2 Email Settings

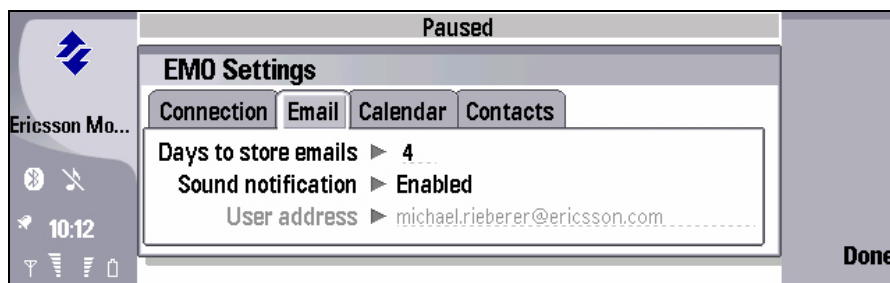On the **Email** tab, the following settings are available:

Figure 19. Email Settings

- **Days to store emails** defines the maximum age of email messages that are stored in the device's inbox. If email items are older than this time limit, EMO clears those items from the device's inbox automatically. The items are not deleted from the server, so you can access them from your desktop email.

  The purpose of this setting is to save memory on your device. The setting is propagated within 6 hours from being changed, so if you shorten the period old emails will be deleted within that time frame. You can keep emails from a period of 100 days on your device.

- **Sound notification** allows you to configure whether a sound notification is played when a new email is received.

- **User address** is the user's email address. This is automatically set during activation and cannot be changed.

3.1.3 Calendar Settings

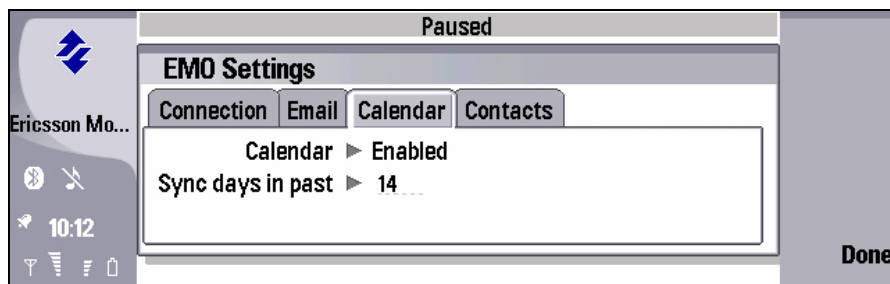On the **Calendar** tab, you find the following settings:

Figure 20. Calendar Settings

- **Calendar** defines if calendar data is kept synchronized with the calendar on your mail server and vice versa.

- **Synchronize days in past** allows you to control how old calendar events are synchronized to your device. Events beyond this limit are not removed, but possible changes to older events are not synchronized.

3.1.4 Contacts Settings

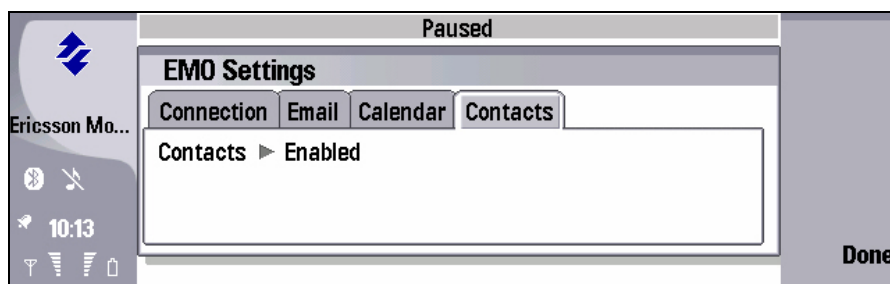On the **Contacts** tab, you find the following settings:

Figure 21. Contact Settings

- **Contacts:** defines if your contacts on the phone are kept synchronized with the contacts on your mail server and vice versa.

4 Using EMO Enterprise Edition

EMO 5.1 Enterprise Edition offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. This chapter describes how to use EMO.

4.1 Starting the EMO Application

EMO starts automatically in the background when you switch your device on. Therefore, you do not have to do anything special to get it running.

EMO is running if there is a packet data connection icon (for example, , indicating GPRS) displayed on your device screen. You can also verify the status by opening the EMO application from Desktop.

You can open your emails from **Messaging > EMO Mail**. The EMO Mail application is on the same level as your other messaging folders. Moving to the folder takes you to your EMO Mailbox.
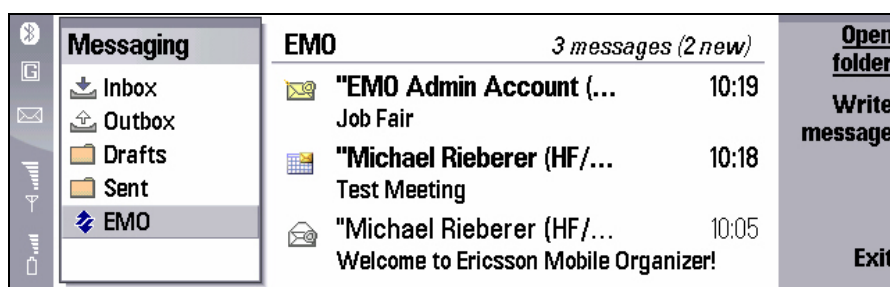

Figure 22. Location of EMO Mail Folder

4.2 Using the EMO Services

This section describes how to utilize the functionality to help you work efficiently while away from your desktop.

4.2.1 Managing Your Emails

New emails arrive automatically when EMO is running and there is a packet data connection. EMO starts up automatically and is running as long as you do not set it to Paused state. If the packet data network connection is lost, EMO reconnects automatically as soon as the network is available again.

All the actions performed on the mobile device are mirrored to the desktop. For instance, when you read an email, it will be shown as read on the mobile device and the desktop. If you delete an email, it will be deleted from the server and cannot be accessed from the desktop anymore. Similarly, whenever you read or delete emails on your desktop Inbox, the changes are replicated to the mobile device's Inbox.

4.2.2 Writing a New Email

You can start writing a new mail by pressing the **Write message** command button in the Messaging application and selecting **EMO Mail** as type.
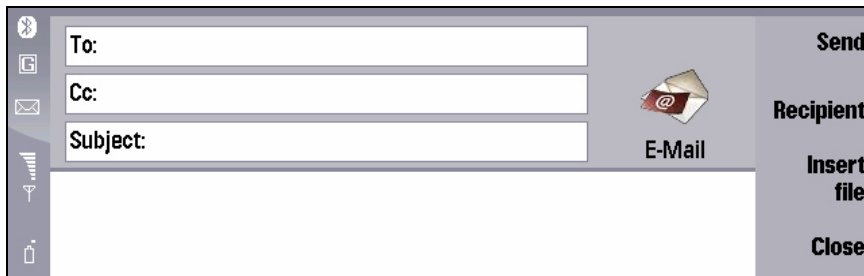

Figure 23. New Email

Enter the recipients email address in the **To** and **Cc** fields. Email addresses can be added from your personal or corporate contacts by pressing the **Recipient** command button.
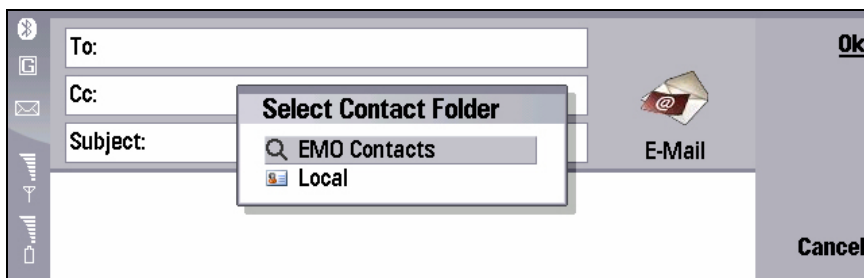

Figure 24. EMO Contacts

Enter part of the name and press search to locate the contact. Then press **To** or **Cc** to add the contact to the respective field. You may continue searching and adding more contacts from either your personal or your corporate contacts. When you are finished selecting recipients, press **Done**.
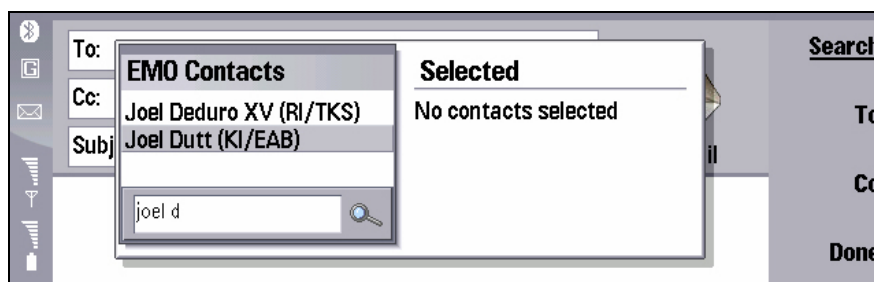

Figure 25. No EMO Contacts Available

Figure 26. Selecting a Contact from the Corporate Contacts

You can add attachments by pressing the **Insert file** command button. Enter your text in the Subject and the message body fields. Press the **Send** button to send your email.

4.2.3 Reading Emails and Attachments

Read the email by navigating to it in the EMO Mail folder using the Joystick and pressing the **Open** command button. Unread items are shown in bold. An envelope with a small @-sign indicates an email. The email contains all the usual information such as sender, subject, date, time etc. Priority is not indicated. **Attachments** can be viewed by pressing the Attachments command button.
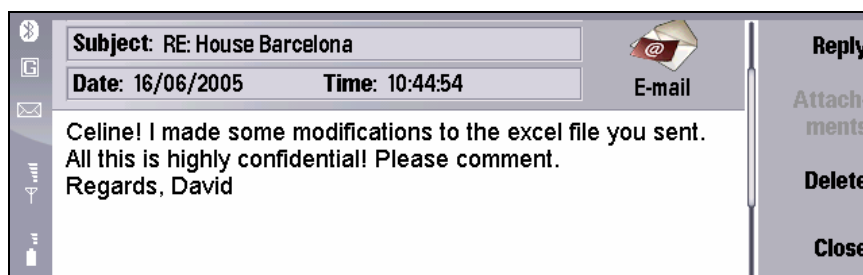

Figure 27. Example Email

Here is a short description of the commands available:

- **Reply:** Replies to the email. You will be prompted whether you want to respond only to the sender or all recipients. Responding to all recipients adds your own email address to the list. Sent mails are stored to your desktop sent items folder just as if you would have replied on your desktop. They are also stored in the sent folder on your device.

- **Delete:** Deletes your email, just like on your desktop mail reader. The mail is deleted from the mail server.

- **Close:** Closes the email and returns you to the inbox.

- **Forward:** Forward is available from the **File** menu. Press the **Menu** button to open it. Selecting **Forward** lets you enter recipients to forward the message to.
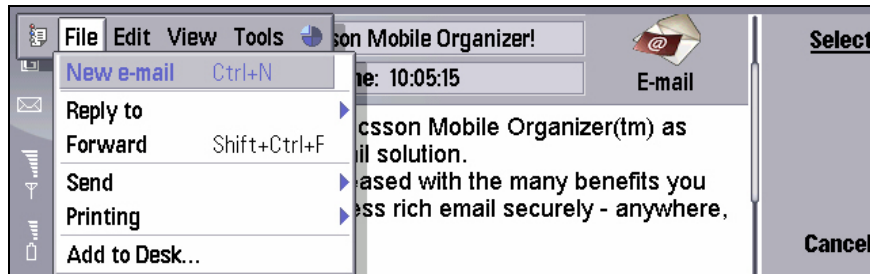

Figure 28. Forward on File Menu

- There are a number of useful functions available on the **Edit**, **View** and **Tools** menus. For more information on these functions, please turn to your device manual.
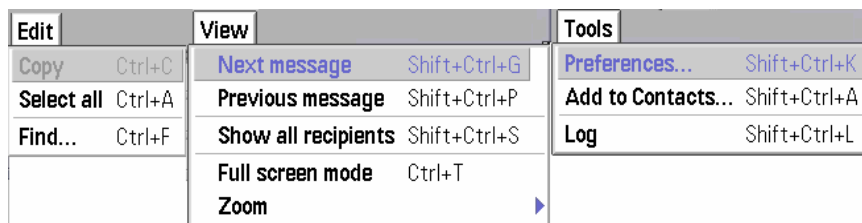

Figure 29. Edit, View, and Tools Menu

4.2.4 Inbox Functions

When you are viewing the EMO Mail inbox there are some functions you can perform.

You can sort the messages in the inbox by selecting **Menu > View > Sort by** and making a selection among the available options. For example, sorting by size is useful if you need to free memory on your device.
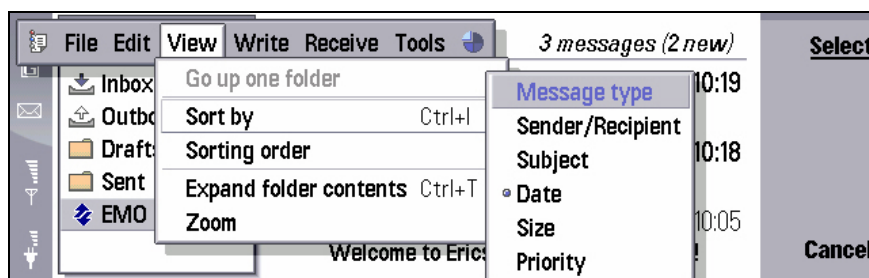

Figure 30. View Menu in Inbox

In order to mark a read mail as unread or vice versa, go to the inbox view and select **Menu > Write > Mark > As read**.
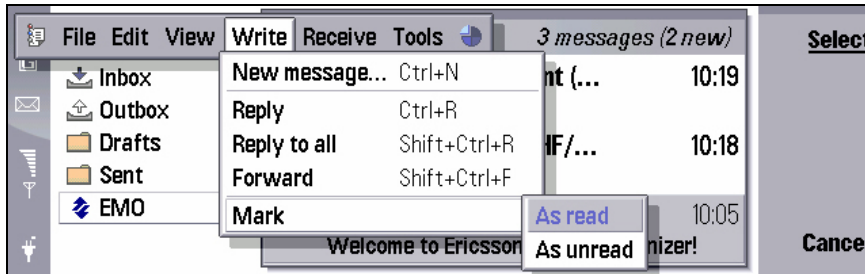

Figure 31. Write Menu In Inbox

There are also a number of other functions available from the menus. Please consult your device manual for information on these.

4.2.5 Attachment Handling

Attachments (or very long emails above a certain limit) are truncated in order to save bandwidth and in order to avoid unnecessarily downloading large attachments that you would perhaps only open on your desktop anyway. The limit is typically 10kb, but your administrator can change the setting. To download an attachment, go to the attachment list by pressing the **Attachment** command button and select **Open**.
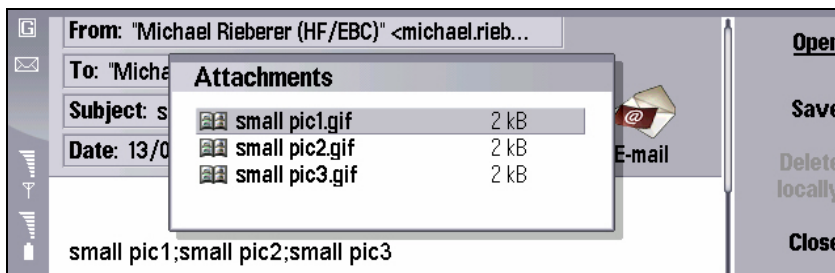

Figure 32. Attachments

A dialog is shown which asks you for confirmation to download the attachment. It also displays the size of the attachment to help you estimate the time and cost of downloading.

Before downloading, the attachments are shown with a .dlt extension. You can forward the mail with attachments without downloading them to your device first. Just forward the email just as you would normally, and the attachments will also be sent. When forwarding an email with attachments, you can also remove some of the attachments first by going to **Menu > Attachments > Edit** after you select **Forward**.

The size of attachments that can be downloaded is only restricted by the available amount of total memory on your device. If you cannot download a large attachment, you may be able to free enough space by deleting data you do not need from your device. Then you can retry downloading.

Attachment download does not fail even if your network connection falls during download. The download continues where it was once the connection is up again. You cannot manually stop the download.

Attachments can also be sent from the device by pressing the **Insert file** command button when writing the email. For more information, see the **Writing a New Email** chapter above.

4.3   Managing Calendar Appointments

With the EMO calendar active, your calendar changes are immediately mirrored when a change occurs either on the device or your calendar server. This allows you to keep up-to-date with your important appointments regardless of where you are.

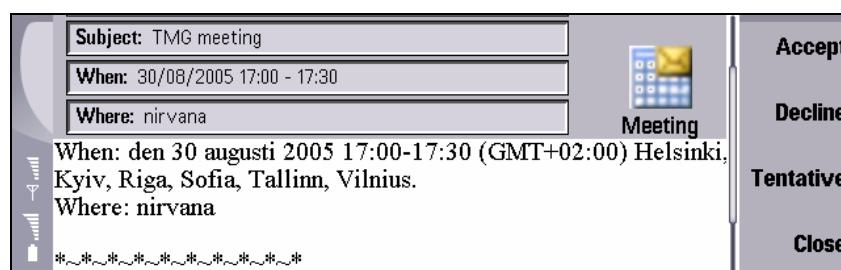Calendar invitations are indicated by the ▦-icon in the email.

Figure 33. Responding to a Meeting Request

The actions **Accept**, **Decline**, and **Tentative** are available, just like on your desktop. When you select the action from the command buttons, you will get a message box prompting whether you wish to include comments with your response.

For more information on using your calendar, please see your device user manual.

Note: You should not use any other 3rd party calendar or contact synchronization together with EMO, as it will often result in duplicate calendar entries and other problems.

5 Uninstalling EMO

This chapter describes how to uninstall EMO from your mobile device.

1. Pause EMO and exit the application.

2. If Messaging application is open, close it.

3. Go to **Tools > Control panel > Data management > Application manager** from the Desktop.

4. Press the **Select** command button.

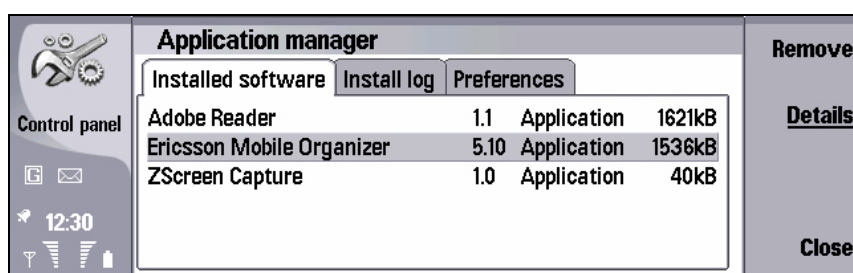5. From the **Installed software** list, select **EMO** and press **Remove**.

Figure 34. Uninstallation

6. Confirm the operation. You will be prompted whether you want to keep the settings. Choose yes if you are going to install a newer version of the EMO application and don't want to activate again. You will also be prompted whether you want to clear the calendar (if the service was in use). If someone else will use your device, you probably want to clear the calendar.

7. Wait until the application is removed.

   Note: Uninstallation clears all the email items from your device's Inbox.

6 Troubleshooting and FAQ

This chapter presents steps to perform on your mobile device if you want to check that it is working correctly and to locate possible errors as well as Frequently Asked Questions (FAQ).

6.1 Troubleshooting

It is highly recommended that you perform these tests before you contact your IT administrators for additional support.

1. Check the status of EMO

   - The status screen should show Connected

2. Pause and Resume EMO

   - This test reconnects the mobile device to the server immediately. If there is some problem, the EMO status screen will display an error.

3. Restart your mobile device

   - This may help if your device has internal errors. On some devices you need to take out the battery or switch language to restart it.

4. Send an email from the device to your own mailbox and check that it arrives to your device.

   - This test easily shows if the mail is sent at all or if it arrives in the email server mailbox but not to the device. If it does not arrive in your device in 5 minutes, check if it has arrived to your desktop mailbox. If your corporate email system is congested, receiving mails may take some time.

5. If EMO has been paused or shut down for a long time, let the client run for some time to process all queued messages

   - EMO needs to process all queued messages before it can receive any new ones. If the application is closed or paused for a long time there may be a big queue of messages on the server. Messages can be sent out immediately, but new ones can be received only after the whole queue has been processed.

6. If you still experience problems, contact your IT administrator for additional support. Please add the log files to your support request.

   - To locate the log files, open **EMO Mail** and select **EMO > Menu > Tools > View log** and send it as email or copy all and paste it in an email. You can also browse to the logs with a third party file explorer program. They are located in the System/Data folder and are named Duality*.txt. If there are files with the extension .old, please provide these as well.

6.2   Frequently Asked Questions

Question: How do I prevent my data from falling into the wrong hands if my device is stolen?

Answer: To minimize the security risk resulting from theft you can do the following things:

- You can report the theft to your administrator, who can remotely clear the data synchronized to the device (emails, contacts and calendar).

- For enhanced security it is possible to use third party data encryption software.

- Enable a lock code on your device. If stolen, your administrator can lock the device.

7 Additional Support

7.1 Additional support

For additional support on using the EMO 5.1 Enterprise Edition service:

- Contact your IT administrator

- Contact your company's PC HelpDesk

For additional help on your phone's mobile connectivity, please contact your phone manufacturer or your service provider.

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