

Version 3.0.1

DME Client User Guide

For iPhone and iPod Touch

Document version 1.1

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Introduction

Welcome to the user guide for the DME client version 3.0.1 for iPhone and iPod Touch devices from Apple Corp.








This guide is divided into three parts:

- 1** An introduction to DME - about the company Excitor A/S, what the DME system does, and about various aspects of DME that are shared between DME clients **on all platforms**.
- 2** A guide to DME **on iPhone**. Note that while DME operates on both iPhone and iPod Touch, the descriptions focus on iPhone.
- 3** A description of how you can get more help, a list of procedures, a glossary, and an index. This part also applies to **all DME client platforms**.

It is assumed that you already know how to operate your iPhone and are familiar with such concepts as flick, drag, and tap, and how to work with applications and the Home screen.

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

Icon	Platform
	Applies to the DME Client for the Java platform.
	Applies to the DME Client for the Symbian platform.
	Applies to the DME Client for the Symbian UIQ platform.
	Applies to the DME Client for the Windows Mobile platform.
	Applies to the DME Client for iPhone.

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Company information



12, Spotorno Allé
2630 Taastrup
Denmark

Phone: +45 70 21 68 00
E-mail: mail@excitor.dk
Website: **DME** <http://www.excitor.com>

About DME

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

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

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

Features and benefits

The DME server has the following features and benefits. Only the features that apply to iPhone are mentioned. For more features and benefits, see the Excitor website, or consult your DME partner.

- *Convenient for the user:* E-mail, calendar, and contacts
With DME on your iPhone, you get your most critical and often used office tools in your pocket wherever you are, whenever you need it. E-mails, appointments, and contacts are synchronized to your phone at the push of a button.
- *Quickly back in the game:* Instant service recovery
Should your phone get lost or stolen, the DME client can be downloaded to a new phone in a few minutes after you purchase a new DME supported phone – no matter where it happens.
- *Fretless security:* Mobile security policy enforcement
E-mails are encrypted over the air and on the device itself using full AES 128-bit encryption.
- *Freedom and ease-of-use:* Effective control of all devices
Gain a complete overview of your devices – regardless of make, model, or platform. Settings can be controlled centrally and can only be changed by the users to the extent this has been made possible by centrally applied security policies. Dividing the devices into groups makes it easy to change settings/features for many devices at a time.
- *Ease-of-use comes in many flavors:* Simple support and administration
New versions of DME are installed easily on iPhone by logging on to Apple AppStore. For support purposes, retrieval of device configurations and connection set-up makes it possible for you to help users who cannot connect, and a log of user actions assists you in identifying the problems and solving them. Notification of changes to server status can be sent to the DME administrators to ensure they are alerted to problems quickly.
- *Freedom of choice:* Versatility
Works on any available network (WLAN/Wi-Fi, GSM, GPRS, 3G/UMTS, EDGE...), and on most devices from leading manufacturers. Works on Lotus Domino and/or Microsoft Exchange collaboration systems.

Data security

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

All communication with the server is encrypted.

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

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

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

You should always contact your DME Administrator immediately if you lose your device.

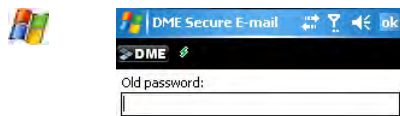
Changing mailbox passwords

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

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

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

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

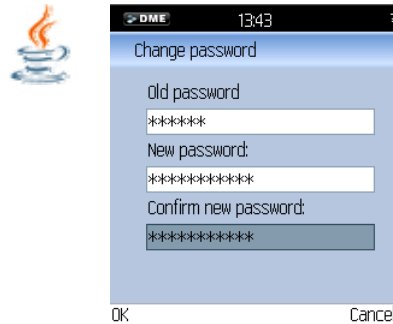


You are then asked to enter your old password.

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

You can now use DME as usual.

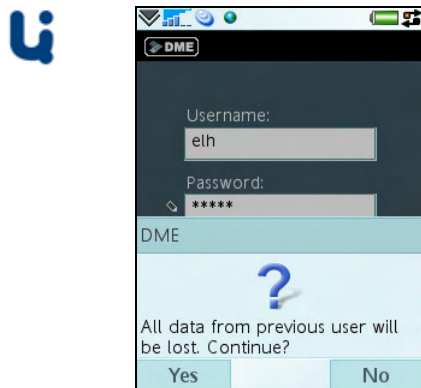
- *You can change your mailbox password from the client.*
 1. Log in to the client as usual.
 2. Open the DME menu, and select **Tools - Change password**.
 3. Enter your existing password in the **Old password** field.
 4. Enter a new password in the **New password** field, and retype it in the **Confirm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



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

Switching users

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



The new user is taken through the same verification process as described in Logging in.

Logging in using a PIN code

If your company maintains strict security rules, 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 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 substitute the password for another passcode of your choice (a PIN code). The DME administrator can set a minimum length for the PIN code (4 to 10 letters and numbers), but you are free to define a PIN code that is easier to enter using the keypad.

In order to maintain high security on the device, the following special conditions apply when using the PIN code instead of the regular password:

- The PIN code defined by you may expire after some time. The validity period of the PIN 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 use your PIN code 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 PIN code.

The administrator may choose to allow a PIN code that never expires, but this is not recommended.

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

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



Important note about using this feature on iPhone: Due to the multitasking limitations inherent in the iPhone platform, DME on iPhone is typically shut down more frequently than DME on other platforms. Therefore the decision was made to allow the user to keep the encrypted password in the iPhone storage, *even when DME is shut down*. If the use of PIN code is disabled, the network password is only kept in memory and not stored when the user exits DME. **The encryption of the stored password is not strong when using the PIN code feature, and it is possible for a hacker to break the password, if he gets access to the phone.** From a security point of view, it is therefore not recommended to use this feature on iPhone.

➤ *Substituting password for PIN code*

- 1 Log in to the DME client using your regular collaboration system password.
- 2 From a mailbox, tap **Tools > Set PIN code** in the toolbar.

or



Tap from the Desktop, and tap **Set PIN code**.

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

- 3 A screen with three fields is shown:

Enter your regular password in the top field **Password**, a PIN code of your own choice in the middle field **New PIN code**, and repeat your PIN code in the bottom field **Confirm new PIN code** to make sure you entered it correctly.

The DME administrator has set a minimum length of the PIN code (between 4 and 10 letters and numbers).

4 Press **Done** to complete the PIN code definition.

Now, when you want to log in, you have a choice of entering your regular password or your PIN code in the **Login** screen, where the **Password** field is now called **Password/PIN code**.



The name of the password entry field in the **Login** screen will change back to **Password** when your PIN code expires.

To reset your PIN code, tap the **Delete** button, and confirm. A message shows that the PIN code has been disabled.

Synchronization overview

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

What is synchronized

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

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

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

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

Conflicts

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


Synchronization methods

Your iPhone can be synchronized in two ways:

1 *Server-initiated sync (push)*

Whenever someone sends you an e-mail, a meeting invitation, or similar, it is received by the collaboration system. The DME server will check for such updates in the collaboration system at regular intervals and build a queue of messages for your device. The server will also generate a command for your device in case system settings are updated or a server command is issued. If **Network push** is enabled on your device, these messages and commands are pushed to your device as they are created on the server. For more information, see *General settings* on page 50.

2 *Manual sync*

If **Network push** is not enabled, or the network push path is inaccessible, it is possible to synchronize the client with the server manually by tapping the Synchronize icon  in the client. You can synchronize the different item types individually, or you can choose to sync all at the same time.

Importing items

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

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

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

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

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

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

1 The device is brand new:

You can safely **import** all items, as you have never added contacts or appointments on this device.

2 You used to keep the device synchronized with the collaboration system using software such as Nokia PC Suite, Sony Ericsson Sync Station, Microsoft ActiveSync, or similar:

You can assume that your contacts, calendar items and so on are up-to-date on the collaboration server. Therefore you should initially perform an **import** of these items. Doing this clears data on the device and imports data from the server, ensuring that no duplicates occur.

3 The device has not previously been synchronized:

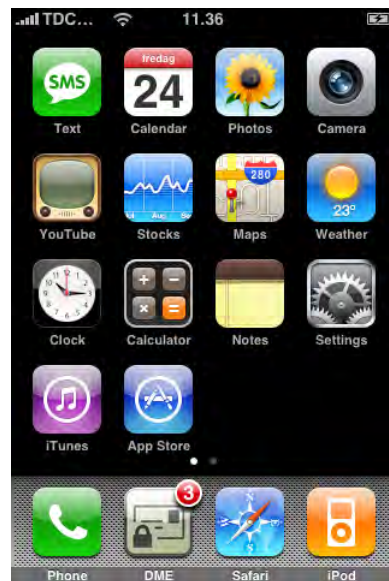
1. Perform a synchronization of the device. This matches contacts on the device with your personal contacts on the server. DME checks for duplicates, but this check is not completely reliable - for instance, if different data field is used for a contact on the device (if "Home Phone" is completed for "John Doe" on the device but not on the server, a near-duplicate will be created).
2. Clean up your personal address book and calendar on the collaboration system (using Outlook or Notes). This is an important step.
3. When you are done, **import** the contacts and calendar to the device. This will erase duplicates and bring in a fresh set of calendar items and contacts from the server.
4. You can now add device specific features to the contacts, such as photos, speed dial keys, etc. These settings will not be lost when you synchronize contacts with the server (but they will if you import).

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

Using DME on iPhone

Starting DME

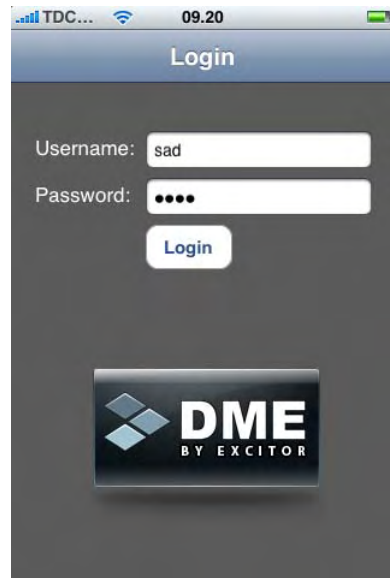
To start DME, tap the DME icon on the **Home** screen.



The DME icon shows the total number of unread messages in folders in your DME inbox. You may have other unread messages in other mailboxes in the standard **Mail** application.

Logging in

When launching DME, you are asked to enter your user name and password:



You must log in with the same user name and password that you would use for the collaboration system on your desktop computer. Contact your IT department if you have problems with your user name or password.

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

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

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

If you have defined a PIN code, you may log in using that rather than your LDAP password. See *Logging in using a PIN code* on page 8.

First-time login

If you are logging in to the client for the first time, the login process is different.

➤ *Logging in to DME for the first time*

- 1 DME asks you for the *server path*. The server path has the form **https://dme.yourcompany.com**, where **dme.yourcompany.com** is the host name of the server where DME is installed. If you do not know the right host name, ask your DME administrator for the server path. (The **https://** part is already entered by DME.)



- **Host name:** Enter the host name in this field. Do not enter the **https://** part.
- **Secure connection:** If this is **On** (default), DME prepends the host name with **https://** - signifying that you run DME over a secure connection. If **Off**, DME prepends the host name with **http://**.
- **Port number:** The port number (appended to the host name as **:xxxx**) is by default set to **5011**. Only change this if your DME administrator tells you to.
- **Test connection:** Tap this button to test that you have entered the server path correctly. If DME shows a "Connection successful" message, you have done it correctly.

Tap **Done** to continue.

- 2 Back at the **Login** screen, enter your user name and password as described in the previous section, and tap **Login**.
- 3 If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), you are prompted whether you want to import your e-mail at this point.

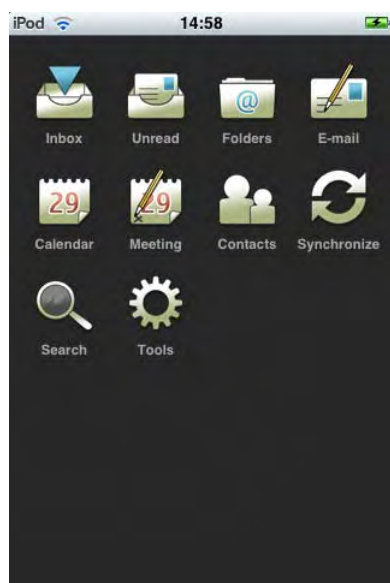


This is often a good idea after your first login. See *Importing items* on page 11 for more information.

You are now ready to use DME.

The DME interface

The main DME screen is the *Desktop*. The Desktop gives you quick access to the most commonly used features in DME.



Tap an icon to run the associated function.

Desktop actions

The following is a brief explanation of each Desktop icon, with references to more information:



Go to the **Inbox** (see Navigating the folder tree)



Go to the **Unread** folder (see Navigating the folder tree)



Open the **Folders** screen (see Navigating the folder tree)



Create a new e-mail (see ***Creating and sending e-mails*** on page 25)



Open the internal DME Calendar (see ***Calendar*** on page 37)



Create a new meeting invitation (see ***Booking meetings*** on page 43)



Go to the Contacts application (see ***Contacts*** on page 48)



Go to the To-do folder (see ***To-do*** on page 48)



Synchronize e-mail (see ***Synchronization overview*** on page 10)



Open the **Search** menu (see ***Search*** on page 32)



Open the **Tools** menu (see ***Tools*** on page 49)


You can choose to start in the Desktop or the **Inbox** when you launch DME. See ***General settings*** on page 50.

Working with folders

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

Apart from these standard folders, subfolders created on the collaboration system (Notes or Outlook) can be shown on the client. Subfolders from the collaboration system can be shown if the folder synchronization feature is enabled on the DME server and on the client (see **Folders settings** see "Folder sync. settings" on page 52). If enabled, you have access to all the e-mail folders on your collaboration system. With settings similar to the e-mail settings (see E-mail settings) you can specify how many e-mails you want to see in each folder (by age in days) and whether you want to synchronize e-mails in folders at all. This is specified as a system-wide setting. In the following section you can see how to specify different settings for each folder, including whether you want to receive a notification when a new e-mail arrives in a folder.

Navigating the folder tree

To move between folder, tap the desktop Folder icon , or tap the **Folders** button in the mailbox view. When you do this, DME shows a list of all folders in the system. Tap the desired folder to open the folder in the mailbox view, or tap **Desktop** to go back to the Desktop.



The **Calendar** is regarded as a folder as well. For more information, see **Calendar** on page 37.


Note also that if a folder is marked with a different color, it means that it cannot be selected:



On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: **Work\Testing**. When created in this way, the parent folder (**Work**) cannot itself contain e-mails (but **Testing** can). Therefore you cannot select the parent folder here, but you can select the subfolder.

Setting folder options

In the folders settings (see *Folder sync. settings* on page 52) you can set defaults for the way e-mail folders should be synchronized between collaboration system and client. If you have many folders on the collaboration system, it is recommended that you set up very restrictive default settings for performance reasons, and loosen up on individual folders as described below.

To change synchronization options for a folder, open the folder view described above, browse to the folder you want to customize, and tap the  icon to the right of the folder name. (Note that you cannot modify the settings of the five system folders.) The following screen is shown:



- **Use default values**

If this field is set to **Yes**, the current folder uses the general settings specified (see *Folders settings* see "Folder sync. settings" on page 52). If **Apply to subfolders** is also selected, the default settings will be applied to all subfolders below the current folder as well, when you press **Done**. If you change the value in this field from **No** to **Yes**, the settings in the remaining fields in this screen will be reset to the default values when you press **Done**.

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

- **Sync. folder**

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

- **Days back**


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

- **Include in mail scan**

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

▪ Apply to subfolders

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

Folders that are synchronized are shown with a different folder icon: 

Tap **Done** when you have defined the settings for the folder in question.

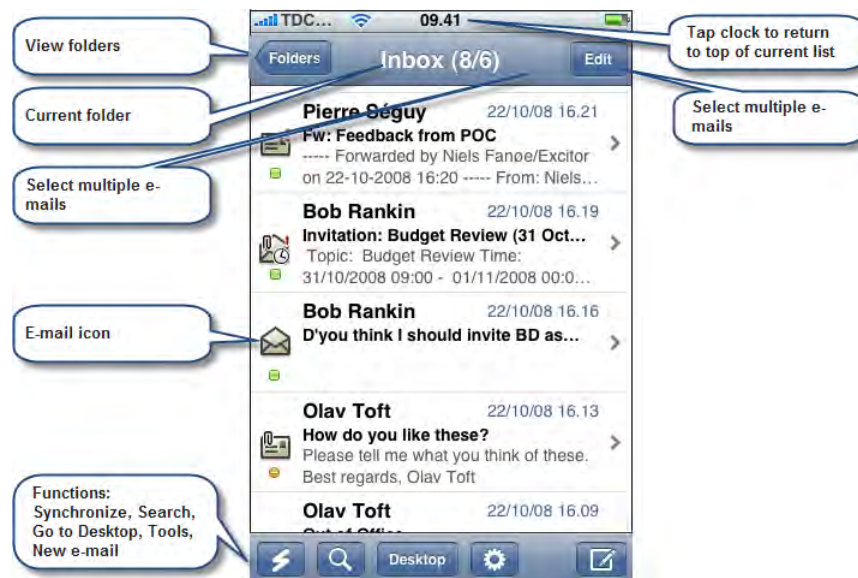
E-mail

The DME icon in the Home screen shows the total number of unread e-mails in all folders in your mailbox.







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

Above the e-mail list you can see the total number of e-mails in the current folder. The number of unread e-mails is shown in parentheses.



Drag up/down, or flick to see more e-mails.

If your company uses the IBM Sametime instant messaging (IM) application, you can choose to view the Sametime status of your Sametime contacts in the mailbox folders (see **General settings** on page 50). If you do this, a symbol below the e-mail icon in any mailbox indicates the Sametime status of the sender: **Away** , **In a meeting** , **Do not disturb** , or **Available** .

If you rotate iPhone sideways, the mailbox view is shown in landscape orientation:



You can rotate all screens in DME in the same way.

When you scroll down through a list, such as your e-mail list, you can always tap the top-center clock to return to the top of the list.

E-mail icons

On the left side of each e-mail in the mailbox view, an e-mail icon is displayed. The icon tells you quite a bit about the e-mail at a glance:



An *unread e-mail* is shown as an unopened envelope. The sender is displayed in a **boldface** font.




An already *read e-mail* is shown as an opened envelope.

In addition, different symbols can be superimposed on the e-mail envelope, providing you with more information:

Symbol	Meaning
	This e-mail contains one or more attachments.
	This e-mail is a meeting invitation.
	This e-mail has high priority.
	This e-mail is encrypted.
	An e-mail in the Drafts folder.
	An e-mail in the Sent folder. The e-mail icon in both the Drafts and the Sent folders can be superimposed by the attachment, priority, or encryption icons.

Checking e-mail

To check for new e-mail, tap  in the mailbox view. Choose what you want to synchronize:

- **E-mail**

Synchronizes e-mails, meeting invitations, and server commands (for example settings from the server).

- **Calendar**



This synchronizes your collaboration system calendar and your DME calendar on iPhone. See *Calendar* on page 37.

- **Contacts**

This keeps your local address book synchronized with your personal address book on the collaboration system. See *Contacts* on page 48.



- **All**


When you tap an option, DME makes a connection to the server, and checks for updates to your mailbox, calendar, or contacts. For more information, see *Synchronization overview* on page 10.

Note that if **Network push** is enabled, you do not have to synchronize manually, as e-mails, meeting invitations, and commands are pushed to the device instantly from the DME server. When network push is enabled, the  icon is changed to a Network Push icon: . However, you can still perform a manual sync by tapping this icon. For more information, see *General settings* on page 50.

Reading e-mails

Tap an e-mail to read it. Pinch together and apart to change zoom level (making the text smaller or larger). Double-tap to go back to default zoom level (100%).

Within the e-mail, tap  to see the next e-mail, or  to see the previous e-mail in the current folder.

To return to the mailbox view, tap the top left button with the name of the current e-mail folder, for instance .

Links

E-mails and meeting invitations may contain links such as e-mail addresses, phone numbers, and web links. Whenever a link is found, it is written in blue and underlined (as links on a web page). You can activate options for a link by tapping it.

When you tap a *phone number*, you can select **Add to contacts** or **Call**.

- If the link is a phone number, you can dial the number using the **Call** option. This naturally only applies to iPhone.
- The **Add to contacts** option will copy the highlighted phone number and open your Local contacts. Here you can choose between the following options:
 - **Create new Contact** creates a new, empty contact, inserting the phone number in a phone number slot. You can now edit the contact further (see your iPhone/iPod documentation).
 - **Add to Existing Contact** lets you browse for an existing contact to which you want to add the information.

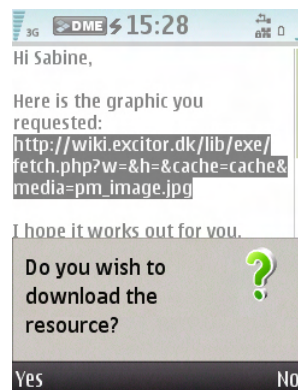
When you tap an *e-mail address*, a new e-mail is created for the e-mail address in question.

When you tap a *web address*, the link is opened in Safari. Note that this logs you out of DME.

SmartLinks

SmartLinks are links in the body text of e-mails, which are handled in a special way by the DME client and the DME server. SmartLinks may for instance link to Word documents, PDF files, or other binary files that are only available on, say, the corporate intranet. Such files are not usually available from outside the corporate network, but when you select the link, the DME client is able to download the file as if it were an attachment in the e-mail.

The use of SmartLinks requires the DME administrator to set up the DME server in such a way that the DME client recognizes certain links in the mail body text as special links. As described in the previous section, DME automatically highlights web links - that is, links starting with **http:** or **https:** or **www**. If any such link contains the text defined on the DME server, the link will be treated in a special way - instead of opening a browser window, the client will send a request to the DME server, which will then prompt the client to download the requested file (if it exists). You can say that the server acts as a *proxy*.



Example: The body text of an e-mail contains two links:

1 <http://www.example.com/onepagedown>

Selecting this link will open the built-in browser and go the **onepagedown** page at **www.example.com**.

2 <http://intranet.example.com/doc?id=234>

Provided that **http://intranet.example.com** has been defined as a SmartLink site on the DME server, selecting this link issues a request to the DME server to download the document defined by the document ID **234**.

The downloaded file is opened by the associated viewer immediately. When you close the viewer, the file is deleted from the device.

Please note that the SmartLink functionality is an add-on to DME.


Attachments

You can view or read some types of files and images attached to messages you receive. For example, if someone sends you a PDF, Microsoft Word, or Microsoft Excel document, you can read it on iPhone.

When you receive an e-mail with an attachment, an attachment icon - a paper clip - will be superimposed on the e-mail icon in the mailbox.

Note that graphics that have been embedded into an e-mail may also be shown as attachments on the client. (This requires that you run Lotus Domino as your collaboration system.)



➤ *Opening an attachment*

- 1 Open the e-mail containing one or more attachments.
- 2 Tap the  icon at the bottom right of the open e-mail.
- 3 A list of the attachments to the e-mail is displayed.



- 4 Tap an attachment.
- 5 Tap **Yes** to download and open the attachment.

The attachment is stored in a temporary folder on the iPhone disk, which is outside the secure DME area. However, it is only stored there very briefly - it is deleted from the temporary folder again as soon as the attachment has been read into the memory of the associated viewer.

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

Tap the top left **Attachments** button to return to the attachments list.

You can remove all attachments that have been downloaded to iPhone and stored in the secure DME area in one operation.


➤ *Removing all attachments from the device*

- 1 Tap **Tools**.
- 2 Tap **Delete all attachments**.
- 3 Tap **Yes** to confirm.

Moving an e-mail

If folder synchronization is enabled, you can move the open e-mail to another folder.

➤ *Moving an e-mail*

- 1 Tap the  icon to open the folder selection view (see Navigating the folder tree).
- 2 Tap the folder to which you want to move the current e-mail.
- 3 The e-mail is moved, and the mailbox view of the e-mail's original folder is shown.


You can also move one or a number of selected items from the mailbox view - see *Moving e-mails* on page 31.

Deleting an e-mail

When deleting an e-mail, the e-mail is removed from DME. Depending on a setting in the e-mail settings, the e-mail can also be deleted from the collaboration system at the next synchronization (see *E-mail sync. settings* on page 51).

You can also delete one or a number of selected items from the mailbox view - see *Deleting e-mails* on page 31.


➤ *Deleting an e-mail*

- 1 Open the e-mail, and tap .
- You are asked to confirm the deletion.

Viewing e-mail details

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

➤ *Viewing e-mail details*


- 1 Open an e-mail.
- 2 Tap the  icon.
- 3 An **E-mail details** screen shows you information about the current e-mail.



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

Creating and sending e-mails

➤ *Creating and sending an e-mail*

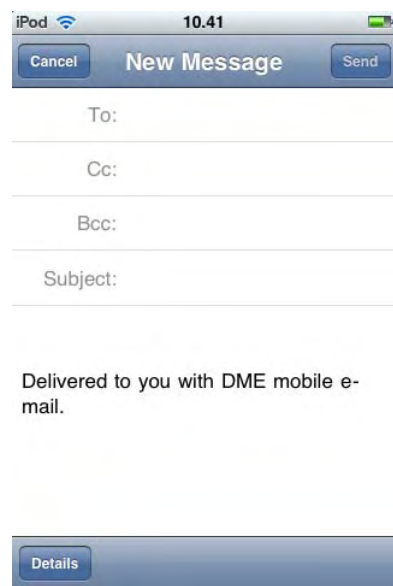
- 1 From any folder, tap .
- A **New message** screen appears.

- 2 Enter message details as described in *E-mail details* on page 26.
- 3 Apply any options as described in *Selecting message options* on page 28.
- 4 Tap **Send** in the top right corner.

The e-mail is now saved in the **Outbox**. Depending on the e-mail sync. settings, the e-mail is sent immediately or queued for the next synchronization (see *E-mail sync. settings* on page 51). When the e-mail has been sent, it is moved to the **Sent** folder.

E-mail details


The **New message** screen contains fields for entering recipients (**To:**, **Cc:**, and **Bcc:** fields), a **Subject** field, and a message body field.



➤ *Entering recipients*

- 1 Tap a recipient field, for example the **To:** field.
- 2 Type the recipient e-mail address

or

Tap the  to select recipients from the Local contacts, the Global Address Book, or from e-mail addresses of people from whom you have already received e-mails. See *Address book integration* on page 27.

To enter more than one recipient directly into the recipient field, separate the recipients by typing a comma on the onscreen keyboard.

When you tap out of the address field, DME changes the bubbles back to one line of text again.

➤ *Editing or removing recipients*

If you mistype a recipient, or if you want to remove a recipient from a field, you can do the following to edit the address.


- 1 Touch and hold to bring up the onscreen magnifying glass, then drag to position the insertion point.

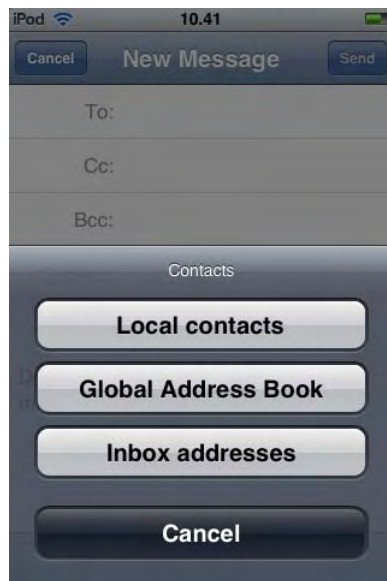


You can now edit or delete the address using the keyboard.

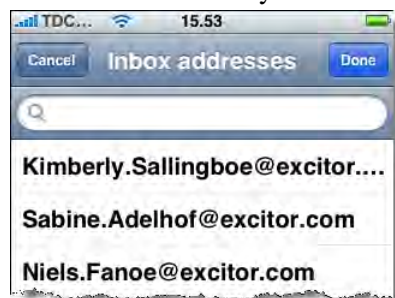
- 2 When you are done, press **Return** on the onscreen keyboard.

Address book integration

When you tap the  from a recipient field, you are presented with the following options:



- Tap **Local address book** to open your local address book from iPhone. Tapping a contact with an associated e-mail address closes the local address book, and inserts the contact into the recipient field. If a contact does not have an associated e-mail address, the contact's details are shown instead.
- Tap **Global address book** to open the global address book **Search** screen. The global address book is the address book you share with other users on the collaboration system. From the **Search** screen, you can search for a contact by **Name**, **E-mail address**, **Department**, **Country**, and **Title**. For more information about how to select recipients using the global address book, see *Global Address Book* on page 33.
- Tap **Inbox addresses** to see a list of e-mail addresses automatically harvested from the e-mails found in the **Inbox** - that is, the e-mail address of everyone who has sent an e-mail to you.



You can narrow down the list by entering characters into the search field at the top, and tapping **Search** (the bottom right key on the onscreen keyboard). You can select multiple e-mail addresses by tapping the addresses. Tap **Done** to close this screen and insert the selected contact(s) into the recipient field.

- Tap **Cancel** to return to the recipient field without inserting any e-mail addresses.

Selecting message options

Tapping the **Details** button opens the **E-mail details** screen. Here you can set specific e-mail options. You can sign, encrypt, and mark the message with high importance.

➤ *Setting message options*

- 1 Tap **Details** in the e-mail you are creating.
- 2 Tap the **Importance** setting you wish to set for this e-mail - **Low**, **Normal**, or **High**.
- 3 Tap **Encrypt** to encrypt the e-mail, and **Sign** to sign it.

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

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

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

Select **Done** to return to the e-mail.

Saving as draft

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

➤ *Saving an e-mail as a draft*


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

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

Furthermore, if you are interrupted when writing an e-mail, for instance if you receive a call, the e-mail is automatically saved as a draft.

Responding to an e-mail


When responding to an e-mail, you have several options available, depending on whether the original e-mail was sent to you alone or to multiple recipients, and whether the e-mail contained attachments.

To see the options, open an e-mail, and tap . The illustration below shows the options available from an e-mail with attachments, sent to multiple recipients.



Replying to an e-mail


➤ *Replying to an e-mail*

- 1 Open the e-mail, and tap .
- 2 Tap **Reply** or **Reply to All**.
- 3 Type a message, and tap **Send**.

For more information about sending e-mails, see *Creating and sending e-mails* on page 25.


Forwarding an e-mail

➤ *Forwarding an e-mail*

- 1 Open the e-mail, and tap .
- 2 Tap **Forward** or **Forward with attachments**.
- 3 Type recipient details and a message, and tap **Send**.

For more information about sending e-mails, see *Creating and sending e-mails* on page 25.

Responding to a meeting invitation



Meeting invitations are marked with a  in the mailbox view. Such e-mails are special, as they represent meeting invitations created in the collaboration system. For more information, see *Responding to meeting invitations* on page 40.

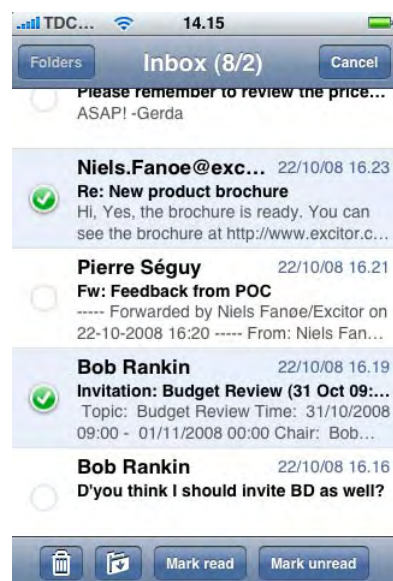
Mailbox view actions

The following sections describe actions that are available from the mailbox view, as opposed to actions available from within an individual e-mail.

Selecting multiple items

Some actions can be performed on a single e-mail or several, selected e-mails - for instance deletion or marking as read.

To select several e-mails in the mailbox view, folder, or list, tap the **Edit** button at the top right of the mailbox view. Doing this replaces the e-mail icon for each e-mail with a . You can now tap the e-mail(s) you want to select. Selected e-mails are marked with a .



The **Edit** button is changed to a **Cancel** button. Tap **Cancel** to leave Edit mode.

Deleting e-mails

When deleting an e-mail from the mailbox view, the e-mail is removed from DME. Depending on a setting in the e-mail settings, the e-mail can also be deleted from the collaboration system at the next synchronization (see *E-mail sync. settings* on page 51).


➤ *Deleting an e-mail from the mailbox view*

- 1 Swipe right over the e-mail title.



- 2 Tap **Delete** to delete the e-mail, or tap anywhere else to cancel.

➤ *Deleting multiple e-mails*

- 1 Select the e-mail or e-mails to be deleted. See *Selecting multiple items* on page 30 for information about how to select multiple e-mails.
- 2 Tap .
- 3 Tap **Yes** to confirm deletion.


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

See *Deleting an e-mail* on page 25 for information about deleting the currently open e-mail.

Moving e-mails

If folder synchronization is enabled, you can move one or more e-mails to another folder.

➤ *Moving multiple e-mails*

- 1 Select the e-mail or e-mails to be moved. See *Selecting multiple items* on page 30 for information about how to select multiple e-mails.
- 2 Tap the  icon to open the folder selection view (see Navigating the folder tree).
- 3 Tap the folder to which you want to move the selected e-mails.
- 4 The e-mails are moved, and the mailbox view of the e-mails' original folder is shown.

Marking e-mails read or unread

When you read an e-mail in the DME client, the e-mail will be marked as read - that is, the e-mail icon is shown as an open envelope instead of a closed envelope.

Furthermore, the e-mail will be marked as read in the collaboration system the next time you synchronize. You can mark an e-mail as unread after reading it, for instance in order to remember reading it when you get back to the office, or you can mark unread e-mails as read.

The actions described below can apply to a number of selected items. See *Selecting multiple items* on page 30 for information about how to select multiple items.

➤ *Marking multiple e-mails read or unread*

- 1 Select one or more e-mails.
- 2 Tap **Mark read** to mark the e-mail(s) as read, *or* Tap **Mark unread** to mark the e-mail(s) as unread.

Sorting e-mails

You can sort the e-mails in the mailbox view ascending or descending by date, sender name, or subject.

➤ *Sorting e-mails*

- 1 In the mailbox view, tap **Sort**.





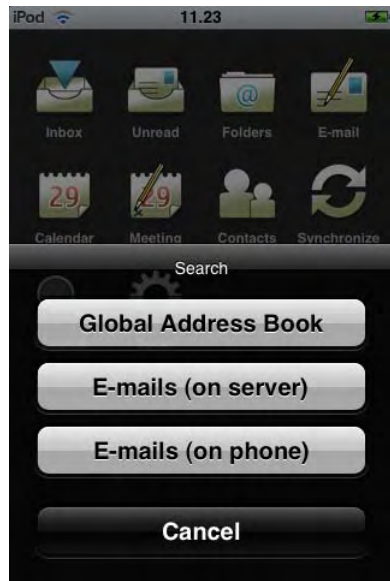
- 2 Tap Date, Sender, or Subject.
- 3 Tap either **Ascending** (oldest (if by date) at top or A-Z) or **Descending** (newest (if by date) at top or Z-A).
- 4 Tap **Done**.

The selected sort order applies to all folders.

Search

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





From the mailbox view, tap , or tap  from the Desktop. You can now choose among the following search options:




Global address book

The Global address book is the address book that you share with other users on the collaboration system.

➤ *Finding contacts in the global address book*

- 1 From the mailbox view, tap  - **Global address book** (this step has already been completed if you open the global address book from a new e-mail - see ***Creating and sending e-mails*** on page 25).
You can now search for a contact by Name, E-mail address, Department, Country, or Title.
- 2 Enter a search text in at least one of the available fields, and tap .
A connection is made to the collaboration server, and the search results are displayed. Depending on a setting on the DME server, the search will either look for entries *starting with* the text you have entered, or entries *containing* the text you have entered. When searching for a name, you can enter both a first and last name separated with a space.
By default a maximum of 10 results are shown, but this can be changed by the DME administrator.
- 3 From the search results you can select contacts by tapping them. Selected contacts are marked with a checkmark to the left of the name.
- 4 Tap  to view details about individual contacts. From the **Details** screen, you can also tap  to copy the contact to your local address book.
- 5 If you opened the global address book search from a new e-mail, tap **Done** to insert the selected contacts into the recipient field from which you chose to search for contacts.

or

If you opened the global address book search by tapping  in the mailbox view, you can tap **Copy to local address book** at the bottom of the screen to add the selected contacts to your local address book. They are then available as e-mail recipients without having to perform a global address book search.

or

You can tap **Call** to call the selected contact, if a phone number is associated with that contact.


Tap **Done** to return to the mailbox view.

E-mails (on server)

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

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



➤ *Searching for e-mails on the server*



- 1 From the mailbox view, tap  - **E-mails (on server)**.

The **Search (On server)** screen appears:



- 2 Complete the search fields in the form:
 1. **Search text:** In this field enter the text to search for.
 2. **Field:** Select the e-mail fields in which to search for the specified text. Tap either of the following options:
 - Any field:** All text fields are searched for the specified text string.
 - Subject:** Only the **Subject** field is searched.
 - Subject, body:** Both the **Subject** and the **Body** fields are searched.

3. **Sender, recipient:** In this field enter all or part of the name of the sender of the e-mail you are looking for (or *recipient* in case you are searching your Sent folder).
 4. **Folder:** Choose the folder in which the e-mails to be searched are located. Tap to choose among the mail folders defined in the mailbox on the collaboration system, or choose **All folders**.
 5. **Date:** In the two fields **Start** and **End** you can select a range of dates. This limits the search to e-mails received within the selected time frame. If you only select a start date, e-mails are searched from that date up until today. If you only select an end date, e-mails are searched from the distant past up until that date.
- 3 Tap .
- 4 Note that a search can only be executed if one or more of the fields **Search text**, **Sender, recipient**, or **Folder** have been completed. If not completed, an error message says "Search fields cannot be blank" when you tap .

After a while, the search results are displayed in a **Search** screen. When you tap a found e-mail, it is retrieved from the server, and shown as a regular e-mail, and you can reply to the e-mail or forward it by tapping , or view more details about the e-mail by tapping .

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

Tap **Done** to return to the mailbox view.

Technical details

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

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

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


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

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

E-mails (on phone)

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

➤ *Searching for a text string*

1 From the mailbox view, tap  - **E-mails (on phone)**.

2 The **Search (On phone)** screen appears:



3 Complete the search fields in the form:

1. **Search text:** In this field enter the text to search for.
2. **Field:** Select the e-mail fields in which to search for the specified text. Tap either of the following options:

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

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

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

Sender, recipient: Only **Sender** and recipient fields are searched.

3. **Folder:** Choose the folder in which the e-mails to be searched are located. Tap to choose among the mail folders defined in the mailbox on the collaboration system, or choose **All folders**.

4 Tap .

Note that a search can only be executed if you have entered a search text in the field **Search text**.

The search results are displayed in a **Search** screen. You can open the found e-mails as regular e-mails, and all the usual features are available. Tap **Search** to return to the **Search** screen.

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

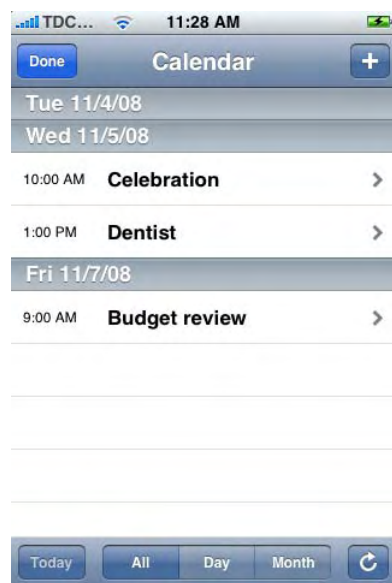
Tap **Done** to return to the mailbox view.

Calendar

DME contains a complete, built-in calendar, which you can use to get an overview of your appointments, and from which you can create new meetings and invite other people to the meetings. Meeting invitations from other people are received in the DME Inbox. They are transferred to the calendar when accepted.

Calendar views

To see the calendar, tap  from the Desktop, or tap **Folders > Calendar** in the mailbox view.



A list of your appointments and meetings (collectively known as *events*) is shown. All events, from today and till the end of your *calendar synchronization window* (the period within which DME synchronizes your calendar - see **Calendar sync. settings** on page 53) are shown, and you can flick through the list.

To view the events per day, tap **Day**.



You can browse to the previous and next day by tapping the arrows.

To view the events per month, tap **Month**.




You can browse to the previous and next month by tapping the arrows.

Tap **All** to return to the default list view.

Calendar actions

From each view, you can select the following actions in the DME menu:

- **Create meeting:** Tap the **+** button to create a new meeting. The default date set for the new meeting is the currently viewed day. In the **Month** view, the meeting date is set to the first day within the viewed range of days, for instance the first in the month currently viewed. If that date has passed, today's date is suggested as the meeting date. See *Booking meetings* on page 43.
- **Today:** To go to today's date, tap **Today** in the toolbar.
- **Synchronize:** Perform a manual calendar synchronization by tapping the  button. See *Synchronization overview* on page 10 for more information.

Editing an event

Tapping a meeting or an appointment opens the event in question.



Tap **Edit** to edit details of the event, or **Calendar** to return to the calendar view.

For more information about each option if you tap **Edit**, see the next section.

After making changes, tap **Done** to save your changes and return to the **Event** screen, or tap **Cancel** to discard your changes and return to the **Event** screen.

Viewing and editing meetings

To view details about a meeting in the calendar, tap to open it. You can now see all the fields that have been completed for this meeting, but you cannot initially change any fields.



Your available options depend on whether you organized the meeting in question (you are the chair) or you were invited as a participant.

➤ *Calendar options for the meeting chair*

If you are the chair of the meeting, you can change any of the details of the meeting when you click **Edit**, including removing and adding participants. All fields in the meeting invitation are opened, and you can make any change you want.



Note: The Domino collaboration system permits the use of formatted text and attachments in the meeting description. If the description (the meeting) contains attachments, you will not be able to edit the description 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.

When you are done, you may select **Check free time** in the DME menu to verify that all participants are free at the time in question, if you have changed the meeting time or date (corresponding to a **Reschedule** action). For more information, see *Checking free time* on page 46.

Select **Save** in the top toolbar to save your changes. If you remove a participant from the list of required participants, the participant receives a meeting cancellation notice, and the meeting will be removed from the calendar of that participant.

If you want to cancel and delete the meeting, delete it from the calendar view by swiping to the right or left. The meeting will be removed from the calendar of all participants. A cancellation notice is sent to each participant when you synchronize.


Note: If your collaboration system is Exchange 2003, DME is unable to process meeting cancellation notices. This means that if you receive a notice about a cancelled meeting, you must accept the cancellation in Outlook or Outlook Web Access (the OWA webmail).

When you save any changes, DME asks you if you want to synchronize the calendar immediately.

➤ *Calendar options for meeting participants*

If you are a participant in the meeting, and not the chair, the following options are available for meetings that have been accepted:

- **Edit:** Select this option if you want to change details in the meeting. As a participant, you only have access to toggle the **Private** status of the meeting and the **Alarm** (and possibly set the alarm time). After editing these fields, select **Save** in the DME menu to save your changes.

You can also tap **Delegate** in the toolbar, or tap the **Reply**  button in the toolbar to access the options **Decline** and **Propose new time**. For information about these three options, see *Responding to meeting invitations* on page 40. Note that selecting **Delegate** or **Decline** removes the calendar entry from the calendar immediately.

After making any changes, DME asks you if you want to synchronize the calendar.

Responding to meeting invitations

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

In the DME client, a meeting invitation is recognized by a clock/e-mail icon in the Inbox. See *E-mail icons* on page 21 for more information.

➤ *Responding to a meeting invitation*

- 1 Open the meeting invitation. You see an overview of the meeting, with subject and time of the meeting, who organized the meeting, who have been invited (participants), and any information about location and resources involved in the meeting.
- 2 You can now choose among a number of options. Most of the options are available on all supported collaboration systems, but there may be differences, which are noted below.

Furthermore, the description of the actions pertain to the standard way of inviting to meetings. 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.

The following options may be available when you tap the **Reply** button in the toolbar:

- **Accept:** Accept the meeting invitation. The meeting is created in the calendar, and a notification of your acceptance is sent to the meeting organizer/chair.
- **Decline:** Decline the meeting invitation. Notification of this is sent to the organizer/chair and any other participants.
- **Tentatively accept:** 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.
- **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, select **Send** to suggest the new proposed time to the chair. 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.

Please note that once the calendar entry has been accepted, you are not able to change the time zone of the calendar entry if you subsequently 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.

From the toolbar, you can also choose to delegate the meeting:

- **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, with the ability to choose from the local and global addressbooks and addresses from the Inbox. See **Address book integration** on page 27 for more information.

When you are done, tap **Send** to send the delegation, or **Check free time** to see if the new proposal conflicts with the calendars of any of the required participants. For more information, see **Checking free time** on page 46.

Furthermore, you can delete the meeting invitation without performing any action with it by swiping left or right in the mailbox. To get the meeting invitation back into your mailbox, you must synchronize your e-mail (unless the option **Delete only locally** is set to **No** in E-mail settings (see E-mail settings), in which case the invitation will be deleted on the server also at the next synchronization). *Note:* On Exchange 2003 systems, this action is not available for recurring meetings.

- 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 e-mail 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.

Recurring meetings

You should note that recurring meetings are synchronized to DME 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.

This same is true if you make an existing meeting recurring in the native calendar application on the device. The meetings will be entered in the collaboration system as individual meetings.

Booking meetings

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

➤ *Creating a new meeting*

- 1 To create a new meeting, tap the  button from the Calendar, or select the New meeting icon  from the Desktop.



- 2 Enter meeting details: see *Entering meeting details* on page 43.
- 3 Add participants: see Adding participants.
- 4 Book a room and resources: see *Rooms and resources* on page 45.
- 5 Check to see if the calendars of all participants are free at the proposed time: see *Checking free time* on page 46.
- 6 Select **Save** to finalize the creation of the meeting.

At the next synchronization, meeting invitations will be sent to the selected participants, and the meeting will be shown in your calendar.

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

Entering meeting details

You can enter or change a number of details about the meeting.

- **Subject:** Enter a subject for the meeting.
- **Location:** Here you can enter free text describing the location of the meeting - for instance an office, a country or a city.
- **Date and time:** Tap the **Start** or **End** field, and spin the wheels to select the starting and ending date and time for the appointment.

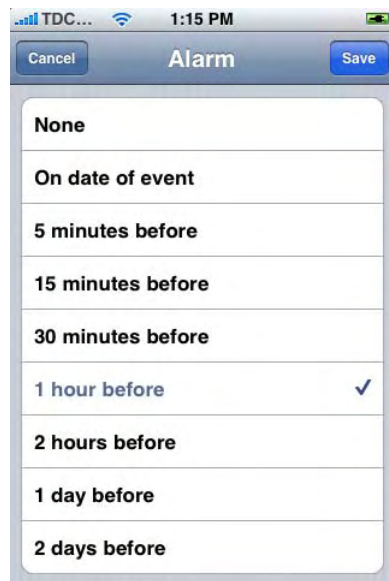
If you set the field **All day** to **On**, the appointment changes to an all-day event.



- **Repeats:** Tap **Repeats** if you want to define a repeat schedule for the current event. You can choose to repeat the current event at the intervals listed in the **Repeat** screen.



- **Alarm:** Enable or disable the alarm. When the alarm is enabled, you can enter a date and time for when the alarm should go off.



- **Private:** Mark the meeting as private. This means the the meeting details are not visible to other people in the collaboration system when you sync the calendar item, but your time will appear booked.
- **Notes:** Enter more information about the new appointment, such as an agenda. This will be the body text of the calendar entry.

Adding participants

To add participants to the meeting, do the following:



- Tap **Required participants**
or
Tap **Optional participants**
- In the **To** field, add participants as you would for an e-mail. See *E-mail details* on page 26 for more information.
- Tap **Save** to return to the meeting creation form.

Rooms and resources

To book a corporate meeting room or a resource (such as a projector), tap the field **Rooms** or **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.

➤ *Downloading rooms and resources*

- Tap the  button to retrieve the list of rooms and resources. DME asks you to confirm your action.
You can always refresh the list of resources by tapping the  button.

➤ *Selecting rooms and resources*

- 1 The list of rooms or resources retrieved from the collaboration system 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 only uses 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 Select **Rooms > Done**.
The selected rooms or resources are entered into the field in question, and you are returned to the meeting creation form.

Checking free time

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

➤ *Checking free time*

- 1** Tap **Check free time** in the toolbar.

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** Tap **Available times** to show alternative time frames

or

Tap **Cancel** to keep the current time frame.

If you choose to show alternatives, you will see a list of time frames within which all participants and resources are available. The red color marks unavailable time; green marks available time.



- 3** Flick up or down, and tap to select a new time frame and return to the meeting creation form.

The meeting details are changed to reflect the update.

Contacts

The Contacts application is populated by DME and reflects your personal address book on the collaboration system. Changes in either address book are synchronized to the other, if the setting **Contacts sync.** is enabled (see *Contacts sync. settings* on page 53).

Whenever you create an e-mail or book a meeting (not iPhone 2.x), you can choose recipients from the Global Address Book or from your local contacts. See *Address book integration* on page 27 for more information.



See *Importing items* on page 11 for information about special considerations in connection with the initial synchronization or import of contacts from the collaboration system.

To-do

A to-do item is a special type of calendar item and is synchronized with your collaboration system by DME.

The **To-do** folder contains a list of the to-dos created on the collaboration system or on iPhone.

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

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

Creating and editing to-dos

➤ *Creating a to-do*

- 1 Tap  from the **Desktop** or from the **Folders** list to open the To-do list view.
- 2 Tap a task to edit it, or tap  to create a new to-do.
- 3

Tools

Tap the **Tools** button in the toolbar to access options that apply to DME in general. The options include the following items:

- **Settings:** Control the look and feel and the operation of your DME client. See *Settings* on page 49.
- **Import:** Refresh the contents of your DME client with a new copy from the server. Care should be taken before importing contacts and calendar items. See *Importing items* on page 11.
- **Change password:** With this function, you can change your network password. See *Changing mailbox passwords* on page 7.
- **Set PIN code:** With this function, you can temporarily replace your collaboration system password by a simpler PIN code for use on the DME client. See *Logging in using a PIN code* on page 8.
- **Log:** Displays the *event log*, which is kept by the DME client. The log can be useful in support questions. See *If you need further assistance* on page 55.
- **Delete all attachments:** When you download attachments to iPhone, the attachments will take up space on the device. To free this space, you have the option to remove downloaded files from the device. The attachments will not be deleted on the mail system, only on the DME client. This action remove all attachments that have been downloaded to the device.
- **About DME:** Shows the DME splash screen with the DME logo and information about the version of the DME client you are running.

Settings

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

Note that the DME administrator may have blocked your access to changing any or all of the settings described in the following sections. The permitted range of values is determined by the corresponding setting on the server, and you cannot make selections beyond this range.

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

General settings

- **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.



- **Server path**

This is the path to the DME server. 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. For more information, see *First-time login* on page 14.

- **Language**

Tap to select the language of the DME interface. The language changes immediately.

- **Network push**





If this function is enabled, the device is set up for network (IP) push. This means that whenever the DME client for iPhone is open, notifications from the server are received over the cellular or WiFi network. This means that it is not necessary for you to synchronize the device, as any new e-mails, meeting invitations, and system commands are received by the device as soon as they are posted for you by the DME server. To remind you that you do not need to synchronize manually, the icon on the Synchronize button  is replaced by a Network Push icon  in the mailbox view. The button has the same function, however.

Please note that it is not possible to keep network push active if the DME client is not open. Furthermore, network push is not active when the screen is switched off.

- **Network push path**

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

- **IM awareness**

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

- **Log in to**

In this field you can specify which screen you want to see after logging in to the DME client. You can choose between the following two options:

- **Desktop:** DME starts in the Desktop view after logging in.
- **Inbox:** DME opens the Inbox after logging in.

For more information, see Using the DME client.

- **Startup sound**

If this field is set to **Enabled**, DME will play a sound when you launch the client.

Security settings

- **Logout timeout (min)**
The DME client is locked automatically after the specified number of minutes of inactivity. Permitted range: 0-60 minutes.
- **Private key password**
- If you have uploaded your personal certificate to the DME server (using **myDME**), you must enter the password for your private key in this field. For more information about S/MIME and **myDME**, contact your DME administrator.

E-mail sync. settings

- **E-mail sync.**
If you enable this setting, e-mail synchronization is enabled. This setting affects manual synchronization and network push.
If you disable this, e-mails are never synchronized.
- **Days back**
When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the **Inbox**. Permitted range: 0-99 days.
- **Send immediately**
If you select **No**, e-mails are stored in the **Outbox** folder when you select **Send**, and are not sent until the next scheduled or manual synchronization.
If you select **Send only**, e-mails created on the device are sent immediately when you select **Send** from a new e-mail or meeting invitation, but any new items are not retrieved from the server. This significantly reduces the load on the server and the time it takes to synchronize.
If you select **Send & Retrieve**, e-mails created on the device are sent immediately when you select **Send** from a new e-mail or meeting invitation - that is, a regular e-mail synchronization is performed.
- **Delete only locally**
If you select **Yes/On**, e-mails deleted from the DME client will only be deleted on the device, and not on the collaboration system. This is the default.
If you select **No/Off**, e-mails deleted on the client will be removed from both the DME client and the mail system at the next scheduled or manual synchronization.
- **Mail alert**
In this field you can specify you will hear a sound when you receive a new mail in DME.

- **Start**

In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Spin the time selection wheels to select a time.



- **End**

In this field you can specify the time of day at which client-initiated pull should end, if this is enabled.

- **Signature**

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

-

Folder sync. settings

- **Folder sync.**

If this field is **On**, e-mail folder synchronization is enabled. If you select **Off**, e-mail folders are never synchronized.

- **Days back**

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

- **Sync. folder**

In this field you can specify synchronization of e-mails in subfolders is enabled. This requires that the field **Folder sync.** is enabled also. If **Folder sync.** is enabled, the entire folder structure is synchronized between the collaboration system and the device. This setting determines if e-mails in the folders should be included in the synchronization. If you do not enable this field, e-mails in subfolders are never synchronized. However, you can change this setting on a per-folder basis - see *Setting folder options* on page 19.

- **Apply to all folders now**

This option will always be off when you open the folder settings tab. Think of this option as an action button - if you select it, the settings for **Days back** and **Sync. folders** made in this window will be applied to all folders instantly, regardless of their individual settings. This is a way to realign all folder settings with default values.

Calendar sync. settings

- **Calendar sync.**
If you select **Enabled**, calendar synchronization is enabled. This setting affects push notification and manual synchronization.
If you select **Disabled**, calendar items are never synchronized.
- **Days back**
When items are synchronized, items from the last number of days selected here will be synchronized and available in the device. See *To-do* on page 48 for more information.
- **Days forward**
When items are synchronized, items up until the number of days selected here will be synchronized and available in the device Calendar.
-

To-do sync. settings

- **To-do sync.**
If you select **On**, to-do item synchronization is enabled.
If you select **Off**, to-dos are never synchronized.
- **Days back**
When to-dos are synchronized, items from the selected number of days back in time will be synchronized and available in the device.
- **Days forward**
When to-dos are synchronized, items with a date up until the selected number of days ahead in time will be synchronized and available in the device.

Contacts sync. settings

- **Contacts sync.**
If you select **Enabled**, contact synchronization is enabled. Your list of contacts on the device is synchronized with your personal address book on the collaboration system when a sync. is run. This setting affects all forms of synchronization.
If you select **Disabled**, contacts are never synchronized.

If you need further assistance

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

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

➤ *Showing the current version of your DME client*

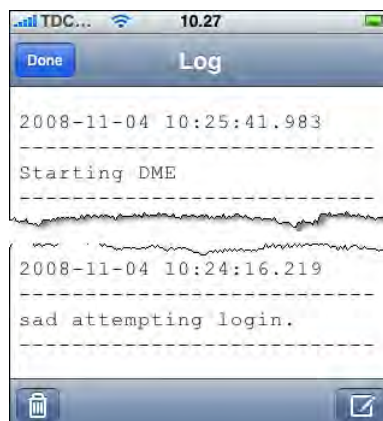
- 1 Open the DME menu (iPhone: tap **Tools**).
- 2 Select **About DME**.




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

➤ *Showing the DME client event log*

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



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

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

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

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

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

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