



DME App User Guide for Android

DME version 4.2.2

1.0

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Contents

About the DME app and its maker	4
About this guide	5
Getting it: Download and install	7
Enrollment with MobiControl	7
Getting in: Logging in	10
Initial login wizard	11
<i>Server path.....</i>	<i>11</i>
<i>Private key password.....</i>	<i>11</i>
<i>First connection and security policies.....</i>	<i>12</i>
<i>Phone number and unlock pattern.....</i>	<i>13</i>
<i>Initial synchronization.....</i>	<i>14</i>
Getting around: Desktop and icons	16
The DME Desktop	17
Getting told: Notifications and synchronization	18
Synchronization	19
Sync methods	19
Sync conflicts.....	21
Getting work done: Email, calendar, and more	22
Email	22
<i>DME on tablets</i>	<i>23</i>
<i>Checking email manually</i>	<i>24</i>
<i>Reading email</i>	<i>24</i>
<i>Email links</i>	<i>25</i>
<i>Email functions</i>	<i>26</i>
<i>Creating an email.....</i>	<i>27</i>
<i>Responding to email</i>	<i>31</i>
<i>Finding email.....</i>	<i>32</i>
<i>Folders.....</i>	<i>33</i>
Attachments	36
<i>Viewing attachments.....</i>	<i>37</i>
<i>Editing attachments</i>	<i>38</i>
<i>Adding attachments.....</i>	<i>38</i>

<i>Managing attachments</i>	39
Calendar.....	40
<i>Calendar views</i>	41
<i>Responding to invitations</i>	45
<i>Creating events</i>	48
Contacts	52
<i>Using contacts</i>	53
<i>Working with contacts</i>	55
<i>Searching for contacts</i>	56
<i>Third-party contacts</i>	56
To-dos.....	57
<i>Creating and editing to-dos</i>	58
Tools	59
<i>Setting unlock pattern</i>	60
<i>Out of office</i>	62
<i>Changing mailbox passwords</i>	63
Getting together: AppBox and integration	66
DME AppBox	66
Secure browser	68
<i>Keep documents for offline use</i>	69
File browser	70
<i>Overview</i>	70
<i>Applications location</i>	72
<i>Adding files and folders</i>	73
<i>File operations</i>	75
<i>Opening a file</i>	77
Favorites	77
DME Viewer/Editor	78
<i>Printing</i>	80
<i>Creating and editing documents</i>	80
Integration	81
Getting out: Hide and exit.....	83
Removing DME	83
Getting set up: Settings	85

General settings.....	85
Security settings.....	88
Email settings.....	89
Folder settings	90
Calendar settings	91
Contacts settings.....	92
To-do settings.....	94
Files settings	94
Scheduled sync. settings	95
Desktop settings.....	95
Getting help: Help desk and support	96
List of procedures	97

About the DME app and its maker

Welcome to the DME App User Guide for Android. This guide is a description of the DME app.

With the DME app you can use your smartphone to get **secure** access to your corporate mailbox, including email, calendar, to-dos, etc. You can use the DME app if your company has installed the DME server component, which can talk to your company's collaboration system (Microsoft Exchange or IBM Lotus Domino). The information is *synchronized*, meaning that if you for instance create a calendar appointment or an email from your device, it will appear in Outlook or Lotus Notes on your desktop as well (and vice versa).

With DME AppBox, which is part of this app, your company may extend the functionality of your DME app further, and even access files on the corporate network. More about that later in this guide.

The DME app is published by Excitor. This is our logo and contact information:



Excitor A/S
12, Spotorno Allé
2630 Taastrup
Denmark

Phone: +45 70 21 68 00

E-mail: mail@excitor.com

Website: **Excitor website** <http://www.excitor.com>

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DME is in part developed and sold under license from Good Technology. For more information about patents, see the **Excitor website** <http://www.excitor.com>.

About this guide

A lot of what the app does will be obvious, and won't need much explanation. The purpose of this guide is to tell you the essentials about the DME app - how to install it, log in, move around, and exit the app - and also to tell you about some of the things that are not obvious from what you see on your screen.

We aim to make it brief!

We assume that you are using at least version 4.0.4 (Ice Cream Sandwich) or later of Android. The DME app will run on earlier versions, but a number of features (notably Excitor AppBox) will be unavailable. To see which version of Android you are running, tap **Settings > About phone** on your device, and look for the line that says **Android version**.

For up-to-date information about what versions of your device operating system are supported by DME, see the **DME Resource Center**

<http://resources.excitor.com/support/supported-client-platforms>.

The guide is updated regularly. This version of the guide applies to version 4.2.0 of the DME app.

One more thing: When we say *device* in this guide, we mean your phone or tablet.

Nobody's perfect. If you find any problems in this guide, please tell us. See **Getting help: Help desk and support** on page 96 for information about how you can do that.

Some more legal stuff:

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Getting it: Download and install

On Android devices, there are two ways to get the DME app. Either the DME Administrator (who is that? see the note below!) has sent you a link to the app, for instance by SMS, or you get the app yourself from Google Play like you are used to.

Introducing: The DME Administrator

The DME Administrator (or **DME Admin** for short) is going to be an important person in your life! The DME Admin is the person (or group of persons) in your company responsible for the running of the DME system. He or she makes sure that you can stay connected with your office systems. In other words - if you get an email or other message from the DME Admin, it is a good idea to do what it says.

Always follow your DME Administrator's recommendations.

To get the app from Google Play,

1. Launch the **Play Store** app on your device, and use the search function to find **DME**. The DME icon looks like this:



2. Tap **Install**, and accept the permissions required by the DME app.

The permissions are necessary for DME to work correctly.

The DME app is rather large. This is necessary to provide a secure environment for DME and DME AppBox.

Enrollment with MobiControl

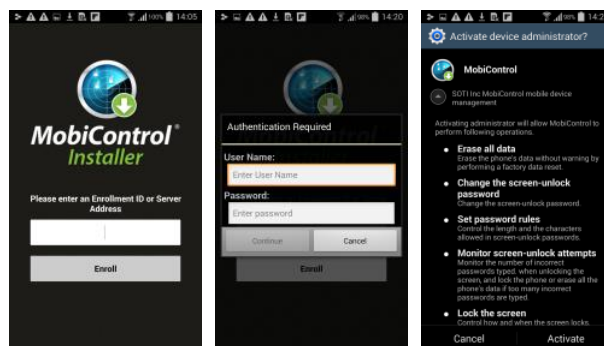
With version 4.2 of the DME server component came an optional integration with the Mobile Device Management (MDM) system **MobiControl** from the company **SOTI**.

If your company has installed MobiControl, they will want you to *enroll* your device with MobiControl. This means that an *MDM certificate* will be installed on your device, which gives MobiControl permission to manage your device and perform certain actions on it. For instance, if your device is lost or stolen, they can send a command to wipe the contents of your device. And much more - see the documentation from MobiControl if you want to know what MobiControl can do.

If your company does not use MobiControl, you can skip this section.

If MobiControl and DME are integrated, your device must be enrolled with MobiControl *before* the DME server component will accept any connection from your device. So, to install DME, you first have to enroll with MobiControl like this:

1. Go to Google Play Store, and search for **MobiControl**.
2. Install the app (it is free).
3. Launch the **MobiControl** app on your device.



4. Enter the 8-digit **Enrollment ID** which your Admin has communicated to you, and tap **Enroll**.
5. Enter your Active Directory credentials.
6. MobiControl will then lead you through the required steps to enroll your device. Follow the on-screen instructions to
 - ❖ Activate **Device Administrator** privileges
 - ❖ Accept and conform to any new security policy settings
 - ❖ Accept warnings
 - ❖ Possibly accept terms and conditions
 - ❖ And more, depending on how your MobiControl profile is set up by the administrator

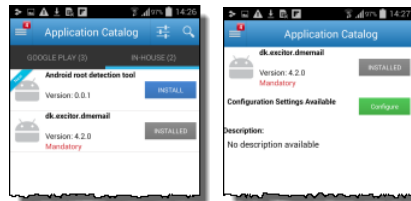
When MobiControl is installed, and your device has been enrolled, you are ready to install DME.

Using MobiControl, your DME administrator can build a script that makes installing DME easy. To install DME,

1. Open the **MobiControl** app on your device.
2. In the slide-out menu, tap **Application Catalog**.

This page contains a list of apps permitted or required by MobiControl. DME will probably be listed as a **Mandatory** application in the **In-house** tab.

3. Tap the **Install** button to install DME.



DME is downloaded from Google Play Store and installed. After installation, the Application Catalog will show that there are configuration settings available for the DME app.

4. Tap the green **Configure** button.

DME opens, and is configured automatically.

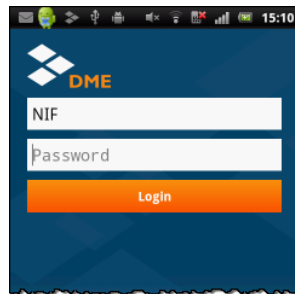
You can now use the DME app for as long as you are enrolled with MobiControl.

Please note: If you are using S/MIME or Notes encrypted e-mail, you need to enter your private key password as soon as you can after logging in. For more about this, see **Private key password** on page 11.

Getting in: Logging in

Now the DME app has been installed, and you can start the app. You will find that you need to *log in*. The first time you log in, DME needs a bit of information from you. DME will run a small wizard to get this information. The initial login wizard is described in the next section.

After that, you'll just need to enter your username and password when you start the DME app:



This username and password is the same as you use for logging in to your desktop computer. Ask your DME Admin if you are in doubt.



If you're using Domino (Lotus Notes), you need to enter your **Internet password**. That is what you use for Notes Webmail also.

If you have set up a personal unlock pattern, the login screen will look like this:



See **Phone number and unlock pattern** on page 13 for more information about the personal unlock pattern.

Initial login wizard

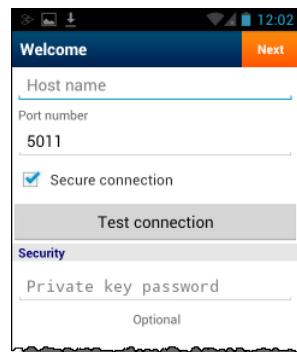
The first time you start the DME app, you are asked for some information. This information ensures that you are directed to the right DME server when you log in to the DME app from your device, and helps you fill in some useful details.

The next sections describe the questions you are asked, one by one.

Note that this may not apply if you installed DME through MobiControl. See **Enrollment with MobiControl** on page 7 for more about this.

Server path

The first question in the *initial login wizard* is about your *server path*. You need to specify the server path to ensure that you are directed to the right DME server when you log in to the DME app from your device. Otherwise you will not be able to access your email etc.



You need to contact your DME Administrator to know what to put in the **Host name** field. This information has probably been sent to you already, or is posted somewhere on your intranet. The path you need to enter might look like this: `dme.yourcompany.com` - a normal Internet address.

You should normally leave the **Port number** at 5011 and the **Secure connection** enabled - again, do as the DME Administrator has told you.

Now consider if you need to enter a **Private key password** - see the next section.

Private key password

The next field, **Private key password**, needs to be filled in **if** you are using Notes encrypted mail **or** you are using S/MIME encryption.

If you don't know what that is, and/or you haven't been told to enter anything in this field, it is because you don't need to.

This is what the field means: If you are using Notes encrypted mail or S/MIME, enter the password for your private key in this field. Your private key is used for decrypting encrypted messages sent to you, and for signing private messages. If you do not enter a password here, you cannot read encrypted messages or sign new messages from your mobile device.

- ❖ If your collaboration system is using **Notes Encryption**, you must enter the password for your *user ID file*.
- ❖ If your collaboration system is using **S/MIME**, enter the password for your private key in this field. You must also upload your personal certificate to the DME server (using [myDME](#)).

If you know you have a private key password, you should enter it now. If you wait until later, you will need to re-import your email after entering the password. Again - contact your DME Administrator if you want to know more about this.

Tap **Next** to proceed to the next step in the *initial login wizard*.

First connection and security policies

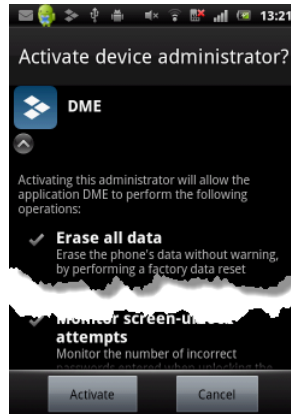
After tapping **Next**, the DME app will make its first connection to the DME server component. The first connection takes a bit longer time than subsequent logins, because a number of tasks are taken care of. Here is what the first connection does:

1. It verifies that you exist as a user in the collaboration system, based on the username you entered.
2. It verifies that you are authorized to log in to the collaboration system as that user, based on the password you entered.

The next time you log in, the authorization will be faster, because no connection with the DME server component is required until you need to interact with the server component, for instance to check for email.

3. It checks if the DME administrator has set up any *security policies* for your device. If this is the case, you will now be prompted to make sure your device complies with these policies. You may for instance be taken to the screen on your device where you can specify a PIN code or password for your device (not for the DME app), and you will be guided to set it correctly.

Security policies require that the DME system may *administer your device*. DME shows the following prompt, which you must accept by tapping **Activate**:



In this way, you permit the DME app to administer your device. Until you do this, you cannot log in to the DME app. Letting DME administer your device has several advantages. For instance, if you lose your device, the DME administrator can send a command to your device to delete (wipe) all data so that a 3rd party cannot gain access to the data stored on the phone.

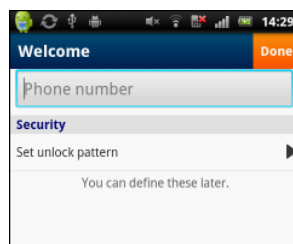
If you need to find this screen again, look under your device **Settings** > **Location & Security** > **Device administration** on the device. The actual path to this screen may differ on different Android models.

Note that if you should ever need to remove the DME app, you must first deactivate DME as device administrator from this same screen.

After a first successful connection with the DME server component, the DME app shows the last step of the initial login wizard - asking you to enter your phone number and an unlock pattern.

Phone number and unlock pattern

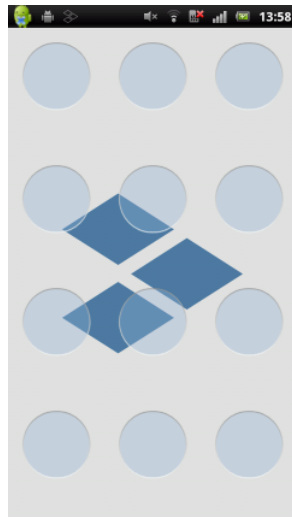
In the last step of the initial login wizard, you are asked to fill in two fields. Both these fields can be filled in later, but why not now?



First, you are prompted to enter the phone number of this device. If the device does not have a SIM card or a phone module, such as a tablet device might not have, then you should not fill in this field.

The final question is about setting up an *unlock pattern*. Since DME has been chosen as mobile email and app provider, we know that security is very important for your company. Therefore you probably have a very long and complex network password, which is difficult to enter on a mobile device. DME enables you to "translate" this password into an *unlock pattern* - a pattern which you draw on the screen with your finger.

To define this pattern, tap the **Set unlock pattern** field.



Move (swipe) your finger vertically, horizontally, and diagonally across at least 4 of the *tiles* on this screen. Tiles can be used more than once. The DME Administrator can decide how many tiles you must at least swipe over. Repeat, and your unlock pattern is set. You can use that pattern when logging in instead of entering your full username and password. See **Setting unlock pattern** on page 60 for more about this.

If you enter it wrong, twice, when logging in, you will need to enter your full username and password.

As mentioned, you can fill in these fields later - by selecting **Settings > General > Phone number** and **Tools > Set unlock pattern**, respectively, in the DME app.

When you tap **Done**, the DME app will open, and the initial synchronization of your data will take place. See the next section.

Initial synchronization

The DME app will now synchronize your data. Because this the initial sync, the app will simply import what you have in Outlook or Notes.

In Outlook or Notes, you may have many years' worth of emails. The DME app will not import all of that - it would take a very long time, and your device could probably not handle all that data anyway. The amount of data imported by the DME app is limited by choices made in **Settings**. Your DME Administrator has made those choices for you, but you may be able to change them yourself. You can limit the data you get on your device by setting *sync windows*, consisting of a number of days:

- ❖ **Email:** Can for instance be set to get your email from the last 10 days, from your Inbox only. Separate values can be set for different email folders.
- ❖ **Calendar:** For instance 10 days back and 60 days ahead.
- ❖ **Contacts:** All contacts or none.
- ❖ **To-dos:** For instance 7 days back and 60 days ahead.
- ❖ **Files:** You can choose if files should be synchronized as well. This functionality is being replaced with the AppBox File Browser.

Each of these types of data has its own settings. Choose **Settings** in the DME app to access them.

After the initial synchronization, you can start using your DME app.

Getting around: Desktop and icons

This section is a quick look at the DME app - what the Desktop is, what the different icons mean, and how to access advanced functions.

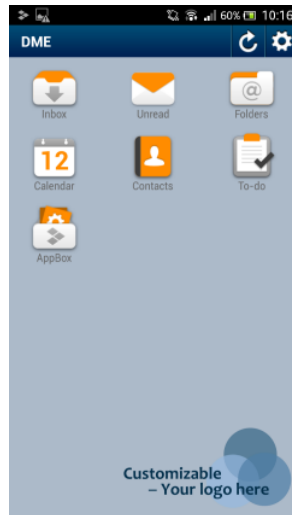
What you see in the DME app is determined by various factors:

- ❖ **Your DME Administrator.** According to company policy, your DME Administrator may have restricted access to certain features. For instance, if you can't see your calendar, it is because you do not have access to seeing it.
- ❖ **Your company's license.** If your company has not bought a license to synchronize calendar events (for instance), then your calendar will not be accessible from the DME app.
- ❖ **The DME server component version.** Some features are only available in the DME app when using the latest versions of the DME server component.
- ❖ **Collaboration system.** A few things are available if you are using Exchange and not Domino, and vice versa. This will be noted in this guide.

So if you don't see all that is described here, it is probably intentional. But you can ask your DME Admin to let you use more features.

The DME Desktop

When you launch the DME app, you are taken to the DME Desktop. From the Desktop, you have quick access to the most commonly used features in the DME app - it is like having a number of apps within the DME app. Tap the icon to open the associated app.



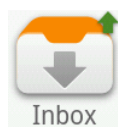
Apart from these icons, you can use the menu system (the **Menu** button on your device from any view in the DME app) to access all functions in the DME app.



Desktop symbols

Sometimes different symbols are shown on top of the Desktop icons.

- ❖ A *green arrow* next to an icon means that changes have been made in the DME app which have not been sent to the server component yet:



- ❖ If an icon appears *dimmed*, it means that the *initial synchronization* has not been run for that particular feature yet.
- ❖ A *badge* on the **Unread** icon shows how many unread emails you have.

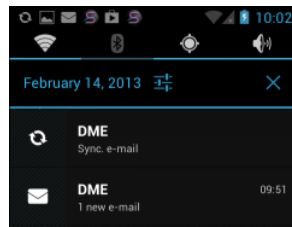
Getting told: Notifications and synchronization

When a change occurs in the collaboration system - for instance, if someone sends you an email - the DME server component will detect this and try to notify you. This is called a *push* notification, because it is pushed to the device.

The Android **Notification Area** shows notification alerts received by the device, including new text messages, new email etc. When you open the DME app, any alerts related to the DME app are removed automatically.

The notification area is also used to inform you if the DME app forces another application to exit because the app has been blocked by the DME Administrator. In this case, a message will say "*X*" *application was blocked by DME*.

Finally, the notification area is where DME displays messages about ongoing tasks, such as "Sync. email".



In the DME app, you can set up some aspects of notifications - such as the alert sound and volume. See **Email settings** on page 89 and **Calendar settings** on page 91 settings.

Note that notifications may be disabled in the DME server component. Also, notifications may be disabled if the device is *roaming* (operating on a foreign network, which can be expensive).

In the next sections, you can read more about synchronization and what is really going on.

Synchronization

The basic idea of the DME app is to make sure that the emails, appointments, contacts, and other items that you see on your mobile device completely match the corresponding items on your desktop or laptop computer. The business emails, appointments, and contacts on your computer are managed by the *collaboration system* - Microsoft Exchange™ or IBM Lotus Domino™, and you typically work with these items using the Microsoft Outlook™ or Lotus Notes™ applications on your computer.

To keep things synchronized (*in sync*), DME keeps checking the following on both the device and on the server:

1. *Have any items been created?* An item could be an email, a contact, an appointment or meeting, a to-do, or possibly a note (if you are using Lotus Notes). If an item has been created, it is copied to the system on which it does not yet exist (for example, if an email is created and sent from the mobile device, the email will appear in the **Sent** folder in Outlook or Notes also).

Furthermore, items on the mobile device are kept synchronized within a certain time span. This is called the *synchronization window*. For instance, the settings may specify that the email app should show emails from the last 7 days. The sync process will then remove emails older than 7 days from the **Inbox** and other mailboxes (except **Drafts**) on the mobile device.

You can always search for emails even if they have been removed because of the sync window.

2. *Have any items been deleted?* If an item, for instance an appointment, has been deleted in the collaboration system, it will be removed from the mobile device as well. Note that deleting emails on the server will not cause a notification on the device.
3. *Have any items been edited?* Some items can be modified. If you for instance edit a contact on the device, the change will be synchronized to the collaboration system (and vice versa).

Sync methods

The most common way to synchronize items is simply to let the server component handle it. This is called *push sync*.

❖ Push sync

Whenever someone sends you an email, a meeting invitation, or similar, it is received by the collaboration system (Microsoft

Exchange or IBM Lotus Domino). The DME server keeps monitoring the collaboration system for such updates, and sends a notification to the mobile device on which the DME app is installed. The notification is picked up, read, and then removed again by the DME app, and a sync is started to make the DME app match the change in the collaboration system.

Push sync is enabled and scheduled by the DME administrator. A push can also be sent in this way when system settings are updated, or a server command is issued.

In the same way, when you send an email or update your calendar, the DME app will immediately connect with the server component and send the change in. When it does, it will automatically receive any new items or updates from the server component, without notification (more about this *command stack* at the end of this section). Note that the setting **Send immediately** controls if your email is sent at once or if it is queued for later - see **Email settings** on page 89.

❖ Manual sync

You can also make DME synchronize manually - for instance if the **Send immediately** setting is off. When you do this, the DME app will send in all changes to the server, and then wait for the server to send any updates back. You can do this in several ways:

- ❖ From the top of the list in an e-mail folder, drag down and release (Twitter-style sync.).
- ❖ From **Calendar**, **Contacts**, **To-dos**, and **Notes**, select the **Synchronize** option.
- ❖ From the **Desktop**, tap the **Synchronize** button at the top to synchronize all resources at once.

❖ Scheduled sync

The DME app can be set up to synchronize at *regular intervals*. When synchronizing, all *enabled resources* are synchronized. A resource is a type of data that can be synchronized, such as email, appointments, or to-dos. If synchronization of the resource in question is enabled (for instance **To-do sync.**), the scheduled sync intervals will apply to that resource.

❖ Pull sync

For emails and appointments, you can set up a *separate sync schedule*. You can for example set up scheduled sync intervals for contacts and to-dos, disable scheduled sync for email and calendar, and enable pull sync for email and calendar with a more frequent schedule.

But leaving DME at the default push sync setting is usually sufficient, and much simpler.

DME wants to make fast and efficient use of the available bandwidth. For this reason the DME server component builds a list of commands to be executed by the DME app the next time it connects with the server. This is called a *command stack*. When the app connects with the server, for instance in order to synchronize email, the server will tell the DME app to execute those commands as well. For this reason you may experience that, for instance, the manual email sync you requested is followed by a calendar sync - meaning that the server takes the opportunity to update your calendar because a change has occurred.

Sync conflicts


In some cases, a sync conflict may arise - for instance, if an appointment has been moved to another time on both the collaboration system and the mobile device. DME will resolve this conflict by moving the meeting to the time indicated in the *DME app*, and a message will be sent to you with information about this.

Also, the first time the DME app is synchronized, or after an app *reset*, duplicate contacts or calendar items may occur. In this case, the duplicate entries will be created, and an email listing the duplicate entries will be sent to you by the DME server component.

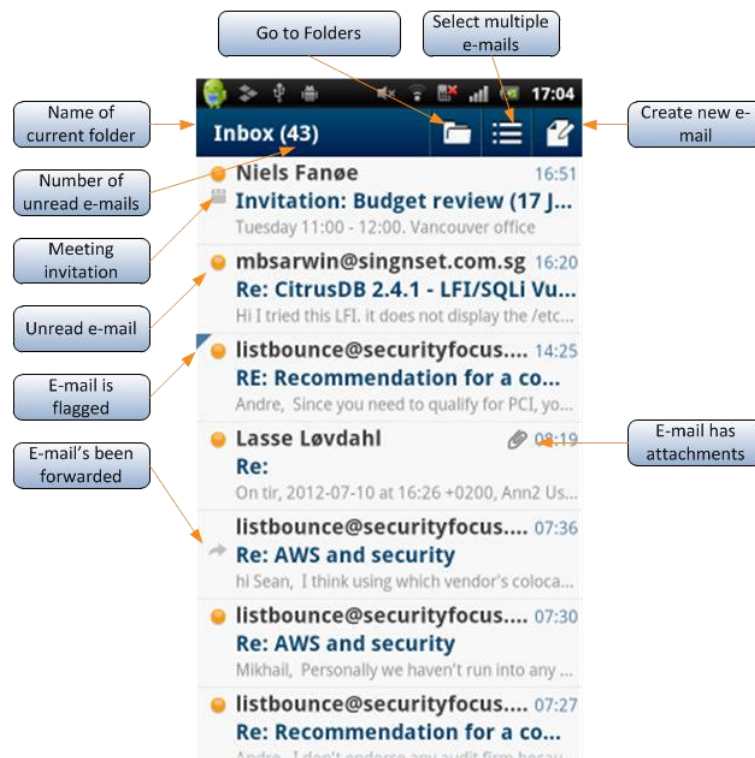
Getting work done: Email, calendar, and more

This section tells you about how to make the day-to-day experience of working with the DME app a great one. We begin with the Email app.

Email

Tap the  icon from the Desktop to open the Email app. The **Inbox** now displays the emails and meeting invitations that have been synchronized to the client.

The **Inbox** looks something like this on a regular device. On a tablet, it looks different - see **DME on tablets** on page 23.



Along the left side of the mailbox view, one or more icons may be displayed. The icons quickly tell you quite a bit about the email:

- An *unread email* is shown with an orange dot. When you've read the email, the dot is removed.

← The email has been *replied to*.

→ The email has been *forwarded*.

🚩 The email has been *flagged*.

📎 This icon after the Sender name indicates that the email or meeting invitation contains one or more *attachments*.

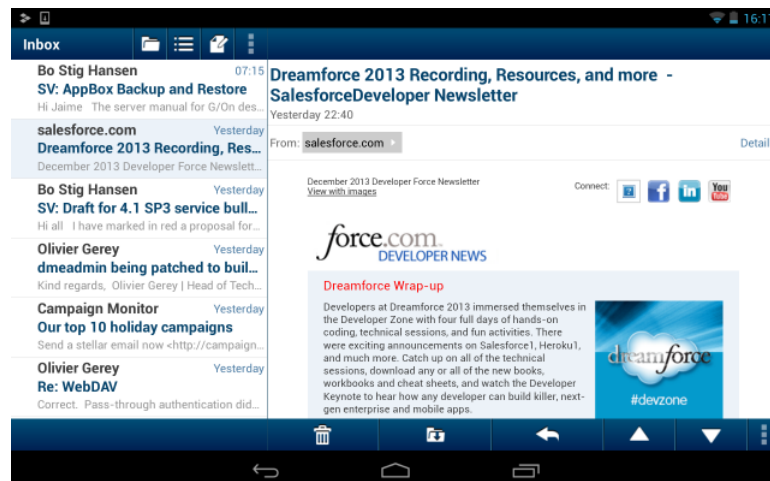
📅 This email is a *meeting invitation*. See **Responding to invitations** on page 45 for more information.

! An exclamation mark and the subject in a red color indicates that the message was sent with *high importance*.

DME on tablets

Excitor does not make a separate app for the tablets and regular devices - they all use the same app.

When describing the app in this guide, we use regular devices as a starting point. When running on a tablet, the app is the same - only the layout is different. These are the main differences.

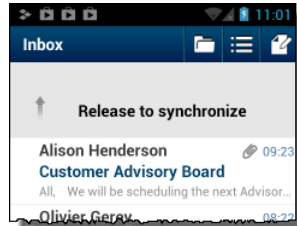


Emails are listed on the left. Tapping an email displays it in the reading pane.

In portrait mode, the mailbox list is at the top, and the reading pane is at the bottom. DME is primarily designed for use in landscape mode on tablets.

Checking email manually

To check for new email, drag down and then release to synchronize the mailbox (like Facebook or Twitter):



For more information, see **Synchronization** on page 19.

Note that you usually do not have to synchronize manually. Emails, meeting invitations, and commands are pushed to the device instantly from the DME server using Google Cloud Messaging or network push. However, you may have to perform a manual sync in this way if you own multiple devices with DME installed, as the push will only hit one device (the one that was synchronized last).

Reading email

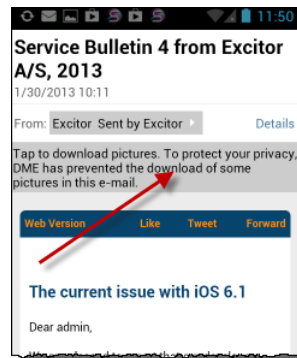
Tap an email in a folder to read it. As you can see from the illustration below, the email screen is divided into three areas: the information area, the text area, and the action area.



The *information area* shows you the subject of the email, the date and time it was received by the collaboration system (Exchange or Domino), if there are any attachments with the email, and who it is from. If you tap **Details**, you can see all recipients of the email.

The *text area* shows the email itself. Here, you can pinch together and apart to change zoom level (making the text smaller or larger).

The illustration above shows an email with pictures and rich text formatting. Images in an email may compromise your privacy. A message will say so and prompt you to download the images if you deem it safe. An email with pictures might look like this before you choose to download the images:



Tap the gray area to download the pictures. The DME Administrator may have disabled the possibility of downloading images completely. Images that are embedded into the email are always downloaded, however, because they have already been through the collaboration system's security checks.

The *action area* contains functions that apply to the email you are currently reading: **Delete**, **Move**, and **Reply**. These actions will be discussed over the next sections.

Email links

Emails and meeting invitations may contain information such as email addresses, phone numbers, and web addresses. Whenever such information is found, it is written in blue and underlined as a *link*. Note that DME does not control what is defined as a link; this is controlled by the Android system. The same linking rules that apply to a web page are used for emails in DME.

Tap a link to see your options for the link. The options are typically:

❖ For phone numbers:

When you tap a *phone number*, DME opens the Phone application. You can then press the **Call** button to dial the number.


❖ **For email links:**

When you tap an *email address*, DME creates a new email for that address.











❖ **For web links:**

When you tap a *web address*, the link is opened in your preferred web browser.

Email functions

For every email in the DME app, a number of functions are available. Below is a list of the functions and options that are available, and where you can choose them from. **Note:** **Edit** in the last column in the table below means *mailbox edit mode*. To enter **Edit** mode, tap the **Edit** icon  in the top toolbar. The mailbox shows a grey checkmark icon next to each email. Tap the checkmark icon to select the emails on which you want to perform an action, or choose **Done** to leave **Edit** mode.



The following functions are available:

Function/Option	Available from open email	Available from mailbox list view
Delete		Long-press > Delete Edit > 
Move to another folder		Long-press > Move to folder Edit > 
Mark read/unread		Long-press > Mark read/unread Edit > 
Flag	Menu > Flag/Clear flag	Long-press > Flag/Clear flag Edit > 
Reply / Reply to All	 > Reply	Long-press > Reply
Forward	 > Forward	Long-press > Forward
Read previous email		
Read next email		

See also **Folders** on page 33 and **Responding to email** on page 31.

Creating an email

➤ *Creating and sending an email*

1. To create a new email, first tap the  icon on the Desktop to go to the **Inbox**.
2. Then tap  to open a new email form.
3. Enter recipients as described in **Selecting recipients** on page 28.
4. Enter a subject.
5. Write the email. There are some tips about this in **Writing text** on page 29.
6. Choose email options (priority, encryption and signing) - see **Selecting message options** on page 30.
7. Add an attachment if required - see **Adding attachments** on page 38.
8. Tap **Send** in the top right corner.

Tapping **Send** saves the email in the **Outbox**. Depending on settings, the email is sent immediately or queued for the next synchronization (see **Email settings** on page 89). When the email has been sent, it is moved to the **Sent** folder on your device.

If you have started writing an email, and you want to continue writing at a later time, you can save the email as a draft.

➤ *Saving an email as a draft*

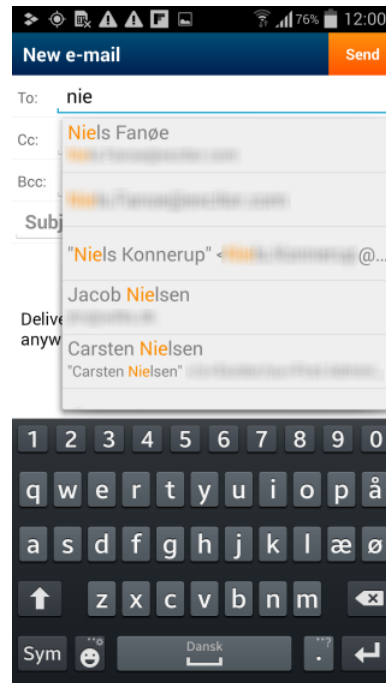
1. Close the email by tapping **Cancel**, and select **Save** when asked if you want to save as draft.

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

If you are interrupted when writing an email, for instance if you receive a call, the email is automatically saved as a draft. When you open the DME app again, you are returned to the screen from which you were interrupted.

Selecting recipients

To enter recipients for the new email (or participants in a meeting invitation), tap the **To**, **Cc**, or **Bcc** field, and start typing a name. DME will try to predict who you want to enter as recipient, and shows suggestions as you type:



How type-ahead works

This list of possible recipients (the *type-ahead* list) is built from the email addresses found in your mailbox folders, from participants in meetings where you are a participant or chair, and from those of your local contacts that have an email address.

When you start typing, DME will match the typed characters with the names and email addresses in the list of addresses. For instance, typing a "c" might match the following entries in the list:

- ❖ "Chris Rea <chris.rea@music.com>"
- ❖ "Hooray Carlton <hooray@freude.de>"
- ❖ "Melanie C. <melc@spice.com>"

As you type more characters, the list will shrink. In the example above, typing an "a" after the initial "c" will limit the list to "Hooray Carlton <hooray@freude.de>" only.

Tap a name to enter it into the recipient field. Start typing again to add another recipient.

When a recipient has been entered, you can then edit the recipients as any other text.

Search

If you cannot find the required contact, you can tap either of the search icons in the TypeAhead list to search either the **Local contacts** (on your device) or the **Global Address Book** (the contacts you share with your company).

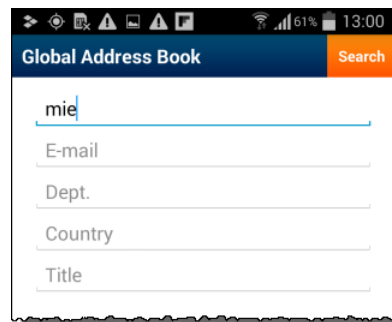
To search the **Local contacts**,

1. Click **Local contacts**.
2. Use the search functions in the local address book to find the contact you need.
3. Tap the contact.

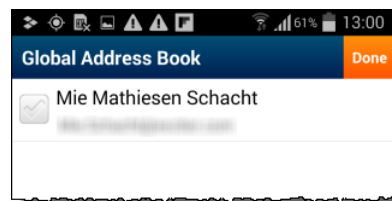
The contact's email address is inserted in the address field.

To search the **Global Address Book**,

1. Click **Global Address Book**.
2. DME switches to the **Global Address Book** screen and transfers the letters you have already typed in the recipient field to the **Name** search field.



3. Tap **Search**.
4. In the search results, tap one or more names to insert be inserted into the recipient field.



5. Then tap **Done** to insert the contacts.

See also **Searching for contacts** on page 56 for more about this.

Writing text

Write the email as usual. You can add attachments - see **Adding attachments** on page 38.

Formatting

Even though you can receive and view emails in HTML format (if allowed by the DME Administrator), you can only write new emails in plain text (meaning that you cannot apply formatting). However, with version 4.2 of the DME server component, all HTML formatting (including pictures) in *forwarded emails* and *in replies* will be retained, and you can edit text within the HTML formatted text.

Right-to-Left languages

DME supports the use of Right-to-Left (RTL) languages, such as Arabic and Hebrew.



When you write in an RTL language, the text of the email will be right-aligned. The *first letter* that you type in a new paragraph determines the alignment (the *directionality*) of the text. This means that if you for instance add a new paragraph of English text in an otherwise Hebrew e-mail, the English line will be left-aligned.

If you are using version 4.1 or below of the DME server component, the directionality of the text is determined by the *first letter in the entire email*. This means that you cannot mix right and left aligned text in your emails.

Selecting message options

In email composition mode, tap **Message options** in the menu to open the **Message options** screen. Here you can sign, encrypt, and change the importance level of the email.

➤ Setting message options

1. Tap **Message options** in the email you are creating.
2. Choose if this email should be sent with **High importance**.
3. Tap **Encrypt** to encrypt the email.
4. Tap **Sign** to sign the email. To sign an email, your password (for either S/MIME or Lotus Notes encrypted e-mail) must be entered in the field **Private key password** in **Settings > Security**. If it is not entered here, DME will prompt you for the password. You will not be able to mark the email as signed unless the password is entered. If you have questions about this, ask your DME administrator.

About signed and encrypted email

Please note the following about signed and encrypted email:


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

Using signed and encrypted email requires special setup. Please contact your DME administrator.


Tap **OK** to return to the email.

Responding to email


You can respond to an email by replying to it or forwarding it. Your options are different, depending on whether the email was sent to you alone or to multiple recipients, and whether the email contains attachments.

To see the options, open an email, and tap . The following options are available:



➤ **Replying to an email**

1. Open the email, and tap .
2. Tap **Reply** (to the sender alone) or **Reply to All** (to all recipients).
Alternatively, long-press the email in a mailbox folder, and tap **Reply** or **Reply to All** from the pop-up menu.
3. Type your reply, and tap **Send**.

➤ **Forwarding an email**

1. Open the email, and tap .
2. Tap **Forward** or **Forward with attachments**.
Alternatively, long-press the email in a mailbox folder, and tap **Forward** or **Forward with attachments** in the pop-up menu.
3. Type recipient details and a message, and tap **Send**.

If the original email was sent with *high priority*, this status is copied to the forwarded email as well.

The original email in the mailbox will be marked with a  or , indicating that you have replied to or forwarded the email. This status will be synchronized to your Outlook or Notes mailbox, so you can see the **Replied to / Forwarded** status there as well.

For more information about sending emails, see **Creating an email** on page 27. See **Adding attachments** on page 38 about how to work with attachments when responding to email.

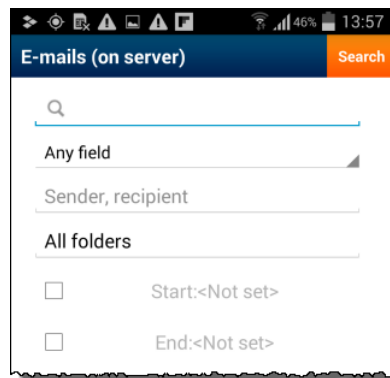
Finding email

When you need to find a certain email, do the following:

➤ Finding email

1. From the **Inbox**, choose **Search** in the DME menu.
2. If you think the email is no longer in the mailbox on your device, choose **Emails (on server)**.

1. Complete the fields in the search form:



2. Apart from a search text (mandatory), you can choose if the text should be found in the **Subject** or **Body** field or both, which mailbox folder(s) you want to search, and you can set a date range.
3. Tap **Search**.
3. If you think the email is still in the mailbox on your device, choose **Emails (on phone)**.
 1. Complete a search form similar to the one above.
 2. Tap **Search**.

The DME app then searches the emails on the device or in the mailbox of your Outlook or Lotus Notes. In the search results from the server, only the sender, date and subject are returned at first - to see the actual content of the returned emails, you have to open them.

If you did not find the email you were looking for, select **New search** in the DME menu to try again.

Press **Back** to return to the Desktop.



Technical details

The DME app 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 component sets a limit to the number of search results. By default, the limit is 100 results.

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 select a folder which contains other folders, you will get different results depending on your collaboration system:

- ❖ If you use Domino, the search for emails 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**, emails in the subfolders of the selected folder will be searched as well.

Note that you can choose **Search** from the menu at the Desktop as well.

Folders

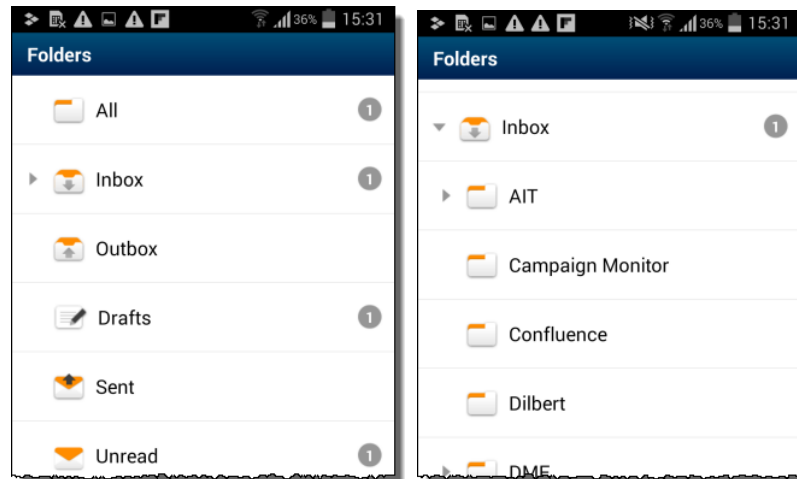
The DME mailbox consists of at least the following folders: **Inbox**, **Outbox**, **Drafts**, **Sent**, and **Unread**. These are called the DME system folders. The first four of these folders function like their counterparts on the collaboration system (Notes or Outlook). The **Unread** folder is a *smart folder* which shows all unread messages in any mail folder in DME. When an email in the **Unread** folder is read, it is removed from that folder - but naturally remains in the folder where it is actually located.

Apart from these system folders, subfolders created on the collaboration system are also shown in the DME app. However, emails in these folders are only shown if you *enable synchronization* of emails in the folders (see **Folder settings** on page 90). With settings similar to email settings (see **Email settings** on page 89), you can specify how many emails you want to see in each folder (by age in days) and whether you want to synchronize emails in folders at all. This setting will apply by default to all folders. You can also specify different settings for each folder, including whether you want to receive a notification when a new email arrives in a folder, as described in the following section.

You cannot create, move or delete folders in the DME app. You can, however, move emails between folders (see **Email functions** on page 26). When you do this, the move will be reflected in Outlook or Notes as well.

Viewing folders

To see all mail folders, tap  from any mailbox, or tap  from the Desktop.



The number of unread e-mails in each folder is shown next to the folder name.

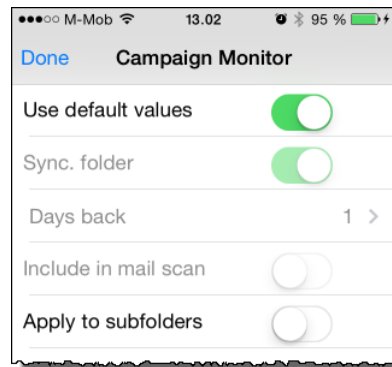
A gray triangle indicates that the folder contains subfolders. Click the triangle to expand or collapse the folder structure.

Domino folders

On Lotus 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 emails (but **Testing** can). Therefore the parent folder (**Work**) is shown in a different color in DME, and it cannot be selected (but the subfolder **Testing** can).

Tap a folder to open it in the mailbox view, or tap **Cancel** to go back to the mailbox you came from.

Long-press a folder and then tap **Settings** to open a window to set options for that particular folder. You cannot modify the settings of the five system folders.



In the folder settings (see **Folder settings** on page 90) you can set defaults for the way email folders should be synchronized between collaboration system and the DME app. If you have many folders on the collaboration system, it is recommended that you set up very restrictive default settings to make things go faster, and then loosen up on individual folders as described below.

❖ **Use default values**

If selected, the current folder uses the general settings specified. 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 this setting was not selected, and you select it, the settings in the remaining fields in this screen will be reset to the default values from the **Folder settings** when you press **Done**.

If you want to apply other settings than the default settings to this folder, you must disable this field.

❖ **Sync. folder**

This option can only be changed if **Use default values** above is disabled. If you enable this option, emails 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 component, you should only synchronize those email folders that you really need on the device. You can for example consider to not synchronize folders containing graphics-intensive newsletters etc.

❖ **Days back**

This option can only be changed if **Use default values** above is disabled. When emails are synchronized, emails from the last number of days selected here will be synchronized and available in the current folder. You can select up to 99 days, but we recommend that you choose a much smaller number.

❖ **Include in mail scan**

This option can only be changed if **Use default values** above is disabled. If you enable this option, you will receive a notification when a new email arrives in this folder. New email can "arrive in" subfolders by means of rules, which are set up on the collaboration system to automatically distribute new emails in folders.

❖ **Apply to subfolders**

If you enabled this option, the settings made in other fields in this screen are applied on 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.


Tap **Back** when you have defined the settings for the current folder.

Instead of synchronizing a large number of emails to the client, you can use the **Search on server...** function to find emails in any folder on the collaboration system. See **Finding email** on page 32 for more about this.

Attachments

Attachments, such as documents, spreadsheets or presentations, can be part of email messages, events, and notes. Attachments work in the same way, no matter where they came from, so we will simply discuss them from an email point of view.

Please note that the DME Admin may have restricted access to receiving and sending attachments for security reasons.

In any mailbox, you can recognize emails with attachments by the clip icon next to the sender name: .

When you open an email with attachments, the number of

attachments is shown at the top right in the email:



Tap the icon to see the names of the attachments. In order to save costs and time, DME does not download the attachments to the device until you need to see them. To download an attachment, simply tap it, or select **Download all** to make the DME app download all the attachments of that email to the device. This is useful if you want to be able to read the attachments while offline, for instance during air travel.

The attachment is now stored in the secure container of your device, and you can view it and optionally edit it.

Viewing attachments

Tap a downloaded attachment to view it.

DME Viewer/Editor

DME contains a built-in document viewer and editor - the DME Viewer/Editor. We license the technology for this from Pictel Smart Office.



If you have access to using DME Viewer/Editor (you must have a license, and it must be enabled for you in the DME server component), then the internal viewer on your device is disabled while you are working in the DME apps, and all files (including attachments) are opened in DME Viewer/Editor. There are several advantages of this:

- ❖ **Security:** The attachments never leave the secure DME container, and you can be sure that the documents cannot be leaked outside the container, either by intent or by accident.
- ❖ **Usability:** You can use the DME Viewer/Editor to create new documents or edit existing documents.

If you have access to DME Viewer/Editor, you can securely view documents of the following types:

- ❖ Microsoft Office documents
- ❖ Comma-separated value files and plain text files
- ❖ Adobe PDF
- ❖ Hangul documents (Korean)
- ❖ Image files: WMF, EMF, BMP, GIF, JPEG, PNG

For more about the features available in DME Viewer/Editor, see **DME Viewer/Editor** on page 78.

Internal viewer

If you do not have access to DME Viewer/Editor, the attachment will be opened in an internal viewer, which is selected by the device you are using. The disadvantage of this is that the document is opened outside the secure DME container, and there is no guarantee that information from the document you are viewing will not be leaked to the device. This means that another person may be able to restore the document from left-over data on your device, even after you have closed the internal viewer.

Editing attachments

If you have access to DME Viewer/Editor, you can edit documents of the following types:

- ❖ Microsoft Office documents
- ❖ Annotate text and draw freehand text in Adobe PDF documents
- ❖ Hangul documents (Korean)

For more about this, see **Creating and editing documents** on page 80.

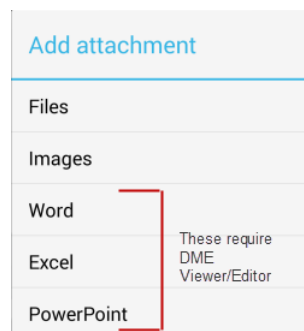
Adding attachments

You can add attachments to emails and meeting invitations and notes/journals.

➤ Adding attachments

To add an attachment to an email you are writing (either a new one or one you are replying to or forwarding),

1. Select **Attachments** in the menu.
2. You can now choose what kind of attachment you want to add.



If you have access to DME Viewer/Editor, you can create new MS Office documents to include as attachments. See **Creating and**

editing documents on page 80. If you do not have access to DME Viewer/Editor, you can choose among **Files**, and **Images**.

3. Tap **Files** to select a location on your device drive, and tap to select the document that you want to add.

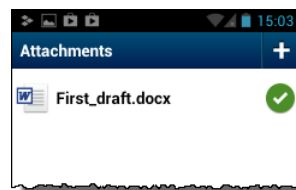
or

Tap **Images** to attach a new photo/video. The Android operating system asks which app you want to choose images through.

4. After adding attachments, you can tap an attachment to view it. To remove it again, long-press the attachment and choose **Delete**. The attachment is only deleted from your email, not from your disk.

Note also that if you use DME AppBox, you can add files to emails through the DME File Browser. See **File browser** on page 70.

5. Tap **Back** when you are done to go back to the email you are writing.



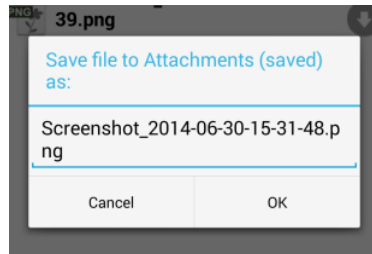
Managing attachments

When you receive an email with attachments, they are not downloaded to your device yet. To download and open them one at a time, tap the gray arrow next to each attachment, and choose **Yes**. You can download all attachments to your device at once by tapping **Download all** in the menu.

Attachments are stored within the secure DME container. If you want to remove all attachments from the device, tap **Delete all attachments** from the DME menu > **Actions** in the **Inbox**.

When you long-press an attachment that has already been downloaded, you get a number of options:

- ❖ **Open:** Open the attachment using DME Viewer/Editor (if available) or the internal viewer.
- ❖ **Save:** Save the attachment in the folder **Attachments (saved)** in the secure DME container. You get a chance to rename the attachment first:



You can then later find and open, edit, copy, move or delete the attachment using the AppBox File Browser. This requires access to DME AppBox. See **File browser** on page 70.

- ❖ **Send to:** Creates a new email and attaches the current attachment to the email.

Calendar

The calendar app lets you securely view and work with your business calendar.

From the calendar, you can create new events and appointments, and invite other people to meetings. Meeting invitations from other people are received in the DME **Inbox**, and are transferred to the calendar when you respond to them. You can respond to meetings by accepting, declining, delegating or proposing a new time for the meeting.

Events created in the DME calendar app on the device are saved directly in the calendar, and transferred to your Outlook or Lotus Notes calendar at the next synchronization. People that you invite for meetings are also notified at the next synchronization.



Calendar terminology


In calendaring terminology, three terms are frequently used: Appointments, Meetings, and Events. The differences between these terms are the following:

- ❖ **Appointment:** This is an activity that you schedule in your calendar, and that you do not invite other people to or reserve resources for.
- ❖ **Meeting:** This is an appointment that you invite people to or reserve resources for.
- ❖ **Event:** This is an activity that lasts 24 hours or longer - for example a trade show, a vacation, or a seminar. This can also be an annual event such as a birthday. Events do not occupy time in your calendar, but are shown as a banner along the top.

We use *event* as the most general term for a calendar item, even if it does not last a whole day.

You get calendar alerts on your device, even when DME is closed.

Calendar views



The Desktop calendar icon  shows today's date. Tap it to open the calendar app.

You now see your business appointments (as in Outlook or Lotus Notes).

You can view your calendar in different modes. Tap the buttons along the top of the screen to switch views:



- ❖ **Month view:** See an overview of your schedule for one month. This is the default view. Browse to the previous or next month by swiping the month calendar or tapping the left or right arrows shown around the month name and year. *Today's date* is shown with a dark gray background. Dates shown with **boldface** text contain *appointments*. Tap a date to show the appointments for that day. The *currently selected day* is shown with a blue background. Your appointments for the *selected date* are listed beneath the month view (in Landscape mode, they are shown to the right).

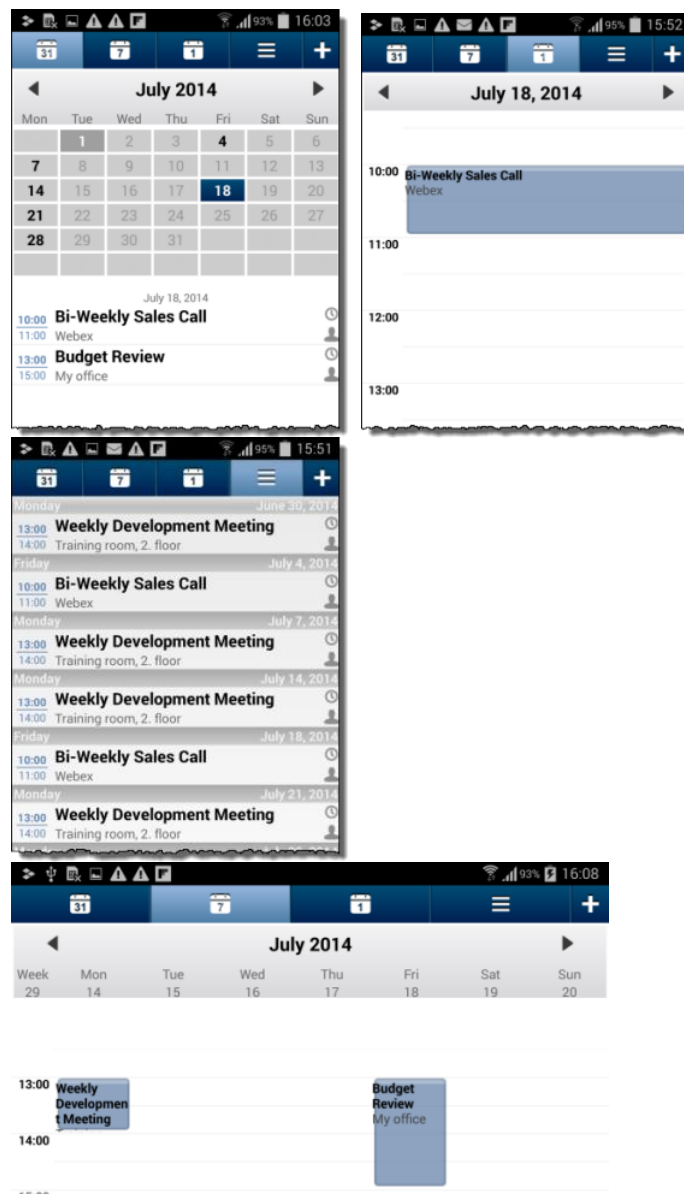
If an event has an alarm, a small alarm icon  is displayed with the event. If other people have been invited to the meeting, a small participant icon is displayed with the meeting .

- ❖ **Week view:** Here you see all calendar entries for one week. Browse to the previous or next week by swiping, or tapping the left or right arrows shown around the month name and year. The *week number* is shown to the far left, above the times.
- ❖ **Day view:** See all calendar entries for one day. Browse to the previous or next day by swiping, or by tapping the left or right arrows shown around the day name and date. The events are shown with **Subject** and **Location**.
- ❖ **Event list view:** This view lists all your appointments in one screen. Scroll to see more.


Tap an appointment to view details or edit it.

The calendar shows all the events from the beginning and till the end of your *calendar synchronization window* (the period within which DME synchronizes your calendar - see **Calendar settings** on page 91).

Examples of the different calendar views are shown below:

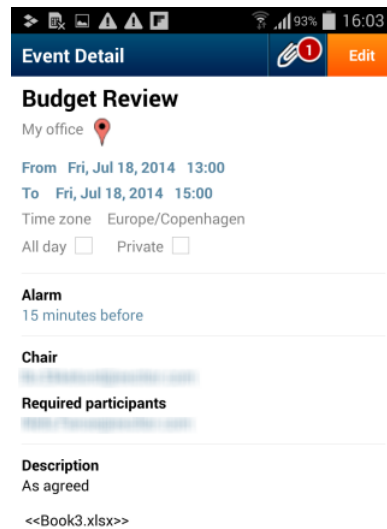


From each view, you can:


- ❖ **Create an event:** To create a new meeting, tap the  button in the top toolbar, or tap **Create** in the menu. The default date set for the new meeting is the currently viewed day. If that date has passed, today's date is suggested as the meeting date. See **Creating events** on page 48.
- ❖ **Go to today:** To go to today's date in any view, tap **Go to today** in the menu.
- ❖ **Go to date:** To go to any date in the calendar, tap **Go to date** in the menu, select the desired date, and tap **Set**.
- ❖ **Synchronize calendar:** Perform a manual calendar synchronization by tapping **Synchronize** in the menu. See **Synchronization** on page 19 for more about this.

Viewing and editing events

Tap an event in the calendar to open it. You can now see all the fields that have been completed for this appointment, but you cannot change any fields yet.



To go back to the calendar view you came from, tap the **Back** button.

Tap the location marker  to open the meeting's location in the Maps app, if a location was entered as an address. Tap the top right **Edit** button to edit the event:

- ❖ If you are a *participant* of the event, you can now set an alarm for the event, and you can change the event status to **Private** (meaning that details of the event will not be shown to others with access to your calendar).
- ❖ If you are the *chair* (organizer) of the event, you can change all details of the event. If you remove a participant, the participant will receive an event cancelation notice, and the event will be removed from his/her calendar. If you change the time or date of the event, you are given an option to attach a comment about why you made the change.



Lotus Notes permits the use of formatted text and attachments in the meeting description (body). If the description contains attachments, you will not be able to edit the description here on the device. If there are no attachments, and you edit the **Description** field on the device, any formatting and any embedded objects in the field will be lost when the calendar event is synchronized back to the collaboration system.

Tap **Save** when you are done. See **Creating events** on page 48 for more about creating events.

For information about the options in the bottom toolbar or in the menu, see **Responding to invitations** on page 45.

Responding to invitations

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

In the DME app, you can see your meeting invitations in the Mail app's **Inbox**, where meeting invitations can be recognized by a meeting icon

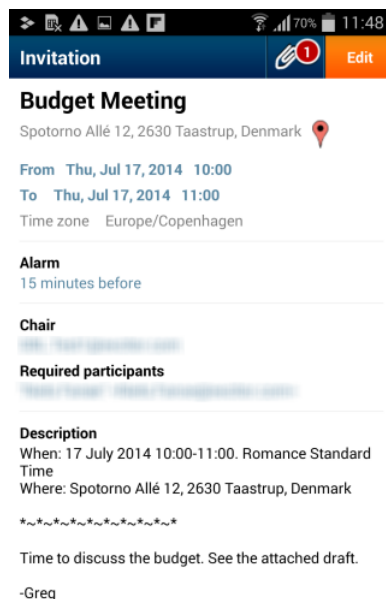


- see **Email** on page 22 for more about the **Inbox**.

A meeting invitation is actually an ordinary email, but with more options. The standard email options of **Reply**, **Forward**, etc. are described elsewhere - see **Responding to email** on page 31. This section describes those options that are specific to meeting invitations.

➤ Responding to a meeting invitation

- I. Open the meeting invitation. You see an overview of the event, with subject and time of the meeting, who organized it, who have been invited (participants), and any information about location and resources involved in the meeting.



Tap the location marker icon  to open the meeting location in **Maps** (only useful if an actual address is specified).

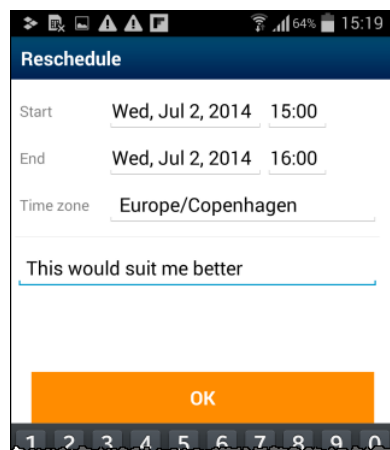
2. You can now choose among the available options. Most of the options are available on all supported collaboration systems, but there may be differences. Those are noted below.

DME observes the way in which your collaboration system works with events. For instance, in Domino the chair can select options in the meeting invitation in Notes specifying that he or she does not want to receive responses from invitees (participants), wants to prevent counter-proposals, or wants to prevent delegation. Such options are naturally observed by DME, even if they are not mentioned in the descriptions below.

- ❖ **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.
- ❖ **Tentative:** If you want to attend the meeting, but you are not sure that you are available at the proposed time, you can tentatively accept the meeting. This way the meeting is booked in your calendar, but the time still appears free for other users. *Note:* On Exchange 2003 systems, this action is not available for recurring meetings.
- ❖ **Decline:** Decline the meeting invitation. Notification of this is sent to the organizer/chair and any other participants. The event is not entered into the calendar. If you just delete the invitation using the **Delete** option in the menu, the organizer/chair will not be notified that you are not coming.

The following options may be available in the menu:

- ❖ **Propose new time:** If you would like to attend, but you are not available at the proposed time, you can propose a new time (also called *countering* the meeting proposal). Selecting this option opens a new screen in which you can select a new time, date, and time zone for the meeting.



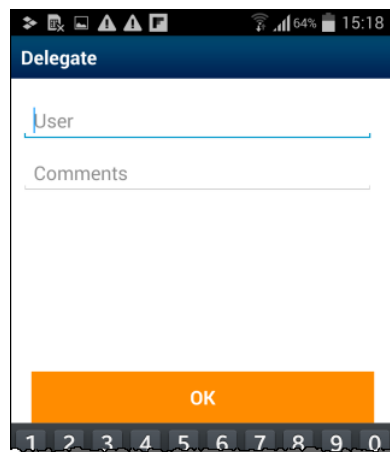
When you are done, tap **OK** to suggest the new proposed time to the chair, or select **Check free time** in the menu to see if the new date and time conflicts with the calendars of any

of the participants. For more about this, see **Checking free time** in **Entering event details** on page 48.

When you send the new proposed time, the meeting chair/organizer will receive an e-mail with the subject **Countered:** and the subject of the meeting.

Once the calendar entry has been accepted, you are not able to change the time zone of the calendar entry if you later edit the calendar entry from your calendar to propose a new time. *Note:* On Exchange 2003 systems, this action is not available for recurring meetings.

- ❖ **Delegate:** If you are unable to attend the meeting, you may want to send someone else in your stead. Choose **Delegate**, and select another user from your local or global address book.



The **Delegate** field functions as other recipient fields - you can choose from the local and global address books and addresses from the **Inbox**. See **Selecting recipients** on page 28 for more about this.

When you are done, tap **OK** to send the delegation, or select **Check free time** in the menu to see if the new proposal conflicts with the calendars of any of the delegates. For more about this, see **Checking free time** in **Entering event details** on page 48.

3. When you accept, decline, tentatively accept, propose a new time, or delegate a meeting invitation, you are given the option to add a *comment*. If you enter a comment, it is sent to the organizer/chair. *Note:* On Exchange 2003 systems, not all actions allow you to reply with comments.
4. When you respond to a meeting invitation by using any of the above actions, the email containing the invitation is removed from your **Inbox**, and if you accepted the meeting, your calendar is


updated on the collaboration system at the next calendar synchronization.

See next section for more about how to create events.

Creating events

Booking meetings or creating events on the device essentially works the same way as when using Outlook or Lotus Notes.

➤ **Creating a new event**

1. To create a new event, tap the  button from the Calendar. This opens the event creation form.
2. Enter the details of the event. You can specify an event title (subject), location, and a date and time; any participants and other resources that should be present at the event; an event description and any attachments. You can also specify if the event is to be repeated. For more about all this, see **Entering event details** on page 48.
3. If you invited participants or other resources, you can check their schedule to see if they are free at the time you selected. This is also described in the section **Entering event details** on page 48.
4. Tap **Send** (if you have invited participants) or **Save** (if it is a personal appointment) to create the event.

The calendar app will prompt you to synchronize immediately. At the synchronization, meeting invitations are sent to any selected participants and resources. The event is shown in your calendar (whether you choose to synchronize or not).

If you tap **Back** during the creation of an event, you can choose to **Save as draft** or **Discard changes**. Selecting **Save as draft** allows you to interrupt your work on the event proposal for a later time - the draft is stored in the **Drafts** folder. The **Discard changes** option closes the current meeting draft without keeping any of your edits.

Entering event details

In the event creation form, you can fill in a number of fields with details about the event. Each field is described below.

Event information

First you enter information about the event.

- ❖ **Subject:** Enter the event title.
- ❖ **Location:** Here you can enter free text describing the location of the event - for instance an office, a country or a city. If you add a

complete address, the recipient will be able to tap the address and look it up in **Maps**.

- ❖ **Date and time:** Tap the **Start** or **End** field, and spin the wheels to select the starting and ending date and time for the event.

If you enable the field **All day**, the event changes to an all-day event, and you can only choose one date.

- ❖ **Time zone:** In this field you select the time zone of the location where the event is held. For instance, if you are based in Copenhagen, but want to call a meeting at 2 PM in London, you should enter 2 PM as the meeting start time, and **Europe/London** in this field. This way, the meeting will be placed correctly in your calendar - which is at 3 PM in local Copenhagen time. When you travel to London, and the phone changes time zone, it will be shown correctly in the calendar at 2 PM, London time.

Use the search box at the top of the screen to search for your time zone. For instance, enter "Lon" to find **Europe/London**.

- ❖ **Repeats:** Tap **Repeats** if you want to define a repeat schedule for the current event. This is a two-step process:
 1. First you choose to repeat the current event at the intervals listed in the **Repeat** screen (for instance **Every Week**).
 2. Then a new field is shown in the event creation form: **End**. Here you set an end date for the repetition. If you choose a date way into the future, the DME server component will actually stop the repetition after 5 years.

Recurring (repeating) events created on the device are sent to the server as a true series of recurring events, not as individual events. When you create recurring events, you will not be able to see the individual instances of the event on your device until you have synchronized your calendar. This is because the individual entries are actually created by the DME server component and then synced back to the client.

However, recurring meetings created *on the collaboration system* are synchronized to the DME app as a series of individual appointments. This means that if you edit one in a series of meetings, only that instance of the meeting series will be changed. If you want to edit the entire series, you must do so in Microsoft Outlook or Lotus Notes.

- ❖ **Alarm:** This is not really part of the event creation - it is only used to set the alarm on your device and in Outlook/Notes to go off when the event is approaching. You cannot set the alarm for participants! Choose a time from among the options.
- ❖ **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. Note that this applies to your own calendar only - you cannot set the **Private** status for participants!

- ❖ **Description:** Enter more information about the new event, such as an agenda. This will be the body text of the calendar entry.
- ❖ **Menu > Attachments:** Here you can select one or more attachments to include in the event invitation. See **Adding attachments** on page 38.

Resources and participants

You can now choose to book resources, such as a meeting room or a portable projector, and pick participants for the event.

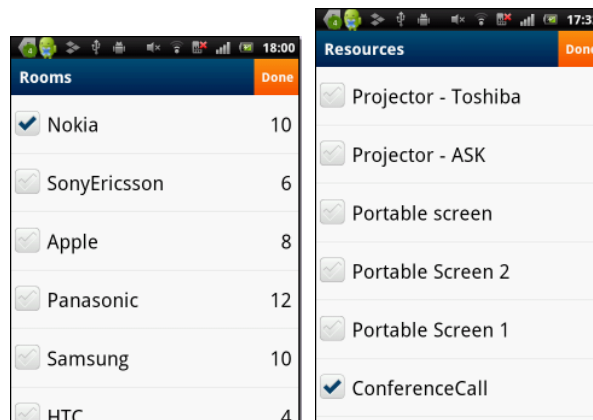
- ❖ **Rooms/Resources:** The procedure for booking a room or a resource is identical - in the following, the booking of a room is described.

The first time you open the **Rooms** page, it is quite empty. This is because you must download the available rooms and resources from the collaboration system to your device first. DME will download a list of rooms and resources from the server. Subsequently, you can refresh the list of resources by selecting **Update** in the DME menu.

1. The list of rooms or resources is now retrieved from the collaboration system and shown in this window.

This list may contain multiple *sites*, and you may need to choose a site before you can see the list of rooms or resources. If your organization uses only one site, the list of rooms or resources is shown directly.

2. Flick up and down in the list of rooms or resources, and tap to mark the rooms or resources you want to book. Note that if the people capacity of the room is entered in the collaboration system, it is also shown in the list.



3. Tap **Done**.

The selected rooms or resources are entered into the field in question, and you are returned to the event creation form.

❖ **Participants:** To add participants to the meeting, do the following:

1. Tap **Required participants**.
2. In the **To** field, add or select participants as you would for an email. See **Selecting recipients** on page 28 for more about this.
3. Tap **Save** to return to the event creation form.

Repeat this process for **Optional participants** and **FYI** participants. FYI participants (also known as CC recipients) only receive a notification that the meeting is held, they are not invited as such.

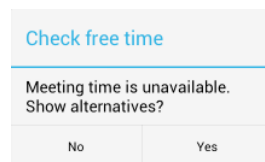
Checking free time

When you have added participants, rooms and resources, you can check if they are available within the time frame specified for the meeting.

➤ **Checking free time**

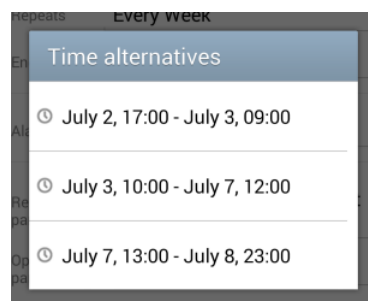
1. Tap **Check free time** in the menu.

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.

DME shows a list of time frames within which all participants and resources are available.



3. Tap one of the suggestions to move the suggested time of the meeting.

The meeting details are changed to reflect the update.

Contacts

You can have your personal contacts from Outlook or Notes synchronized to your device. The contacts are entered in the DME Contacts app, enabling you to use your familiar contacts for emails, meetings, phone calls etc.

Contact synchronization is enabled in **Settings** (see **Contacts settings** on page 92 for more about this). When enabled, any changes you make in your contacts in Outlook/Notes are synchronized to the DME Contacts app, and vice versa.


In Settings, you can furthermore choose to also copy your contacts to the Contacts app on your device - from now on, these are called your *local contacts*. Note that your DME contacts are not kept synchronized with your local contacts. If you change one of the contacts in your local contacts, the change will not be reflected in your DME contact.

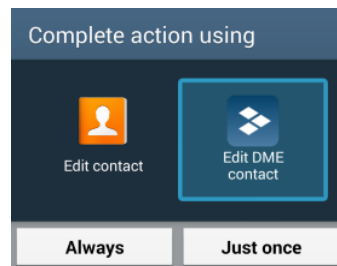
This little table explains the one-way link between DME Contacts and local contacts.

Where you are	What you do	What happens
DME Settings	Enable Device Address Book sync	All your DME contacts are copied to the device Contacts app.
DME Settings	Disable Device Address Book sync	All contacts in the device Contacts app that originated from DME are deleted from the device Contacts app.
DME Contacts app	Edit/Delete/Add contact	Corresponding contact in device Contacts app is updated/deleted/added. Corresponding contact in Outlook/Notes is updated/deleted/added after sync.
Device Contacts app	Edit contact originating from DME	Corresponding contact in DME is not updated if you edit using Contacts. The link is one-way only. However, you can choose to edit the contact using DME.

Contacts in your device Contacts app that originate from DME are marked with a small DME logo:




If you open a contact and tap  to edit it, the following message will be displayed (from Android 4.2.2 device):



You cannot edit the contact using **Edit contact**. To edit it, use **Edit DME contact** to open the contact in DME and edit it.

Using contacts

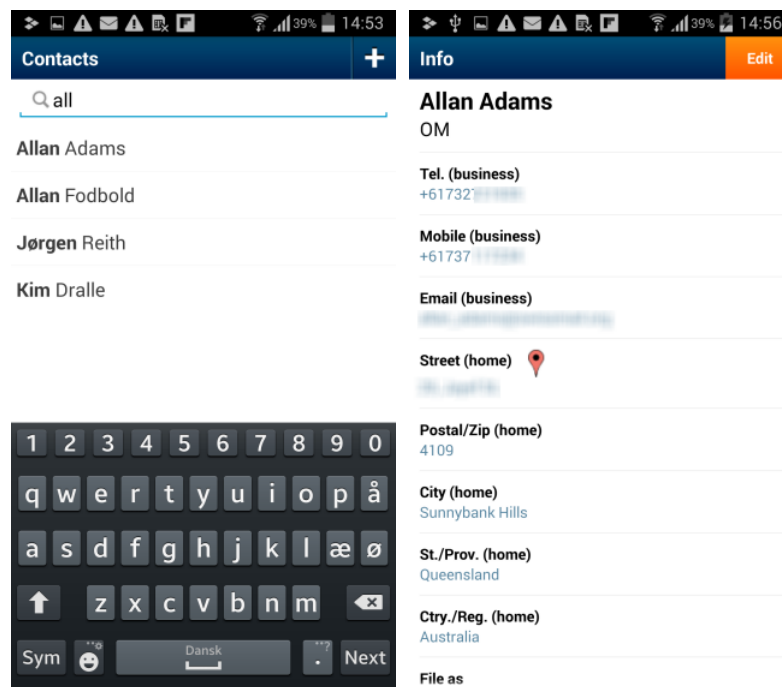
To view your DME contacts, tap  on the Desktop. The contacts are shown in the style determined by the settings **Sort Order** and **Display Order** in the iOS **Settings > Mail, Contacts, Calendar**, where you can for instance choose to sort your contacts by **Last name** and then **First name**, but view them with **First name** first or **Last name** first.

Find a contact by flicking down the page, or by typing in the **Search** box above the Contacts list.

 Search

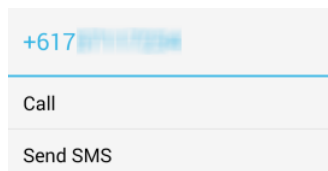
The number of contacts shrinks to match what you type. DME not only searches the name; all information in the contacts is searched. That is why **Jørgen Reith** shows up in the search below - because his email address contains **all**.

Tap a contact to open it.

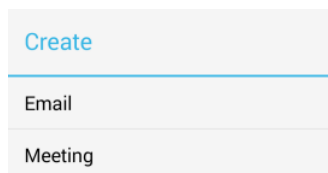


You can now tap any of the fields to use the information in the field:

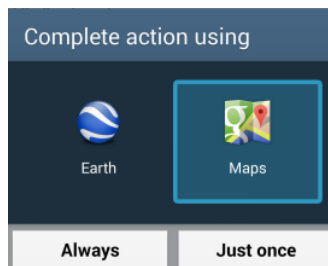
- ❖ Tapping a Phone field lets you create a message to the contact, or place a call to the contact.



- ❖ Tapping an E-mail field lets you create an e-mail for the contact, or book a meeting with the contact.



- ❖ Tapping an Address field opens the address location in the map application of your choice.




In the menu, you can choose to **Edit** or **Delete** the current contact.

Working with contacts

Different contact applications on different phones and phone platforms support different contact *fields*. A contact field is for instance the **First name** field or the **Telephone** field in a contact. When synchronizing the address book in MS Outlook or Lotus Notes to a mobile device, different third-party applications may map the fields in Outlook/Lotus Notes to the phone in different ways.

The DME Address Book supports a large, but fixed number of fields. By using DME for synchronizing contacts, you can be certain that everybody in the organization maps contacts from the collaboration system to their device in the same way.

When you tap  in DME Contacts, or when you tap **Edit** when viewing a contact, DME lets you enter information into the following fields. Those marked with * are shown by default. To see field which is not shown by default, tap **Add field** first to add it.

Name:	E-mail:	Dates:
Prefix	work*	birthday
First *	home	anniversary
First name (phonetic)2)	other	
Middle	URL:	Other names:
Last *	work*	spouse
Last name (phonetic)2)	home	children
Suffix	other	assistant
Nickname		manager
Title	Address:	Notes:
Department	work*	note
Company*	home	location
	other	categories
Phone:	Street* 1)	IM 1-3
work*	Zip* 1)	
home	City* 1)	
other	State* 1)	
work mobile	Country* 1)	
other mobile		
work fax		
home fax	1) For each address type.	
other fax	2) Japanese Furigana.	
assistant		
company		
pager		

Searching for contacts

As mentioned in **Using contacts** on page 53, you can find a contact by flicking down the page, or by typing in the **Search** box above the Contacts list.

Q Search

The number of contacts shrinks to match what you type.

You can also search in the Global Address Book (GAB). This is similar to what is described in **Selecting recipients** on page 28 about GAB search.

➤ **Create email or meeting from GAB contact search**

It is possible to start a search of the GAB without being in the process of creating an email or a meeting. To do this,

1. Choose **Search** > **Global Address Book** in the menu in the **Inbox** or the Desktop.
2. Follow the procedure described in **Selecting recipients** on page 28.
3. When you find the one or the ones you are looking for, select them and choose **Create** in the menu.
4. Choose **Email** or **Meeting**.

The selected contacts are added as recipients of the new email, or participants in the new meeting invitation.

Instead of selecting the contacts and using them for an email or a meeting, you can tap a contact you have found. You now have the same options for this contact as previously described in **Using contacts** on page 53.

Third-party contacts

The **Contacts** app can be configured to use third-party sources, such as Google GMail or Facebook, in the device Settings. If you do this, your device Contacts will contain both the **DME** group of contacts and the third-party source. The different groups of contacts will coexist in the device **Contacts** app, and there is no interaction between them - your DME contacts won't suddenly show up on Facebook.

To-dos

To-do lists are lists of things you need to remember to do. To-dos are like calendar events, because they have a start date, and end date, and an alarm.



To-do synchronization rules


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:

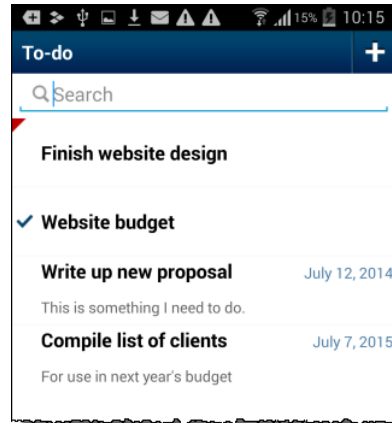
1. A due date has not been specified, and it has not been marked as complete (Domino only).
2. No start date or end date is specified, and the task is not marked as complete.
3. Or the to-do is overdue and not marked as complete, regardless of the values in the starting date and due date fields.
4. Regardless 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 (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.

To view your to-do list, tap the  icon on the Desktop. A list of your current to-dos is shown. To-dos can be marked as *high priority* (a red triangle is shown at the left), *completed* (shown with a checkmark), or both high priority and completed.





Update the list of to-dos by tapping **Synchronize** in the menu. To delete a to-do, long-press and tap **Delete**.

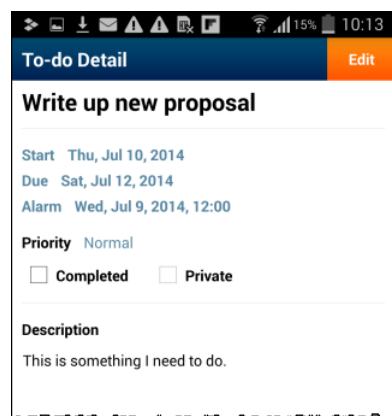
You can also sort the list of to-dos by tapping **Sort** in the menu. You can sort by **Subject**, **Priority**, and **Date** (expected day of completion).

Tap a to-do to open it. You can now see the full subject text, any associated notes, information about dates and various other info.

Creating and editing to-dos

➤ Creating a to-do

1. Tap  from the **Desktop** to open the To-do list view.
2. Tap a to-do to edit it, or tap  to create a new to-do.



You can now set a start date, a due date (end date), an alarm, and a priority for the to-do, and you can indicate that the to-do is **Private** (meaning that other people opening your calendar in the collaboration system cannot see the to-do in question). These features are similar to the corresponding calendar item features.

3. Set the **Completed** status. In the To-do list view, completed items are marked with a checkbox.
4. Tap **Save** to save the to-do in the To-do list.

Tools

From the Desktop, you can access the **Tools** menu. This menu contains a number of useful functions, some of which have been described already.

❖ **Settings**

Customize your DME app. See **Getting set up: Settings** on page 85 for more about this.

❖ **Reset**

This **Reset** function corresponds to an initial synchronization. There will usually not be any reason to do this, but if you think that any of the resources on your device are out of sync, you can reset the DME data on your device by choosing this function. This will perform an import of *all* resources. Before the reset is carried out, a warning is shown, listing all the data that will be replaced by a copy from the server.

Accept this warning to continue.

Note that the DME administrator can also force an import of items on your device. In this case, you will not be asked if you want to keep the original entries; the device will simply start effecting the command and replace data from server.

❖ **Out of office**

This function lets you enable, disable, or change your out of office message. See **Out of office** on page 62.

❖ **Change password**

With this function, you can change your network password from the DME app. See **Changing mailbox passwords** on page 63 for more about what happens when your mailbox password is changed.

❖ **Set unlock pattern**

With this function, you can create an unlock pattern (swipe code) for logging in to the DME app, instead of having to use your collaboration system password. See **Setting unlock pattern** on page 60 for more.

❖ **Log**

Displays the event *log*, which is kept by the DME app. The log can be useful in connection with support questions. See **Getting help: Help desk and support** on page 96.

Other functions in the menu in the Desktop view:

❖ **Lock**

Select this function to log out of DME.

❖ **Hide**

Brings DME to the background.

❖ **About DME**

View version information about the DME app. You can use this information in connection with support questions. See **Getting help: Help desk and support** on page 96.

Setting unlock pattern

For reasons of security, you may be required to enter a long, complex password with a mix of letters and special symbols to gain access to the network and collaboration system. This may be easy enough to enter on a full PC keyboard, but you might find it difficult to enter using your phone keypad.

Instead of using your collaboration system password for logging in, it is possible to use an *unlock pattern* instead. You enter an unlock pattern by moving your finger across a number of *tiles* on the screen in a certain pattern.



Unlock pattern details

In order to maintain high security on the device, the DME administrator can set up certain requirements of the pattern you enter:

- ❖ The code defined by you may expire after some time. The validity period of the code is set by the DME administrator, and could for instance be 8 hours, corresponding to one working day. The validity period begins when you log in to DME using your regular password. After this, you can swipe the pattern to log in to DME, until the validity period runs out. Then you have to use your

regular password again in order to reset the validity period. You do not have to change the unlock pattern.

The administrator may choose to allow an unlock pattern that never expires, but this is not recommended.

- ❖ If you attempt to log in using the unlock pattern, but you enter the pattern wrong *twice*, then you have to use your regular password for your next attempt. Your unlock pattern is *not* invalidated, however - you can use it the next time you log in to DME.

Note that the feature may be disabled entirely by the DME administrator for security reasons.

Note on security

Using a regular password offers the best protection of your data. If you use the regular password method for logging in, the network password is only kept in memory, and not stored when DME shuts down. Using the unlock pattern feature, your encrypted password will remain in the device storage, even when DME is shut down. As the key protecting the encryption of the password can be derived from a relatively small number of combinations when using the unlock pattern feature, the security level must be regarded as **medium** when enabling the unlock pattern feature.

➤ **Using an unlock pattern instead of a password**

1. Log in to the DME app using your regular collaboration system password.
2. Select **Tools > Set unlock pattern**.

If you cannot find this option, it is because the DME administrator has disabled it.

3. The following screen consisting of 12 circular *tiles* is shown:



4. Move your finger vertically, horizontally and diagonally across any of the 12 tiles in the screen. For the pattern to become a valid unlock pattern, you must cover at least the number of tiles that are defined as the minimum by the DME administrator.

Note that it is possible to swipe back across tiles you have already "used".

5. Repeat the pattern to confirm the new unlock pattern.

If you accidentally move your finger across tiles that you did not intend to touch, you can undo the current pattern by continuing to move your finger outside the pattern area. You can then try again.

The unlock pattern definition screen closes, and your new unlock pattern is set.

Out of office

You can create, edit, enable, and disable your Out-of-Office (OOF: Out-of-Office Functionality) message directly from your DME app.

After changing the OOF setting and synchronizing, the information added here will update the OOF *rule* in the collaboration system. This way, you can for instance enable your OOF message from your phone, if you forgot to do so during the last hectic hours at the office before your vacation.



OOF considerations

Depending on your back-end collaboration system, there may be some restrictions to your use of OOF from the DME app.



OOF from the app only works on Domino if:

- ❖ OOF must be running as an *agent* in Notes.
- ❖ The DME connector providing OOF must be set up as a *Notes Session* connector.

This falls within the domain of the DME administrator. Therefore, contact your DME admin if things do not seem to work.

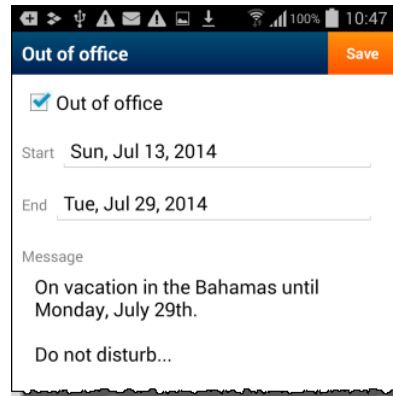


There are a few things you should be aware of in the way the OOF information is handled by different versions of Exchange:

Exchange 2003: Exchange 2003 does not support start and end days for OOF rules, and the dates will be ignored by Exchange 2003.

Exchange 2007/2010: DME does not support different reply messages for internal and external recipients. The text from the **Description** field will be used for both types of recipients.

To configure your OOF rule, select **Tools > Out of office**. DME connects to the server to read the current OOF settings from the collaboration system.



❖ **Out of office**

Select this field to enable the Out-of-Office rule; de-select the field to disable the rule.

❖ **Start**

In this field you can choose a date and time at which the OOF rule should become active, if enabled.

❖ **End**

In this field you can choose a date and time at which the OOF rule should become inactive again.

❖ **Description**

In this field you can enter or edit the text which will be used in the automatic response to people who write to you while the OOF rule is enabled.

When you are done, select **Save** to synchronize the rule with the collaboration system.

Changing mailbox passwords

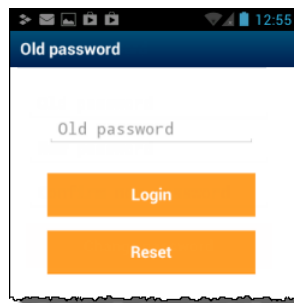
Depending on your company's security policy, you must change your network password at regular intervals. If you use Exchange, your network password is the same as your mailbox password, but on Domino collaboration systems this is not necessarily so - here you use your *internet password*. The DME app depends on the mailbox password to gain access to synchronize your email to the 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.

Changing and synchronizing passwords is a complex affair, and hard to describe in simple terms - but here goes:

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

- ❖ *If your mailbox password is changed from a desktop computer on the network, and you have exited DME (for instance in connection with a phone reboot) so that your credentials are no longer encrypted in memory, then the new password has to be verified by the server component the first time you log in to the DME app. When you log in, DME recognizes you as a user and recognizes your password, but detects that the password has been changed on the server. So the following message is shown:*



You are then asked to enter your new password.

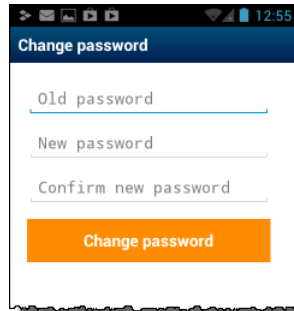
1. Select **Yes** to verify the new password on the server.
2. Enter your old password.
3. Select **Log in**, or

Select **Reset** if you want to remove all DME data from the device and start over.

You can now use DME as usual.

- ❖ *If your mailbox password is changed from a desktop computer on the network, and your device still has your credentials encrypted in memory: If you are logged in, DME will log you out the first time the device communicates with the DME server component (for instance in connection with a network push). When you log in again, you should use your new password. DME will assume that you have changed password on the server, verify your new password, and re-encrypt your credentials without you having to confirm any messages.*
- ❖ *You can change your mailbox password from the DME app.*
 1. Log in to DME as usual.

2. 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 **Change**.



DME sends the password change request to the server component. 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.

Getting together: AppBox and integration

DME is not only about secure email, calendar and other data from the collaboration system. With DME, your company can provide you with secure access to internal HTML5 apps, internal websites, and internal files. This is called the DME AppBox.

With DME, you can also read, edit, and create documents in the common Microsoft Office formats. This functionality is provided through DME Viewer/Editor.

Both the AppBox and DME Viewer/Editor require separate licenses. The following sections assume that you have a license for both.

First we describe the AppBox and the core AppBox apps that DME provides - the **Launchpad** and the **File Browser**.

Then we describe DME Viewer/Editor.

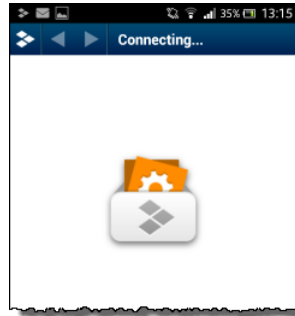
And finally we describe the integration between the DME app, the File Browser, and DME Viewer/Editor.

DME AppBox

Excitor DME AppBox was introduced in the DME client 4.1 for Android. Please note that currently it works on devices running Android 4.0.4 - 4.2 and 4.4 or higher. In other words, AppBox is not yet available on devices running Android 4.3 (Jelly Bean).

DME AppBox is a secure corporate App Store. With DME AppBox, your company can push applications built with HTML5 technology and regular websites to the DME client. You can then open these apps and websites securely, knowing that no data can be leaked outside the safe DME area on the device. This area is referred to as the *secure container*.

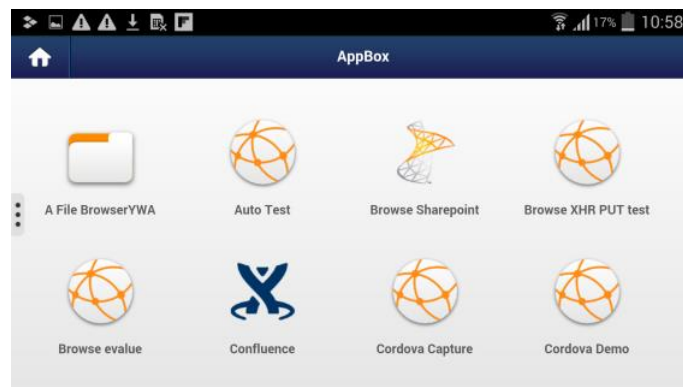
When you tap the AppBox icon, DME will connect to the AppBox server.



When a connection has been established, DME shows the *AppBox Launchpad*. DME comes with a standard Launchpad, but it may be customized or completely replaced according to your company's needs and design wishes. Therefore the screenshots in this section will probably not match what you see on your own screen.

Furthermore, not everybody in the company gets the same AppBox Launchpad. The apps can be configured in many ways. For instance, an app can be configured to be shown on tablets only, or it can be configured to only be shown to a certain group of users.

The default AppBox Launchpad might look something like this (in landscape orientation):



Apps that are designed for offline use are shown first. Online apps are first shown as *disabled* (gray) and then *enabled* as they become available. If there are more apps than can be shown on one page, you can swipe to go to the next page of apps. The number of app pages is indicated by a number of dots along the bottom of the page.

Tap an icon to launch an app.

All AppBox apps run within the *DME secure browser*. See the next section.

Secure browser

All DME AppBox apps are launched with the *DME secure browser*, which ensures that no data is able to leak from the browser to the client device. Any cookies, cache files etc. are stored and encrypted within the secure DME container.

The secure browser contains no controls (buttons) at all. If the app simply shows an ordinary web page, there would be no Back, Forward, and Refresh buttons available to the user, and the user would be unable to exit the browser and go back to the AppBox Launchpad. To provide navigation, the AppBox administrator applies a *skin* to the app. The skin is configurable by the administrator, so different buttons can be shown in different apps.

1. The "browser skin" provides standard browser navigation buttons and more:



1. **Back** to AppBox Launchpad.
2. **App Home** button - go to the location within the app that is shown when you first open it.
3. Back (browser **Back** button).
4. Forward (browser **Forward** button).
5. Make this app a **Favorite**. See **Favorites** on page 77.
6. Progress bar - active while loading a page. This space can also be used to show status messages.
7. **Refresh** (refresh current page) or **Stop** loading page.

This skin is typically used for intranet sites or other websites that have not been made specially for use in DME AppBox.

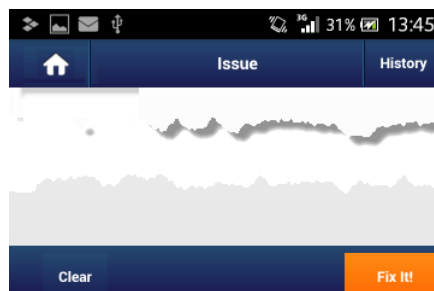
2. The "app full-screen skin" provides a semi-transparent slide-out menu on the left side of the screen. This is typically used for specially designed HTML5 apps and not regular websites. It slides out when you tap the three gray vertical dots:



This menu may contain one or more of the following functions:

1. A *spinner* is shown during communication with the website or connecting with an app. A moving *download* icon (an arrow) is shown when the app is being upgraded. Otherwise it is empty.
2. Make this app a **Favorite**. See **Favorites** on page 77.
3. **Back** (browser **Back** button).
4. **App Home** button - go to the location within the app that is shown when you open it.
5. **Back** to AppBox Launchpad (the diamond icon).

If the app is designed for DME AppBox, the developer will typically place buttons in the top or bottom toolbars to provide the user navigation with options to go back to the Launchpad and perform other functions, as in the example below:



As described in Links, the secure browser is also used for opening regular web links in e-mails. **NOTE: This will be implemented in the next version of the DME client for Android.**

Keep documents for offline use

Sometimes, for example when you read a PDF file online using the secure DME browser, you will want to store it for offline use - or just to be able to find it quickly again.

Whenever you open a PDF or other file from the secure browser, DME will display an **Offline** button. Depending on how the AppBox menu item has been configured, this button can either appear as an arrow pointing down at the bottom of the slide-out menu:



-or as an overlay button in the lower left corner of the page:



Note that the button is not shown until the entire document has been loaded. For large files, this may take a while.

When you tap the **Offline** button, you are given the opportunity to rename the file. Then tap **Save** to save the file in the filestore of the current app. It can later be found using the DME File Browser. See the next section for more information.

File browser

The DME File Browser app is packaged with DME AppBox. With the DME File Browser, you can

1. **Manage all files that are stored in the DME secure container by other AppBox apps.**

For example, if you have an AppBox app that gives you access to your corporate customer relationship management system, you may want to download a contract or a purchase order from a certain customer before visiting the customer. The CRM system lets you download the requested information as a PDF file to the secure DME container, using the **Offline** button described in the previous section.

To view the PDF file again at a later time, open the DME File Browser, and open the CRM system's file store, where the PDF file has been saved.

2. **Exchange files with file servers on the internal network.**

Through the File Browser, you get secure access to internal file servers. Depending on your permissions on the file server, you can view files on the file server, copy them to the **Documents** folder on your device, move and delete files, and create and delete folders.

3. **Create files using DME Viewer/Editor.**

Using DME Viewer/Editor, you can create MS Office documents in local folders.

4. **Send documents as attachments.**

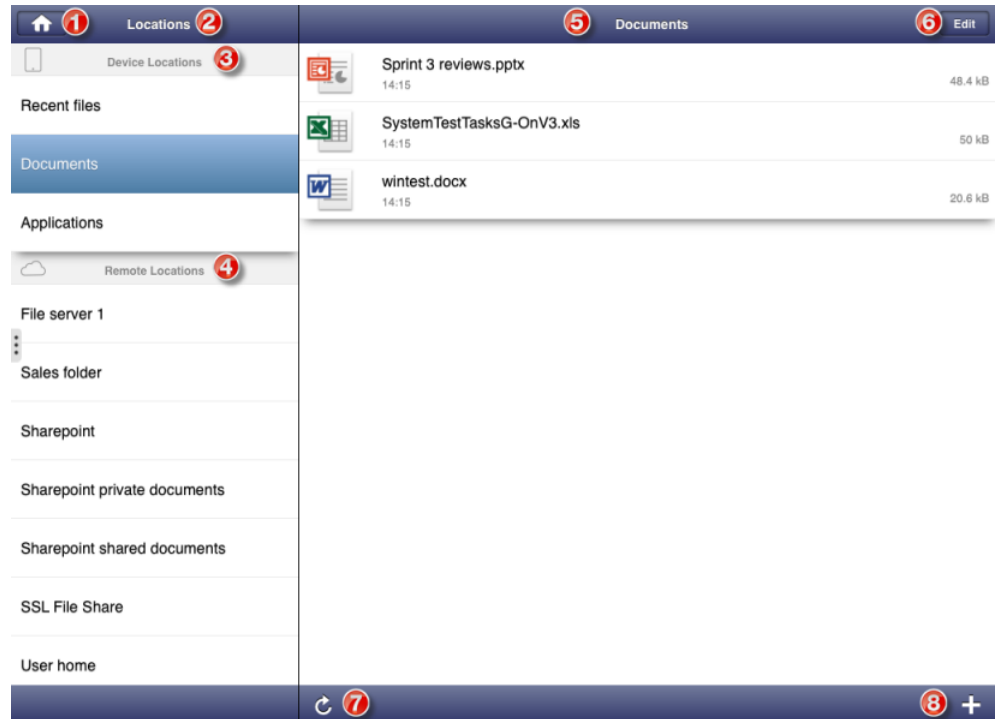
From a local folder in File Browser, you can choose to send one or more documents as attachments to a new email.

Overview

Open the File Browser to work with files on your device and optionally on your file server.

On tablets, the DME File Browser is divided into two panes: **Locations** and **Files**. Both panes are visible in Landscape mode; in Portrait mode, you must tap **Locations** to slide out the **Locations** pane.

On regular devices, only one pane is visible at a time. Tap the **Locations** button to switch between the views.



1. The **Home** button closes the File Browser and shows the AppBox Launchpad again.
2. The **Locations** pane shows system folders on the device (**Device Locations**) and optionally file shares on file servers (**Remote Locations**).
3. **Device Locations** contains three system folders:
 1. The **Recent files** location shows a list of the files you have worked with most recently - up to 25 files. The files are listed with the latest first.
 2. The **Documents** location is your personal, secure folder on the device. Files copied to this location are available offline.
 3. The **Applications** location contains a list of all apps in your AppBox. Tap an app to view the files downloaded using that app. One of the folders in this location is called **Attachments (saved)** - this folder contains files that you save from an email or the **Attachments** view in the DME app. For more information, see **Applications location** on page 72.
4. **Remote Locations** contains a list of the *file shares* set up by the DME Administrator. The file shares usually point to folders on the

internal, local area network - an area that could not easily be accessed securely without AppBox. You can copy files between the device and the remote locations. The remote locations cannot be shown when you are offline.

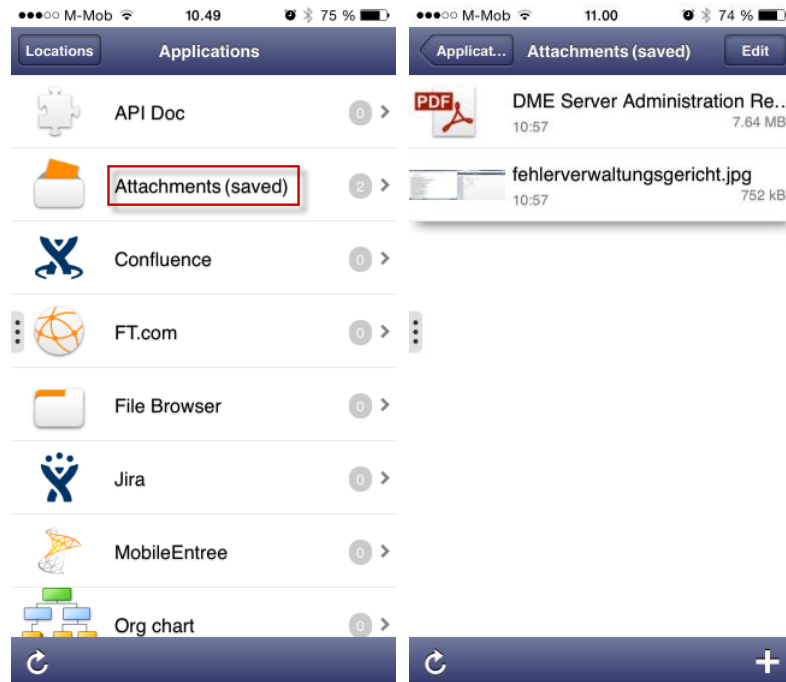
A special file share can be defined to give you personal access to your own home folder, without anybody else being able to see it. Permissions are granted by the administrator during setup of the file share (which is based on the WebDAV protocol).

5. The file list shows folders and files. For folders, a badge shows the number of files it contains. Files are shown with an icon according to the file type, the name of the file, the date and time of download, and the file size. Tap a file to view and optionally edit it. See *Opening a file*.
6. Tap the **Edit** button (or tap-and-hold a file (long-press) for a second or so) to perform operations on one or more files. See *File operations* on page 75.
7. Tap the **Refresh** button to refresh the file list.
8. Tap the **+** button to add a file or a folder. See *Adding files and folders* on page 73.

Applications location

The **Applications** view shows a list of all DME AppBox apps that you have access to - all the apps in your AppBox Launchpad. The column on the right shows the number of files that have been downloaded by the app in question.

There is also a folder for the DME app. This folder is called **Attachments (saved)** (highlighted below). Tap a folder to view the files that are associated with that folder:

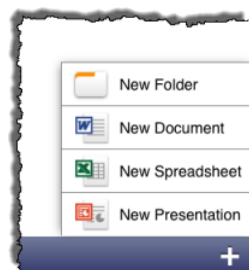


You can now perform various operations on those files - see **File operations** on page 75.

Tap the **+** icon at the lower right of the folder list to create a new folder or file inside the current application folder. You can for instance use subfolders for archiving purposes. Note that the app will always save its files in the top folder in the app's directory. See **Adding files and folders** on page 73.

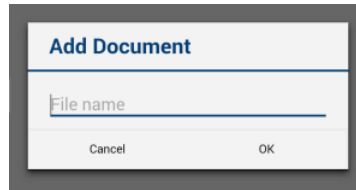
Adding files and folders

In most folders you can tap the **+** button to add a new folder or a new file or folder:



The screenshot above is taken from the **Documents** folder on the device. Here you can add documents, spreadsheets, and presentations if you have a license for DME Viewer/Editor.

If you choose **New Document**, you are asked to name it first.



What is really happening here is that AppBox copies a Word template from the AppBox server component to the folder you're viewing, and then you are asked to rename it.

DME Viewer/Editor then starts, and displays the empty document, ready for you to enter text. When you are done, tap **File > Save** to save the file. Tap **Back** to go back to the File Browser. DME Viewer/Editor will ask you to save any changes, if you haven't already done so. For more about this, see **Creating and editing documents** on page 80.

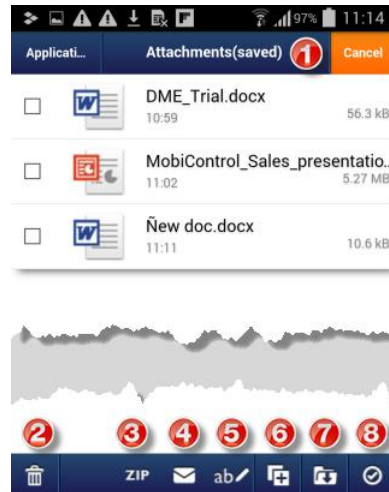
In *remote locations*, you can only create folders (but you can for instance create a document on your device and then copy or move it to the remote location later). If your permissions on the network do not allow you to create a folder in the remote location you are viewing, you will get an error if you try.

The **Recent files** folder is special, because it only contains references to files you have been working with recently. Therefore you cannot create files and folders in that folder.

The **Applications** folder is also special in the sense that it is managed by the other apps in your AppBox. Therefore you cannot create files or folders directly in that folder, but you can do so in its subfolders.

File operations

In any file list (except in the root of the **Applications** folder), you can tap the top-right **Edit** button to perform various operations on one or more files in the list. Alternatively, you can *long-press* a file or folder to enable the **Edit** mode.



In **Edit** mode, you can tap to select one or more files or folders in the list. Note that in remote locations, your ability to work with files and folders depends on your permissions in that location.

1. Tap **Cancel** to exit the **Edit** mode. Tapping another location in the **Locations** pane also exits **Edit** mode.

In the footer bar, you can choose among the following functions:

2. **Delete:** Delete the selected files and folders. Not available in the **Recent files** folder. You are asked to confirm the deletion.
3. **Zip:** Zip the selected files and folders. See **Zip files** on page 76 for more about this.
4. **Send:** Send the selected files by the DME email app. This is only available from device locations. When you tap the icon, a DME email form is shown. The selected files are already attached to the email. Complete the email as normal, and tap **Send**.
5. **Rename:** Rename the selected file or folder. You can only do this for one file or folder at a time. Not available in the **Recent files** folder.
6. **Copy:** Select one or more files and folders, and tap the **Copy** icon. Then browse to another folder, and tap the **Copy here** button shown in the bottom toolbar. Tap **Cancel** if you don't want to copy the file(s) anyway. Note that folders can only be copied between locations on the device.
7. **Move:** Select one or more files and folders, and tap the **Move** icon. Then browse to another folder, and tap the **Move here** button. Tap **Cancel** if you don't want to move the file(s) anyway.

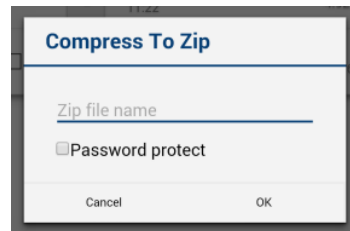
Note that folders can only be moved between locations on the device.

8. **Select all/Unselect all:** Tap the **Select all** button to select all the files in the currently shown folder. Tap it again to unselect all files.

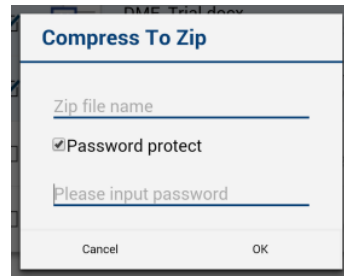
Zip files

➤ *Zippping files*

Tap the **ZIP** button in **Edit** mode to add the selected files to a zip archive. You can create a zip archive containing both files and folders.



You can protect the zip archive with a password:



This is for instance useful in situations where sending attachments as password-protected zip files is mandatory.

➤ *Unzipping files*

Zip archives can be unzipped in locations on the device only. If you want to unzip an archive from a shared network location, copy it to **Documents** first.

Then simply tap the file. The archive will be unzipped to a folder with the same name as the file. If such a folder already exists, you will get an error message saying so. To overcome this, rename the zip archive before unzipping it.

If the zip archive contains folders, the folder structure will be retained in the new folder.

If the zip archive is password-protected, you will need to enter the password before the file can be unzipped.


Opening a file

Tap a file in the File Browser. If supported by DME Viewer/Editor, the file will be opened. With DME Viewer/Editor, you can work with documents of the following types:

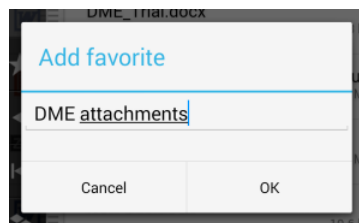
Type	View	Edit	Create
Microsoft Office documents	✓	✓	✓
Comma-separated value files and plain text files	✓		
Adobe PDF (edit means: annotate text and draw freehand text)	✓	✓	
Hangul documents (Korean)	✓	✓	
Image files: WMF, EMF, BMP, GIF, JPEG, PNG	✓		

You can then edit the document and/or save it to another location. For more about this, see **DME Viewer/Editor** on page 78.

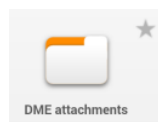
Favorites


With version 4.2 of the DME app, the concept of *Favorites* was introduced. With favorites, you can create shortcuts to web pages within apps. For instance, if you find yourself opening a web app and always browsing to the same page, you can create a favorite by tapping the  icon in the slide-out menu or the corresponding star icon in the browser toolbar.

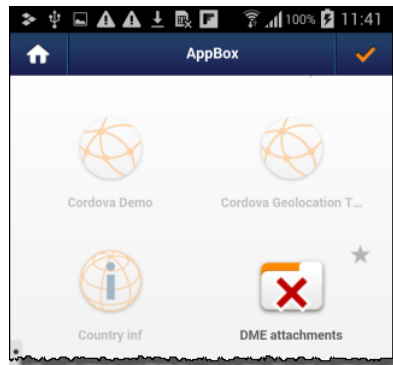
The app asks you to name the favorite. Consider that favorites are sorted alphabetically in the Launchpad.




Tap **OK** to save the new favorite in the Launchpad. Favorite apps are marked with a star and the icon of its "parent" app:



Just as you can add favorites, you can delete them again. To do this, tap the  icon in the Launchpad toolbar. Favorites are clearly marked with a red **x**. Tapping a favorite deletes it immediately.



Tap  in the Launchpad toolbar when you are done removing favorites.

DME Viewer/Editor

DME contains a built-in document viewer and editor - the DME Viewer/Editor. We license the technology for this from Pictel Smart Office.



If you have access to using DME Viewer/Editor (you must have a license, and it must be enabled for you in the DME server component), then the internal viewer on your device is disabled while you are working in the DME apps, and all files (including attachments) are opened in DME Viewer/Editor. There are several advantages of this:

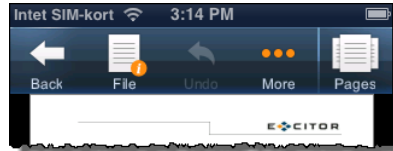
- ❖ **Security:** The attachments never leave the secure DME container, and you can be sure that the documents cannot be leaked outside the container, either by intent or by accident.
- ❖ **Usability:** You can use the DME Viewer/Editor to create new documents or edit existing documents.

With DME Viewer/Editor, you can work with documents of the following types:

Type	View	Edit	Create
Microsoft Office documents	✓	✓	✓
Comma-separated value files and plain text files	✓		

Adobe PDF (edit means: annotate text and draw freehand text)	✓	✓
Hangul documents (Korean)	✓	✓
Image files: WMF, EMF, BMP, GIF, JPEG, PNG	✓	

When you open an attachment from the DME app or a file in the File Browser, DME Viewer/Editor is initialized, and the file is shown. A toolbar is shown along the top.



The toolbar has the following options:

- ❖ **Back:** Return to the list of attachments or the File Browser.
- ❖ **File:** Save the file, Save the file As, Search for text in the file (some file types), and optionally print the file (see below).
- ❖ **Undo:** Undo the most recent change in the document.
- ❖ **More:** Lets you manually re-flow the document or view the file in 3D.
- ❖ **Pages:** Lets you browse through all pages in the document using a carousel view as below.



You can flip through, pinch and zoom the pages. If the top toolbar disappears, tap the top part of the screen to bring it back.

For more information about the options in the top toolbar, see the built-in help file by pressing the **Menu** button > **More** in the toolbar, and then tap **Help**.

Printing

Printing from DME Viewer/Editor is currently not possible on Android.

Creating and editing documents

With DME Viewer/Editor, you can create new documents and edit existing documents.

Creating documents from the File Browser is described here: **Adding files and folders** on page 73.

You can create documents as part of the process of creating or responding to an email (or meeting invitation or note). On the DME server component, the settings **Enable DME viewer and editor** and **Enable editing** must be **ON** for your device.

To create a new document using DME Viewer/Editor, do the following:

1. Create an email - a new email or by replying to an existing email.
2. Tap **Attachments** in the DME menu.
3. You can now choose the source of the attachment you want to send:

Add attachment
Files
Images
Word
Excel
PowerPoint

Apart from **Files** from the memory card and existing **Images** on the device, DME Viewer/Editor enables you to create Microsoft Office documents. For information about adding existing files, see **Adding attachments** on page 38.

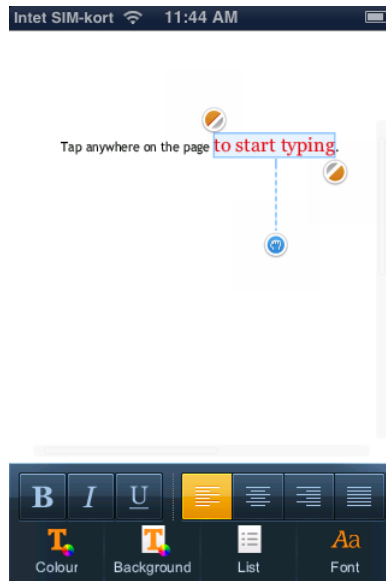
4. Pick **Word** (for example).
5. You are asked to enter a filename for the new document.

Filename
First draft
<div>Cancel</div> <div>OK</div>

The editor will automatically replace spaces in filenames with underscores (if your keyboard permits the entry of spaces).

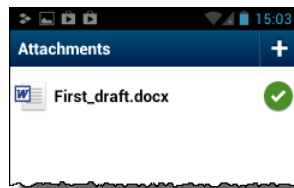
6. Tap **Create** (or **OK**) to open DME Viewer/Editor.
7. Tap on the page to start typing.

8. To format text, select the text (tap a word and drag the handles that appear). The bottom toolbar (the *formatting blade*) gives access to a number of formatting options.



For more information about options in DME Viewer and Editor, tap **More** > **Help** in the top toolbar.

9. Select **Back** in the editor menu, and tap **Yes** to save the document. You are returned to the DME **Attachments** screen, where the newly created document has been added as an attachment to the email.



10. Tap **Back** to return to the email.
You can now send the email with the attachments.

Integration

The DME app, the File Browser, and DME Viewer/Editor are tightly integrated. This integration allows you to do the following things:

- ❖ Save a document from any AppBox app
- ❖ Open and edit a document from File Browser in DME Viewer/Editor
- ❖ Open attachments from an email in DME Viewer/Editor
- ❖ Create a document to be attached to email using DME Viewer/Editor
- ❖ Create a document from File Browser in DME Viewer/Editor
- ❖ Save attachments from an email in File Browser
- ❖ Send one or more documents by email from File Browser
- ❖ Save a document from DME Viewer/Editor in File Browser

You will find that this integration greatly enhances your productivity.

Getting out: Hide and exit

To hide DME, simply tap the **Home** button on your device. To start DME again, tap the DME icon, or use the app-switching method of your device to switch back to DME. You will notice that the screenshot representing DME in the app switcher is all black; this is a security feature - if somebody other than you tries to switch back into DME, they can't even see the last screen that was open.

You can also exit DME by pressing the **Back** button on your device from the Login screen or from the Desktop. Two settings in DME decide what happens when you press the **Back** button:

1. Either it simply *hides* DME - this means that you do not log out, and you do not need to log back in when you open DME again, unless:
 1. The amount of minutes specified in **Security** settings (see **Security settings** on page 88) has passed since you hid DME.
 2. The operating system stopped DME because the resources were required by another app.
2. Or it *locks* DME - meaning that you are required to log in whenever you start DME. This is of course the more secure setting, and it may be enforced by your DME Administrator.

You can always log out immediately by selecting **menu** > **Lock** from the Desktop.

See also **General settings** on page 85.

Removing DME

If you remove the DME app, all data protected by DME will be removed along with the application. This includes any files you have stored using DME Viewer/Editor, the File Browser and other AppBox apps.

Un-installing the DME app follows the usual Android procedures.

The DME administrator may have specified on the server that you are never allowed to un-install the DME app. In this case, you are unable to do so. Or, the DME administrator may specify that you are only permitted to remove the app if you are logged in. In this case, you will be prompted for a user name and password when you attempt to un-install DME. If you enter the correct credentials within one minute, you will be permitted to continue removing the app.

➤ **Un-installing the DME app**

1. When installing DME, you accepted the "DME Device Administration" request. You must first revoke that privilege by going to **Menu > Settings > Security > Select device administrators** (the path to this setting varies depending on device). Then deactivate **DME Device Administration** in order to be able to remove the DME app.
2. From the **Home** screen, tap the applications bar, and tap **Settings**.
3. Tap **Applications > Manage applications**.
4. Tap the **DME** application.
5. Tap **Uninstall**.

The DME app is removed from your device, including all data that was protected by DME.


Getting set up: Settings


When a device connects to the DME server component for the first time, a set of *default settings* for the device is sent to DME on the device. This also happens if a new user takes over an existing device. These settings represent your company's security policies.

A number of those settings can only be modified by the DME administrator using the DME server component, but some can be changed on the device. Those settings are described here. Note that the DME administrator may have blocked your access to changing any or all of the settings described in the following sections.

Also, some settings may be missing from your device because you do not have a license for the functionality to which they pertain.

The layout of your Desktop also depends on the settings. For instance, if **Calendar sync.** is disabled in **Settings**, there will be no

 icon on your Desktop.

To access the settings, switch to the Desktop, and tap . The settings are listed in a number of categories, which are described in the following.

General settings

The **General** settings are about things that affect the whole app.

❖ **Launch on startup**

Enable this setting to make DME launch every time you start your device. This is default and highly recommended for security purposes.

Disable this setting if you want to start DME manually.

❖ **Phone number**

Tap to enter the phone number of the device. The DME server needs to know your phone number for sending SMS messages to the device, and for device management purposes. This field is only available if your device has a phone module (that is, not Wi-Fi-only tablets).

❖ **Server path**

This is the path (host name, port number, and SSL option) to the DME server component. You set this value once, the first time you start DME. The server path should rarely be changed, and

only if your DME Administrator tells you to. A **Test connection** button lets you verify if you entered the information correctly. For more information, see *Initial login wizard* on page 11.

❖ **'Back' action in Login screen**

In this field you can specify the action of the **Back** key when the **Login** screen is shown. The following choices are available:

- ❖ **Exit DME:** This is the default setting. Pressing the **Back** key exits the DME application.
- ❖ **Hide DME:** If you select this option, pressing the **Back** key will hide (minimize) DME without logging the user out. Note that the user will be logged out after the number of minutes set for the **Logout timeout** security setting.

❖ **'Back' action on Desktop**

In this field you can specify the action of the **Back** key when the Desktop is shown. The following choices are available:

- ❖ **Lock DME:** Pressing the **Back** key from the Desktop locks DME and shows the **Login** screen. This is the default setting.
- ❖ **Hide DME:** If you select this option, pressing the **Back** key will hide (minimize) DME without logging out the user. Note that the user will be logged out after the number of minutes set for the **Logout timeout** security setting.

❖ **Allow HTML content**

If this setting is enabled, HTML in emails is permitted. This setting is usually controlled by the DME administrator, who may want to disable HTML mails under some circumstances. However, if you find that any email causes problems, you can try to disable this setting and import your mail again by tapping **Tools > Reset** from the Desktop.

Below these settings is a section called **Info**. These settings cannot be changed in the DME app and are for information only.

❖ **Using Google Cloud Messaging**

If the DME administrator has enabled the option **Third-party push notification** on the server for this device, this field will be shown in the client. You cannot change this. "Third-party push notification" on Android devices means Google Cloud Messaging (GCM); on Apple iOS devices, it means Apple Push Notification (APN).

GCM is more robust than its predecessor, Network Push, which is DME's own push protocol, because it is deeply integrated with the Android operating system. We therefore recommend using GCM over Network Push, unless you want to enable IBM Sametime IM awareness.

The Network Push protocol is being deprecated.

❖ **Allow sync when roaming**

If this field is set to **Disabled**, you will not be able to perform manual synchronization when using a roaming network. When roaming, you will see a message saying that synchronization is not allowed when roaming if you try to perform a manual synchronization.

The device uses information from the SIM card when checking if it is currently roaming. As soon as the phone is no longer roaming, you are able to synchronize manually again. Performing a manual sync will also inform the server that the device is no longer roaming, which is necessary for re-enabling background sync. See also **Bgr. sync when roaming**.

This setting is for your information only - it cannot be changed from the device.

❖ **Bgr. sync when roaming**

If this field is set to **Disabled**, the device will not perform background synchronization when using a roaming network. Background synchronization covers scheduled synchronization, email and PIM pull, and SMS push notification. If **Allow sync when roaming** is enabled, you will still be able to synchronize manually.

The roaming status of the device is stored on the server. The first background sync performed while roaming will therefore be carried out normally, but will also inform the server that the device is roaming, effectively cutting the device off from further background synchronization. This means that the server is unable to detect that the device is back in the home network, unless you perform a manual sync. When using this cost-saving feature, it is important to that you perform a manual sync when you return to your home network.

This setting is for your information only - it cannot be changed from the device.

❖ **NW push when roaming**

As a cost-saving feature, the administrator can disable the network (IP) connection when the device is roaming by setting this option to **Disabled**. If the server setting **Notify when roaming** is enabled, the server will resort to SMS push (if permitted by the notification schedule that applies to the device, and if GCM is not enabled). If **Notify when roaming** is disabled also, the device will receive no notification at all.

To update the roaming status, you should perform a manual synchronization when you return to your home network.

This setting is for your information only - it cannot be changed from the device.

Security settings

The **Security** settings deal with options that concern the security of your data. A number of settings in this category cannot be changed on the device, and exist only on the server component.

❖ **Action on SIM change**

In this field you can choose how DME 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.

❖ **None**

If you select this option, the DME app 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 app will flush (delete all DME data from) the device if another SIM card is inserted.

❖ **Client certificate**

If **Client signing** is enabled on the DME server, you can only establish a connection with the server if your device is known and trusted by the server. This is achieved through a system of certificates. If a new certificate is generated for the device, you will need to delete the existing certificate on your device. If the value in this field is **Select to remove**, a client certificate is in force on your device, and you can delete it. You should only do this if you are asked to do so by a DME Administrator, as you will not be able to log on again until the DME Administrator initiates the creation of a new certificate.

❖ **Private key password**

Here you can specify the password for your private key. Your private key is used for decrypting encrypted messages sent to you, and for signing private messages. If you do not enter a password here, you cannot read encrypted messages or sign new messages from your mobile device.

If you are using Domino, and it is set up with **Notes Encryption**, you must enter the password for your *user ID file*.

If your collaboration system is using **S/MIME**, enter the password for your private key in this field. You must also upload your personal certificate to the DME server (using **myDME**).

For more information about Notes Encryption, S/MIME, and **myDME**, please contact your DME administrator.

❖ **Logout timeout (min)**

If the device is left untouched, and DME is open, the DME app is locked automatically after this number of minutes. The value **0** means never log out automatically (not recommended).

Email settings

The **Email** section deals with aspects of sending and receiving emails.

❖ **Email sync.**

You must enable this setting to be able to send and receive emails in your **Inbox** and other mail folders. If disabled, emails are never synchronized, and the **Inbox** icon is removed from your Desktop.

❖ **Days back**

When synchronizing emails, emails from the last number of days selected here will be available in the **Inbox**. This is called the *email synchronization window*. A very high number here will make your **Inbox** respond slower. Remember that you do not need all your email on the device - you can always search for emails on the server. See **Emails (on server)** or **Finding email** on page 32.

❖ **Send immediately**

Here you can choose what will happen when you tap **Send** in the email creation form.

If you select **No**, the new email is stored in the **Outbox** folder. It will not be sent until the next manual or push synchronization.

If you select **Send only**, the new email is sent immediately, but any new items are not retrieved from the server component. This significantly reduces the load on the server and the time it takes to synchronize.

If you select **Send & Receive**, the new email is sent immediately, and a regular e-mail synchronization is performed.

Mail alert options

❖ Mail alert, Sound on, Start, End, Volume, Vibrate

Tap this option to select which sound you want hear when you receive a new email in the DME app. These mail sounds come with the DME app. Disable the **Sound on** field if you don't want an audible notification.

You can also let the device vibrate when you receive a new email by enabling **Vibrating alert**.

By specifying a time range using **Start time** and **End time**, you can make DME be silent about new emails between the times specified to respect your work/life balance.

Email pull options

❖ Email pull and scheduling options

Using the email pull options, you can define a *schedule* for email synchronization. If you enable **Email pull**, the DME app will initiate (pull) a synchronization of email is enabled. This is like scheduled sync (see Scheduled sync.), but is independent of the synchronization schedule set up on the DME server component.

This feature may be disabled if you are roaming.

If you enable email pull, you can specify the schedule using the **Interval**, **Start time**, and **End time** options, and you can specify if you want to check for email during weekends.

Signature option

❖ Signature

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

Folder settings

With the **Folder** settings you can set synchronization defaults for mail folders. You can override the folder settings on a per-folder basis.

❖ **Folders sync.**

If this field is enabled, email synchronization in subfolders is enabled by default. The emails are synchronized for the number of days specified in the **Days back** field (only visible when **Folders sync.** is enabled). You can change the setting for individual email folders (see **Viewing folders** on page 34).

Regardless of this setting, the folder structure as such (without emails) is always synchronized between the collaboration system and the device. You need the folder structure when choosing where to search for emails on the server - see **Finding email** on page 32 - and for moving emails to other folders.

If you tap **Apply to all folders now**, any new folder settings you have just specified will be applied to all folders immediately.

If you have many folders on the collaboration system, we recommend that you set up a very restrictive default setting for the **Days back** field for performance reasons, and loosen up on individual folders as described in **Viewing folders** on page 34.

Calendar settings

With **Calendar** settings, you can set up the calendar sync window, sound options, and any calendar pull schedule.

❖ **Calendar sync.**

To be able to work with meeting invitations in your **Inbox**, view your calendar, and create events, you must enable this setting. If disabled, the Calendar icon is removed from the Desktop, and you cannot view your business calendar on the device.

❖ **Days back**

Here you choose how many days back in time you want to see calendar items from. Together with the **Days forward** field, this makes up the *calendar synchronization window*. The larger the window, the longer time it takes to update the calendar.

❖ **Days forward**

Here you choose how many days ahead in time you want to see calendar items from. Together with the **Days back** field, this makes up the *calendar synchronization window*. The larger the window, the longer time it takes to update the calendar.

❖ **Alarm sound**

If you enable this setting, DME will play the calendar sound specified in the **Set alarm sound** field below when displaying a calendar alert.

❖ **Set alarm sound**

If the field **Alarm sound** above is enabled, you can choose which sound to play when a calendar alarm goes off. You can choose from any sound available on your device.

❖ **Vibrate**

If you enable this setting, DME will activate the phone vibrator when displaying a calendar alert.

❖ **Flashing LED**

If you enable this setting, DME will flash the LED light when displaying a calendar alert (not all devices support this feature).

❖ **Show pop-up window**

On some devices, receiving an incoming call can be problematic if DME is showing a calendar alert, and the user is not logged in to DME. If this is the case on your device, then disable this setting.

Calendar pull options

See **Email settings** on page 89 for more about setting a pull schedule.

Contacts settings

With the **Contacts** settings, you can enable the synchronization of contacts, and you can choose to copy your business contacts into your native contacts app.

❖ **Contacts sync.**

You must enable this setting to be able to view your Outlook or Notes contacts in the DME Contacts on your device. If disabled, contacts are never synchronized, and the Contacts icon is removed from your Desktop.

❖ **Sort order**

You can choose how contacts should be sorted as: **First name, last name** or **Last name, first name**.

The order you choose here is the order in which contacts will be shown in the Contacts list and in Global Address Book search results.

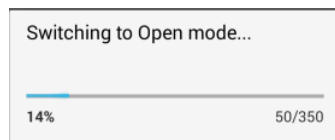
Device address book

With this setting, you can decide the extent to which your business contacts should be integrated with your personal contacts. This setting has three options:

❖ Copy all fields

If you choose this option, all information from your DME Contacts will be copied to a DME group your local **Contacts** app. Contacts originating from DME have a small DME icon in the local Contacts app. Note that contacts originating from DME can only be edited in DME.

When you switch to this mode, DME immediately starts copying your contacts to the Contacts app:



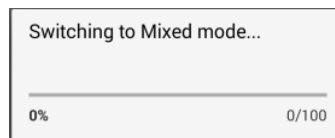
This is the least secure option, also called **Open mode**.

❖ Copy name and phone numbers

If you choose this option, DME will copy the name and phone numbers of your contacts to your local **Contacts** app.

This enables the device **Phone** and **Messaging** apps to show you who's calling or texting you, without risking any other information that may be assigned to your contacts.

When you switch to this mode from **Copy all fields** mode, DME immediately starts removing all information except name and number from your DME contacts in the Contacts app:



This option is more secure, and is also called **Mixed mode**.

❖ Don't use

If you choose this option, there will be no interaction between DME and your local **Contacts** app at all.

When you switch to this mode from either of the two other modes, DME immediately removes all your DME contacts from the local **Contacts** app.

This is also called **Secure mode**.

To-do settings

With **To-do** settings, you can set up the to-do sync window.

- ❖ **To-do sync.**

To be able to view and create to-dos (tasks), you must enable this setting. If disabled, you cannot view your to-dos on the device, and the To-do icon is removed from the Desktop.

For more about how the synchronization window (which is set using the options below) is calculated, see **To-dos** on page 57.

- ❖ **Days back**

Here you choose how many days back in time you want to see to-do items from. Together with the **Days forward** field, this makes up the *to-do synchronization window*. The larger the window, the longer time it takes to update the to-do list.

- ❖ **Days forward**

Here you choose how many days ahead in time you want to see to-do items from. Together with the **Days back** field, this makes up the *to-do synchronization window*. The larger the window, the longer time it takes to update the to-do list.

Files settings

- ❖ **File sync.**

Please note that this feature is deprecated and being replaced by the AppBox File Browser - see **File browser** on page 70.

If you enable file synchronization, files can be synchronized using scheduled sync or manual sync. Files can be synchronized in one of three ways, which is determined by the sync method selected in the *file rule* set up by the DME administrator:

- ❖ **One-way**, just like receiving an email: The files are downloaded to your device if updated on the server since your last sync.
- ❖ **Execute**: The files are downloaded and executed on your device, if they were updated on the server since your last sync.
- ❖ **Two-way**, just like editing a meeting invitation: The files are downloaded to your device if updated on the server since your last sync, or uploaded to the server if you updated the files on the client since your last sync.

For a file to be of use on the device, the file type in question must have an associated viewer. Not all devices are for instance able to view Word documents.

For more information about this feature, consult your DME administrator.

Scheduled sync. settings

With scheduled sync., the DME app will perform a general synchronization according to a schedule set up on the DME server component. You can modify the schedule here. Please note that this should generally only be used if the normal GCM notification is unavailable.

❖ **Scheduled sync.**

If you enable this setting, all DME resources (email, calendar, etc.) will be synchronized according to the same schedule. You can deviate from this schedule by setting individual schedules for email, calendar, etc.

For more information about the scheduling options, see the **Pull** options in **Email settings** on page 89.

Desktop settings

With this setting, you can choose which screen you want to go to after starting DME.

❖ **Log in to**

With this setting, you can choose which screen you want to see after logging in to the DME app (if you have access to and enabled that feature in the DME app). You can choose among the following options:

- ❖ **Desktop:** DME starts in the Desktop view after logging in. This is the default.
- ❖ **Inbox:** DME opens the Inbox after logging in.
- ❖ **Calendar:** DME opens the Calendar after logging in.
- ❖ **To-do:** DME opens the To-do list after logging in.

Getting help: Help desk and support

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

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

➤ ***Supplying support information***

To find the version number of your DME app:

1. From the DME Desktop, tap **Tools > About DME**.

This screen shows you release information about your app.

DME keeps a log of the events that take place in the client. Your Helpdesk may ask for information from this log. To see it, do the following:

1. From the DME Desktop, tap **Tools > Log**

Note that the DME administrator may also retrieve the log from the DME server component interface.

List of procedures

➤ Creating and sending an email	27
➤ Saving an email as a draft	27
➤ Setting message options	30
➤ Replying to an email	31
➤ Forwarding an email	31
➤ Finding email	32
➤ Adding attachments	38
➤ Responding to a meeting invitation	45
➤ Creating a new event	48
➤ Checking free time	51
➤ Create email or meeting from GAB contact search	56
➤ Creating a to-do	58
➤ Using an unlock pattern instead of a password	61
➤ Zipping files	76
➤ Unzipping files	76
➤ Un-installing the DME app	84
➤ Supplying support information	96