

DME version 3.5

DME Client User Guide

3.5.8

Document version 1.1

Created on 19-09-2011

For Android devices

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Introduction

Welcome to the user guide for the DME client version 3.5.8.

This guide is divided into three parts:

- 1 An introduction to DME - about the company Excitor A/S, what the DME system does, and about various aspects of DME that are shared between DME clients *on all platforms*.
- 2 A *platform-specific* guide to the DME client - for Symbian, UIQ, Windows Mobile, Java, iPhone, BlackBerry, and Android.
- 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*.

If you are an administrator, you should see the ***DME Client Deployment Guide*** <http://install.excitor.dk/documentation/install/docs/14/index.htm> for detailed installation information for each platform and for information about rolling out the DME client to many users.

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Company information



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About DME

DME (Dynamic Mobile Exchange) offers synchronization of push e-mail, PIM information (calendar, contacts, to-dos), and optionally files, to mobile devices. It fully integrates mobile device management with state-of-the-art security and efficient software deployment. DME is a mobile client/server solution that works with mobile phones, smartphones and PDAs using Android, Apple iOS, Symbian, Windows Mobile, or Windows Phone*) as operating system. DME is developed by Excitor A/S. The solution enables large and mid-size 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 not all server features are supported on all platforms. Contact your DME Partner for specific inquiries.*


Features and benefits

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

Please note that the above applies to the full DME client. Note also that due to limitations specific to the some client platforms, a few of the features mentioned above are not supported on DME for those platforms. Contact your DME partner for specific inquiries.

Typographical conventions

This guide uses special formatting to signify that a text has a special meaning. The following kinds of formatting is used:

Formatting	Type of information
Bold	Interface elements that you can select, such as menu options or command buttons.
Special Bold	Items that can be selected from a list of options, or text that you must type.
<i>Emphasis</i>	Applies emphasis to a point, and is also used for variable expressions such as parameters.
Key+Key	Key combinations where the user must press and hold down one key and then press another, for example, Ctrl+P or Alt+F4 .
	<i>Caution</i> - performing the action described may lead to loss of data or involves other risk.






For an explanation of specialized terms used in the documentation, see the Glossary at the end of this document.

Terminology

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

Term	Explanation
DME	Often used for the DME Client.
DME Server	The DME Web Administration Interface.
Collaboration system	The server-based e-mail and calendar system that your company runs - either Lotus Domino (with Lotus Notes as the user front-end) or Microsoft Exchange (with Microsoft Outlook).
DME menu	The DME menu is the main menu in the DME interface. On some devices, you have to select Options to access the menu, on some you select More .
Select	To choose an item or a menu option, whether by clicking, tapping, or choosing in a menu.

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

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.

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

General client information

The following sections contain information that is good to know before you begin to use DME. The issues apply to clients of all or most platforms, and deal with the following:

- Time zones
- Security
- Synchronization and import
- Battery conservation
- Cost-saving features

This information is included in all the individual client user guides as well as the *DME Client Deployment Guide*
<http://install.excitor.dk/documentation/install/docs/14/index.htm>.

Time zones

With DME, you can always keep your office in your pocket - including your office calendar. One challenge with calendars is the fact that sometimes we operate with multiple time zones. If we travel to a different time zone, we need to make sure that entries in our calendar reflect the change in time zones. An appointment made for 2 o'clock in the afternoon at your home office should be shown at 1 o'clock if you travel one hour west.

The way in which DME handles time zones changed with version 3.0.2 of the Symbian and Java clients, and version 3.0.3 of the Windows Mobile client. DME on iPhone and other platforms have always worked in the "new" way. This section describes how the current version handles time zones; see *Time zones - previous versions* on page 8 if you are running a version of the DME client previous to the releases mentioned above.

In order to keep your calendar updated this way, no matter where you are, DME uses the time zone setting of your device. The **Region** or **City** setting, which is part of the time zone specification, is used for identifying whether Daylight Savings Time (DST) is active or not.

When you travel across time zones, a message from the phone operator will often tell you that your time zone has changed, and offer to adjust the time zone on your device for you. You should allow this, or adjust it yourself. If you do this, your calendar should remain up-to-date without excess updates being transferred between the server and the client.

In a few cases, DME is unable to determine the time zone with certainty:



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

- 1** Make sure that the date and time is set correctly on the phone. This is done by selecting **Menu > Settings > Time & date > My time zone** (note that **Auto time zone** must be **Off**). Here you must select the correct time zone *and* location. If your display does not list locations, select **Options > Search region in > <Your area>**.
- 2** Start DME, and log in.
- 3** Select **Options > Settings > General**, and set the time zone to match your phone settings.

If you do not do this, and there is a discrepancy between the phone settings and your DME settings, DME will prompt you to change the DME settings when you log in.

- 4** Select **Options > Tools > Import > Calendar** to do a full import of your calendar from the collaboration server.

The following applies to users of Sony Ericsson devices running **JP-5** and **JP-7**: Due to a limitation in the handling of time zones in JP-5 and JP-7 devices, meetings booked on one side of a Daylight Savings Time change may not appear correctly in the calendar after the DST change.



On Windows Mobile devices, DME only supports a limited amount of languages. If your device is running a language from which the DME client cannot translate the time zone settings, a message will ask you to select a time zone from a list. You need to make this selection once after the installation of DME, and once every time you travel. If you experience this, please contact DME support, and ask them to add your language to the list of known languages.

Time zones - previous versions

The following only applies if you are running one of the following versions of the DME client:

- **3.0.1** or earlier for Symbian (including UIQ) clients
- **3.0.1** or earlier for Java clients
- **3.0.2** or earlier for Windows Mobile clients

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

Now, when you start DME, DME will detect that the time zone has changed on the device, and ask if you want to change the time zone in DME. You should also do this. See *General settings* on page 68 for instructions how to change the time zone in DME.

If you follow these simple rules:

1 Let the device match the local time zone

2 Let DME match the device time zone

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

The notes regarding Daylight Saving Time (DST) on Java devices also apply. See *Time zones* on page 7 above.

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 while it is displayed on screen.

All communication with the server is encrypted, and the server can be set up to require a client certificate, which further prevents attempts at unauthorized access from devices that are unknown to the server.

It is not possible to export any data from the device to be read elsewhere. Even the clipboard is cleared of any text cut or copied to the clipboard when you exit the client (as of version 3.6).

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

- If the SIM card is changed (if set up by the DME administrator). See *Changing SIM cards* on page 11 for more information.
- If the user name or password is entered incorrectly a number of times (as set up by the DME administrator).
- If the DME administrator decides to do it. If the device is lost or stolen, the data on the DME client can be cleared remotely by sending a command from the DME server (*remote wipe*). You should always contact your DME Administrator immediately if you lose your device.

In case a new user logs in, all DME-related data are deleted before the **Desktop** or **Inbox** is shown.

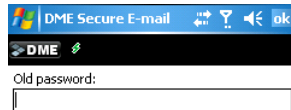
Changing mailbox passwords

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. 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 DME client.

- *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 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:*



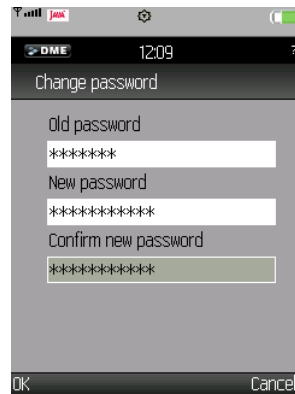
You are then asked to enter your new password.

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.

- *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 server (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 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 **Change**.



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.

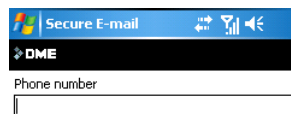
Switching users

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 other synchronized files and resources will be erased when the new user logs in.

The new user is taken through the same verification process as described in **Logging in** on page 25.

Changing SIM cards

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



1 Enter the phone number.

2 Select **OK**.

The device phone number can also be changed in the general settings (see **General settings** on page 68).

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



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

For more information, see *Security settings* on page 70 in the Java Client User Guide.



This feature does not apply to iPhone.

Logging in using a PIN code

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 substitute the password for a PIN code of your choice. 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.

➤ *Substituting password for PIN code*

1 Log in to the DME client using your regular collaboration system password.

2 Select **Tools > Set PIN code** in the DME menu.

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, enter your password in the **Set PIN code** screen, but leave the PIN code field blank. Selecting **Done** will then show a message 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 other resources on 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, contacts and other resources are synchronized with the corporate collaboration system.

On some platforms, you can also synchronize files on the DME server or in a network location with your mobile device. File synchronization requires a special license - 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 mailboxes 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. Note that e-mails deleted on the mobile device will not be deleted on the collaboration system, if the setting **Delete only locally** is enabled. Note also that you will not receive notification of changes when e-mails are deleted from the server.
- 3 Have any items been *edited*? If you for instance edit a contact on the mobile device or on the collaboration system, the change will be synchronized. In the same way, if you edit a spreadsheet on the mobile device, the sync process will update the spreadsheet on the DME server if file sync. is enabled.

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 to you with information about this fact.

Also, during the initial synchronization of the client or during a subsequent reset, duplicate contacts or calendar items may occur. In this case, the duplicate entries will be created, and an e-mail listing the duplicate entries will be sent to you (using DME 3.6).

Synchronization methods

The DME client can be synchronized in four ways:

1 *Server-initiated sync. (Push)*

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

Note that notifications may be disabled on the server, and that they may be disabled if the device is roaming (see **Roaming** on page 19).

2 *Scheduled sync.*

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

3 *Pull sync.*

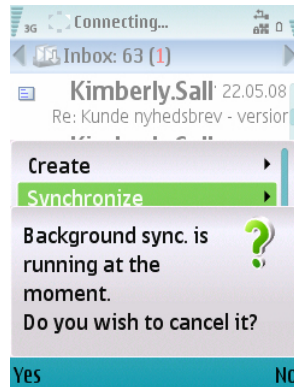
For e-mail and calendar items, you can set up a separate schedule for synchronization. This way you can for example set up scheduled sync intervals for contacts, to-dos, and files, disable scheduled sync for e-mail and calendar, and enable pull sync for e-mail and calendar with a more frequent schedule.

4 *Manual sync.*

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

During the synchronization operation, the DME client shows a status messages about the current sync process in the interface. In order to optimize speed and bandwidth consumption, the DME server builds a list of commands to be executed by the client the next time it connects with the server. This is called a "command stack". When the client connects with the server, for instance in order to synchronize e-mail, the server will force the execution of those commands on the client. For this reason you may experience that, for instance, the e-mail 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.

While the synchronization is in progress, you can cancel it by selecting **Synchronize > Cancel sync.** from the DME menu.



Saving battery power

Synchronizing with the server naturally requires battery power. In order to prevent your device battery from draining, and thus perhaps leaving you unable to place a phone call, DME turns off automatic synchronization when the battery level is low. When the battery level drops below 10%, DME turns off scheduled synchronization and push synchronization. Instead of synchronizing, the client writes an information message in its log file.

Note that this applies to Symbian and Windows Mobile devices only.

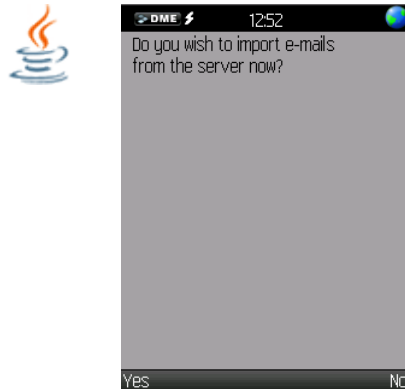
Other contact synchronization software

When you use DME to synchronize contacts, it is important that you do not use any other software for the same purpose.

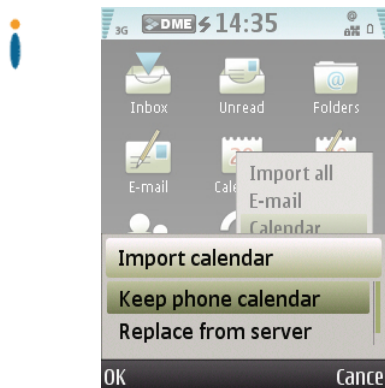
On all platforms, there are software packages that offer to keep your contacts in sync with the collaboration system or other systems - for instance iTunes, Mobile Me, Microsoft ActiveSync, Nokia PC Suite/Ovi Suite, or similar. DME users are advised not to use these synchronization methods, as this may cause duplicate entries or corruption in your address book over 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.



The *first time* you synchronize any resource, for instance calendar entries, the client will actually do an import. When you choose to import a resource (either at first synchronization or later, see below), you will be asked if you want to keep the existing resources on the phone, or if you want to replace them from the server. (You will not be asked if there are no resources of that type on the device at all.) In most cases you want to choose **Replace from server**; you only want to keep the resource on the phone if you are sure that none of the items within the given resource exists on the server already.



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

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

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

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 from server.

Synchronization vs. import

There are two different ways of getting data from the collaboration system into the DME client. An *import* deletes any existing data on the device before bringing in data from the collaboration system. A *synchronization* checks for differences between the data on the device and data on the collaboration system, and then aligns the data – for example by retrieving new e-mails from the server, sending e-mails from the device, adjusting the time for a scheduled meeting, or bringing a contact on the server up-to-date with a contact which you have just modified on the device.

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/Ovi 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 is not new, and has not previously been synchronized:*

Perform a synchronization of the device. This matches contacts on the device with your personal contacts on the server. DME checks for duplicates, but items are not recognized as duplicates if:

- a) Different data fields are completed for the contact on the device or the server.
For instance, if "Home Phone" is completed on the device for the contact "John Doe", a "John Doe" on the server without a "Home Phone" will not be marked as a duplicate.
- b) The spelling is different in any completed field.
- c) When there is any doubt that an entry is a duplicate, a duplicate will be created.

See also *Flexible field mapping* on page 18 below.

- 4 Clean up your personal address book and calendar *on the collaboration system* (using Outlook or Notes). This is an important step. You will probably find a number of apparent duplicates, but there will always be some difference as mentioned above.
- 5 When you are satisfied with the information entered for your personal contacts in the collaboration system on the server, **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.
- 6 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.

Flexible field mapping

It is possible to create custom mappings between fields in Domino or Exchange and contacts on the device. You can use this feature for enforcing company policies.

For instance, you may have a policy of always calling the internal office number when calling a colleague in order to cut costs. You can then decide to add the internal office number to the "Pager" field in Notes, and map the Pager field to the "Telephone (business)" field on all devices.

Custom mapping should be carefully planned, and can only be set up in cooperation with a certified DME partner. Partners may request special documentation from Excitor A/S.

Preferred operators

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

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

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



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

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

Roaming

Apart from specifying preferred operators, the DME administrator can specify various cost-saving restrictions to the use of the device when a user is roaming. Whenever the user starts using a different mobile operator than the home operator, the following features may be restricted by the DME administrator:

- **Scheduled synchronization**

To save synchronization costs, the server may disallow scheduled sync when roaming. This means that the phone will not start synchronizing at the intervals specified in the Scheduled sync. settings, and the phone will not pull for e-mail or calendar items at the specified intervals (see *Scheduled sync. settings* on page 76, *E-mail settings* on page 71, and *Calendar settings* on page 73).

- **Manual synchronization**

To save synchronization costs, the server may also disallow manual sync when roaming. If manual sync is disabled when roaming, a message saying "Synchronization not allowed. Phone is roaming." will appear when you try to synchronize while using a roaming network. However, you will be able to synchronize manually once before the server discovers that you are roaming.

- **Network push**

To prevent keeping an HTTP connection open from the DME server on a roaming network, the server may disable network push when roaming. Instead, the server resorts to SMS push.

When you return to your home operator's network, manual synchronization will again be allowed, regardless of any server restrictions. You must then perform a manual sync in order to let the server know that you are no longer roaming.

User guide: Android devices

DME supports a wide range of Android devices from HTC, Sony Ericsson, Google, Motorola, and other vendors. For a list of supported devices, see the ***Supported Devices - Android***

http://www.excitor.com/Default.aspx?id=47&device_search=Android&device_sortby=product_group website.

The model used throughout this manual for illustration purposes is the Sony Ericsson Xperia X10, running Android 2.1:



A note about terminology

Android devices generally have three buttons: **Back**, **Home**, and **Menu**. These buttons are used in DME as in other apps for Android:

- **Back**
Go back one screen. For instance, pressing **Back** in an open e-mail takes you back to the folder from which you opened the e-mail. If you get stuck somewhere, try pressing this button!
- **Home**
Pressing **Home** shows the Android Home screen. Long-pressing the button shows currently running apps.
- **Menu**
Pressing **Menu** opens a menu, which applies in the current context. For instance, pressing the button in an open e-mail shows your options for the current e-mail (reply, forward, delete, etc.). In this guide, we refer to this button as the **DME menu**.

Android devices can be rotated between Portrait and Landscape orientation. DME automatically adjusts the display to match the orientation. In this guide, we mostly show screenshots from the Portrait orientation.

The **Notification Panel** shows notifications received by the phone, including new text messages, new e-mail etc. When you open the DME Inbox, any "New e-mail" messages from the Notification Panel will be removed automatically by DME. The Notification Panel is also used for informing you if DME 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*.

About Android devices

DME supports a wide range of Android devices. For a list of supported devices, see the ***DME supported devices*** <http://www.excitor.com/-47.aspx> website.

The model used throughout this manual for illustration purposes is the Sony Ericsson Xperia X10, running Android 2.1:



Installing DME on Android devices



OMA DM installation

Installing using OMA DM is not supported.

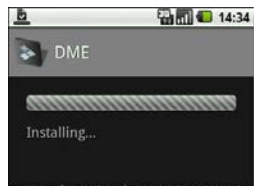
Push installation

Only SMS push is supported.

When the DME Administrator has "pushed" DME to your phone, you will receive an SMS with the text **DME Software Installation** and a link to a secure Internet address.



- 1 Tap the link, and choose to open the link in the browser.
The browser opens, and downloads the client.



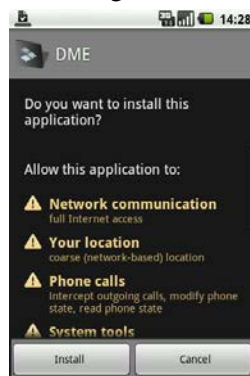
- 2 Tap the downloaded client.
If DME was already installed, and you are upgrading to a new version, the following message is shown:



Tap **OK**.

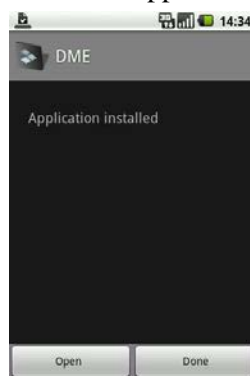
- 3 A message is shown with the following text is shown:
Allow this application to:

-along with a number of permission settings. These settings allow DME to operate according to the DME client guide.



4 Tap **Install**.

5 The DME application is installed. When done, the following message is shown:



6 Tap **Open** to launch DME.




Android Market

The DME client is also available from Android Market. However, when installing from Android Market, you have to enter the server path yourself. See *First-time login* on page 26 for more information.

Starting the DME client

The DME client will usually be set up to launch automatically when you start the device. DME contains a number of security features that depend on the client being started. Furthermore, the client contains a feature that makes it impossible to shut down the client without also shutting down the device. For more information, see *Data security* on page 9.

You can see if DME is running by an icon in the top notification panel:

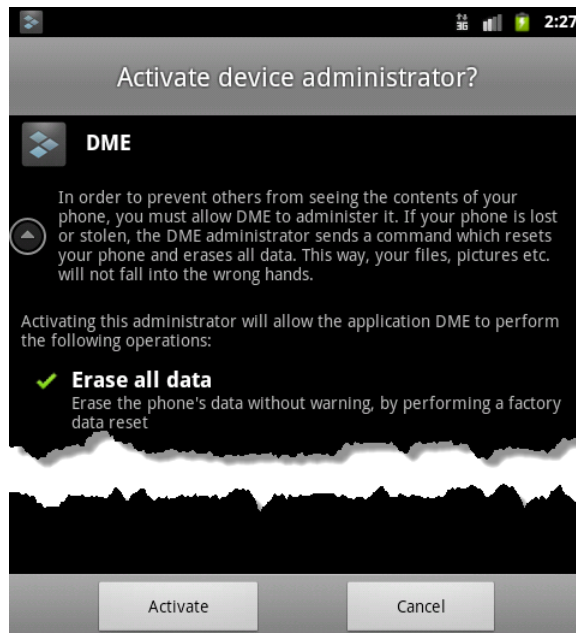
-  if network push is enabled and active,
-  if network push is enabled and not active, or
-  if network push is not enabled.

If the DME client does not start automatically, tap the Application Tab, and look for this icon:



If DME has been opened recently, you can long-press the **Home** key to see a list of recent applications, and then tap the DME icon. Or you can add a shortcut to DME to your Home screen (in the Home screen, press the **Menu** button, tap **Add**, tap **Shortcuts**, tap **Applications**, and then tap **DME**).

If your device is running *Android 2.2 or higher*, the DME system is able to send a command to your device in the event that you lose the device. The command will delete (wipe) all data on the phone so that a 3rd party cannot gain access to the data stored on the phone. In order to enable the DME system to wipe your device remotely, you must accept a prompt from DME:



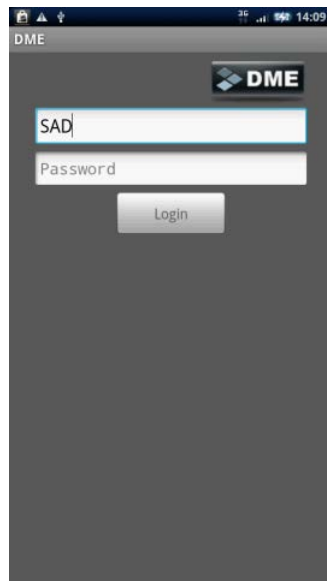
By tapping **Activate** you grant DME the right to administer your phone. The message is shown every time you log in, until you accept it.

You can also enable DME as a device administrator from **Settings > Location & Security > Device administration** on the device. (The actual path to this screen may differ on different Android models.)

On Basic MDM clients, you must accept the message in order for the DME client to run at all.

Logging in

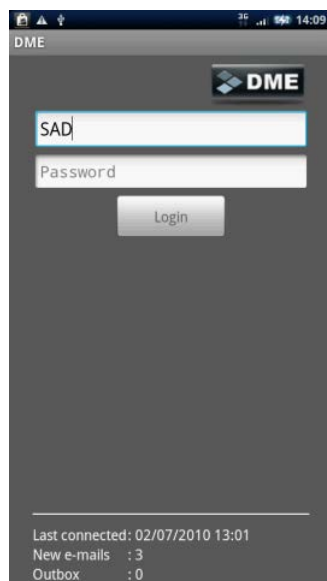
When the DME client is launched, the login window is shown:



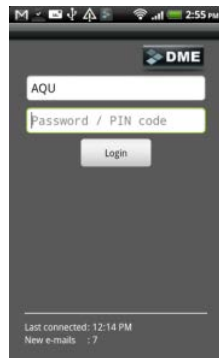
You must log in with the same user name and password that you would use for the collaboration system on your desktop PC. For Lotus Domino users, this is your "Internet password". Contact your IT department if you have problems with your user name or password.

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

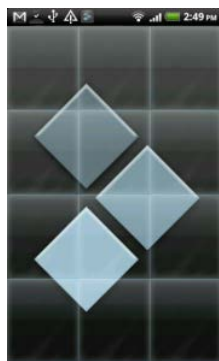
The client remembers the user name from your last login, unless the DME administrator has disabled this feature for security reasons.



If you have defined a PIN code, you can use that instead of your regular password when logging in.



Enter the PIN code you have defined previously, and select **Login** to enter DME. Alternatively, you can define a *swipe code* for logging in.

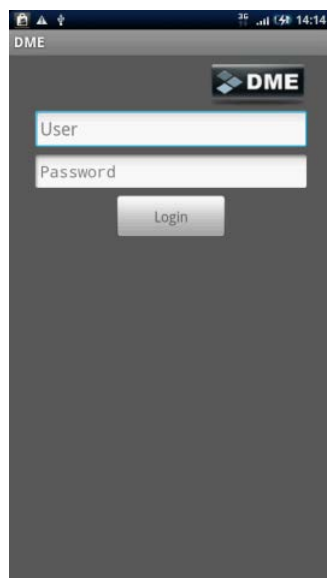


Move your finger across the screen in a pattern you have defined previously to log in. Note that this can only be done in Portrait mode. If you rotate the device to Landscape mode, you can log in using your regular password and possibly a PIN code.

For more information, see *Setting PIN/swipe code* on page 66.

First-time login

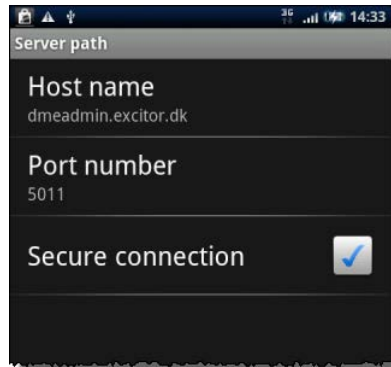
If you are logging in to the client for the first time, the login process is different. When you start the client, the login screen is shown, but without the indication of last connection and number of new e-mails.



➤ *Logging in to DME for the first time*

- 1 **Server path:** If the installation file was pushed to your device from the server, the *server path* is sent to the device along with the installation file, in a separate SMS. When DME launches, the server path is read from that SMS. The server path is the location of the DME server on the Internet.

If DME was installed through Android Market, DME asks you for the server path. The server path has the form `https://dme.yourcompany.com:5011`, where `dme.yourcompany.com` is the name of the server where DME is installed, and `:5011` is the port number. If you do not know the right host name, ask your DME administrator for the server path.



- **Host name:** Enter the host name in this field, for instance `dme.yourcompany.com`. Do *not* specify `http://` or `https://`, as this is added automatically by DME depending on your choice of **Secure connection** below.
- **Port number:** The port number is by default set to **5011**. Only change this if your DME administrator tells you to.
- **Secure connection:** If this is **On** (default), DME is run over a secure connection (**https**). If **Off**, DME runs on standard **http**.

In case you lose the path to the server, contact the DME administrator. He or she can send the server path to your device using the **Send server path** function in the **Devices** tab in the Web Administration Interface.

- 2 **Login:** Enter your user name and password, and tap **Login**. Lotus Notes users should note that this is your "Internet password" (the same as for your webmail). Since this is the first time you enter your user credentials, DME needs to make a connection to the server to verify that your user name and password match, so the first-time login takes a little longer than usual. DME stores your password in multi-hashed, encrypted form (that is, very secure) on the client. Therefore, the next time you log in to the client, you do not need to make a server connection to verify your login. However, when you do make a connection (for instance when you synchronize e-mail), your login credentials will be verified again.
- 3 **Import:** If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), you are prompted whether you want to import your e-mail at this point. This is a good idea after your first login. See *Importing items* on page 15 for more information.

You are now ready to use the DME client.

Removing the client

Uninstalling the client from a device follows the usual procedures for each platform. The DME administrator may have specified on the server that you are never allowed to uninstall the client. In this case, you are unable to do so.

Alternatively, the DME administrator may specify that you are only permitted to uninstall the client if you are logged in. In this case, you will be prompted for a user name and password when you attempt to uninstall the client. If you enter the correct credentials within one minute, you will be permitted to continue uninstalling the client.

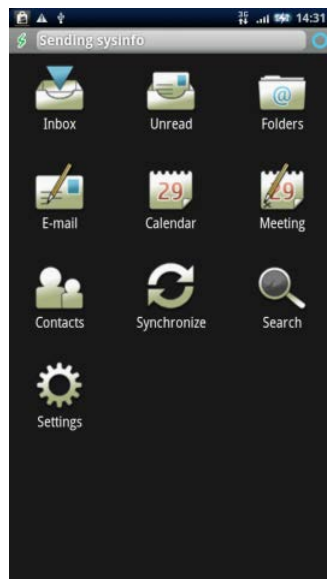
➤ *Uninstalling the DME client for Android*

- 1 If your device is running Android version 2.2 or later, and you have accepted the "DME Device Administration" request after installing or launching the DME client, you must go to **Menu > Settings > Security > Select device administrators** (the path to this setting varies depending on device), and de-select **DME Device Administration** in order to be able to remove the DME client.
- 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 client is removed from your device, including all data that was protected by DME. This includes any attachments you may have downloaded for viewing.

The DME Desktop

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 function associated with the icon.

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* on page 30)



Go to the **Unread** folder (see *Navigating the folder tree* on page 30)



Open the **Folders** screen (see *Navigating the folder tree* on page 30)



Create a new e-mail (see *Creating and sending e-mails* on page 36)



Open the internal DME Calendar (see *Calendar* on page 45)



Create a new meeting invitation (see *Booking meetings* on page 53)



Synchronize e-mail (see *Synchronization overview* on page 13)



Open the **Search** menu (see *Search* on page 42)



Open the **Settings** page (see *Settings* on page 68)



Go to the Contacts application (see *Contacts* on page 58) (not Java devices)



(Symbian devices only) Open the SmartEncrypt on-the-fly encryption application (see the SmartEncrypt Quick Guide)



(Some Nokia S60 devices only) Open the VoiceExtender™ call answering machine (see the VoiceExtender™ Quick Guide)

Apart from these icons, you can use the DME menu (**Options**) to access all functions in DME. You can access the DME menu from all views in DME. For an overview of the DME menu, see *Menu tree* on page 77.


For information about how to configure your Desktop, see *Desktop settings* on page 76.

Working with folders

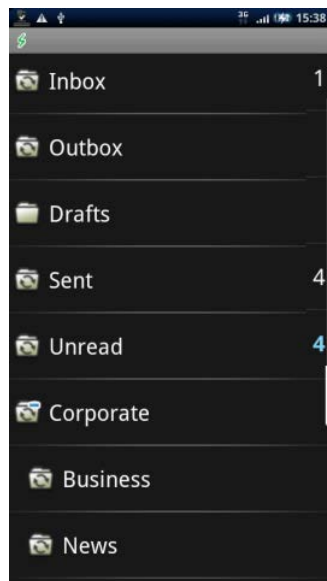
The DME mailbox consists of at least the following folders: **Inbox**, **Outbox**, **Drafts**, **Sent**, and **Unread**. The first four of these folders function as the corresponding folders on the collaboration system (Notes or Outlook). The **Unread** folder is a *smart folder* which shows all unread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

Apart from these standard folders, subfolders created on the collaboration system (Notes or Outlook) can be shown on the client. Subfolders from the collaboration system can be shown if the folder synchronization feature is enabled on the DME server and on the client (see **Folders settings** on page 73). If enabled, you have access to all the e-mail folders on your collaboration system. With settings similar to the e-mail settings (see **E-mail settings** on page 71) you can specify how many e-mails you want to see in each folder (by age in days) and whether you want to synchronize e-mails in folders at all. This is specified as a system-wide setting. In the following section you can see how to specify different settings for each folder, including whether you want to receive a notification when a new e-mail arrives in a folder.

Navigating the folder tree

To move between folders, tap the desktop Folder icon , or select **View > Folders** in the DME menu. When you do this, DME shows a list of all folders in the system. The number of e-mails in each folder is shown in *white text*, followed by the number of unread e-mails in *blue text* and in parentheses.

Tap a folder to open it in mailbox view, or press the **Back** button to return to the Desktop.



The different folder icons have the following meaning:



Regular folder with no subfolders. Folder is not synchronized.



Regular folder with no subfolders. Folder is kept synchronized with the collaboration system (see the next section).



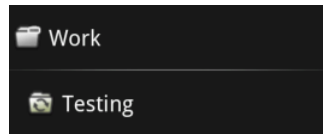
Folder with one or more subfolders. The subfolders are collapsed (not shown). Also, the icon shows if the folder is kept synchronized.



Folder with one or more subfolders. The subfolders are expanded (shown). Also, the icon shows if the folder is kept synchronized.



Folder which cannot be selected are grey. On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: **WorkTesting**. When created in this way, the parent folder (**Work**) cannot itself contain e-mails (but **Testing** can).



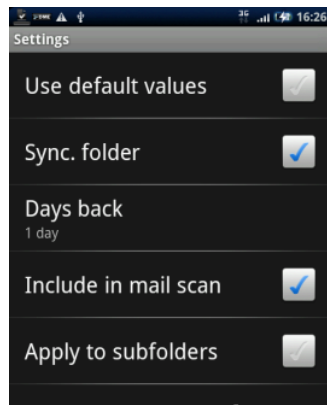
Therefore you cannot select the parent folder here, but you can expand the folder by tapping it.

You can set options for the synchronization of folders. See more in the next section.

Setting folder options

You can set defaults for the way e-mail folders should be synchronized between collaboration system and client (see **Folders settings** on page 73). 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 in the previous section, and *long-press* the folder you want to customize. Then tap **Settings**. The following screen is shown:



- **Use default values**

If this field is set to **Yes**, the current folder uses the general settings specified (see **Folders settings** on page 73). 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 the value in this field was **No**, and you change it to **Yes**, the settings in the remaining fields in this screen will be reset to the default values when you press **Done**.

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

- **Sync. folder**

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

Synchronized folders are shown with an icon like this: .

- **Days back**

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

- **Include in mail scan**


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

- **Apply to subfolders**


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

Note that you cannot modify the settings of the system folders (**Inbox**, **Sent**, etc.). Instead of synchronizing e-mail to the client, you can use the **Search e-mail (on server)** function to find e-mails in any folder on the collaboration system. See ***E-mails (on server)*** on page 43 for more information.

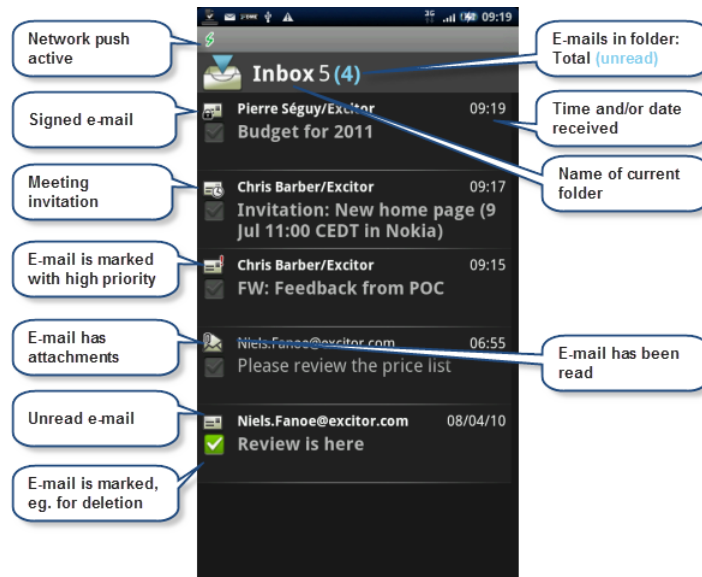
E-mail

Click the  icon from the Desktop (DME menu: **View > Folders > Inbox**) to open the **Inbox**, which displays the e-mails and meeting invitations that have been synchronized to the client.

The **Inbox** is one of the five *system folders*: **Inbox** – **Outbox** – **Drafts** – **Sent** – **Unread**. To switch between these folders, select **View > Folders** in the DME menu. If folder synchronization is enabled on the server, you can access all your mailbox folders this way (see ***Working with folders*** on page 29).

Above the list of e-mails, you can see the total number of e-mails in the current folder. The number of unread e-mails is shown in parentheses and blue text. If there are unsent e-mails in the **Outbox**, this is shown to the right in the other mailbox folders after the **Outbox** symbol .

The illustration below shows the main DME mailbox interface.



Note that long-pressing an e-mail in the mailbox folder view is a shortcut to various functions. See *Other e-mail options* on page 36.

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 to this, 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.
	This e-mail is signed.
	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, encryption, or signature symbols.

Reading e-mails

To open an e-mail, tap the e-mail in a folder.

To read the *next* e-mail in the current mailbox, flick *left*. To read the *previous* e-mail in the current mailbox, flick *right*.

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 (like links on a web page). Tap a link to see your options for the link.

When you tap a *phone number* or an *e-mail address*, you can choose among the following options:



- **Call**
If you tapped a phone number, DME copies the number, switches to the Dialler, and pastes the number into the Dialler. You can then press the **Call** button to dial the number.
If you tapped an e-mail address, DME will check if the e-mail address is one of your contacts, and if a phone number is associated with the contact. If it is, the number is shown in Dialler.
 - **E-mail**
If you tapped a phone number, DME will check if the phone number is one of your contacts, and if an e-mail address is associated with the contact. If it is, DME creates a new e-mail for that contact.
If you tapped an e-mail address, DME creates a new e-mail for that address.
 - **Add to Contacts**
The phone number or e-mail address is added as a contact. After selecting this option, DME shows your contacts. You can then select **Add Contact** in the menu, or you can open an existing contact. The phone number or e-mail address is then added to the new or existing contact. Phone numbers are added as **Tel. (business)**.
- When you tap a *web address*, the link is opened in Browser.

Attachments

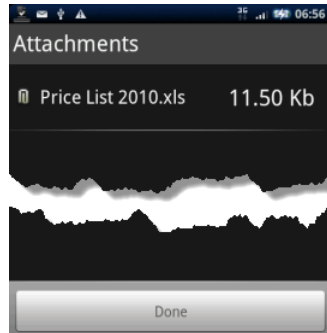
When you receive an e-mail with an attachment, you will see an attachment icon in the mailbox and in the header area of the open e-mail .

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

➤ *Opening an attachment*


- 1 Open the e-mail.
- 2 Select **Attachments** in the DME menu.


A list of the attachments to the e-mail is displayed.



- 3 Select the attachment.
- 4 Select **Yes** to download and open the attachment.
DME connects to the server.
- 5 Select **Yes** to allow the attachment to be decrypted to disk.

The attachment file is stored in a temporary folder on the device disk, which is outside the secure DME area. It is deleted from the temporary folder again when you log out of DME. If DME cannot delete the attachment immediately when you log out, for instance if it is still open in the application, it will keep trying at regular intervals.

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

phone-and-clip icon  means that the attachment has been downloaded to the device.

The device supports several types of attachments depending on the programs installed. By default, the device will recognize several types of image files such as .bmp and .jpeg, sound files such as .wav, and text files. Usually the device will also be able to open Microsoft Office and Adobe PDF files. Please refer to the user manual of the device for further information.

If the file does not have a file type association, an error message will be displayed, and the file will not be downloaded. If you have a program that you know will open the file of the type in question, you must set up a file association to that file type, and try to download the attachment again. For information about file associations, see your mobile phone documentation or the documentation for your mobile phone operating system.

Press the **Back** button to return to the e-mail.

Removing attachments

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

➤ *Removing all attachments from the device*

- 1 Go to the mailbox view of any folder.
- 2 Open the DME menu, and select **Actions** > **Delete all attachments**.
- 3 Press **Yes** to confirm.

Note that this option is also available if you long-press an e-mail in the mailbox view.

Viewing e-mail details

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

➤ *Viewing e-mail details*

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

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

The information consists of the date and time the e-mail was received, a list of recipients of the e-mail (individual recipients or a mail group), importance level, and security information.

Press **OK** to exit the information box.

Other e-mail options

Apart from the options concerning attachments and e-mail details mentioned above, you can open the DME menu for more options (some of the options are available as buttons at the bottom of the screen as well):

- **Reply / Reply to All**
Create a reply to the e-mail - see *Replying to e-mails* on page 39. These options are also available directly from the e-mail, or you can long-press an e-mail in a mailbox folder for an option to reply to the current e-mail.
- **Forward**
Forward the e-mail - see *Forwarding e-mails* on page 39.
- **Delete**
Delete the current e-mail. This option is also available directly from the e-mail, or you can long-press an e-mail in a mailbox folder for an option to delete the current e-mail.
- **More > Toggle flag**
Set or remove the follow-up flag. E-mails marked with a follow-up flag have a special status in the collaboration system.
- **More > Add to contacts**
Add the sender of the current e-mail to your contacts.

Creating and sending e-mails

➤ *Creating and sending an e-mail*

- 1 Select **Create** > **E-mail** from the DME menu almost anywhere in the DME client.
or

Click the **New e-mail** icon in the Desktop: 

2 Enter message details as described in the next section - see ***E-mail details*** on page 37.

3 In the DME menu, select **Send**.

The e-mail is now saved in the **Outbox**. Depending on the e-mail settings, the e-mail is sent immediately or queued for the next scheduled or manual synchronization (see ***E-mail settings*** on page 71). When the e-mail has been sent, it is moved to the **Sent** folder.

Note that you can also create an e-mail by finding one or more e-mail addresses through the Global Address Book first, and then choosing to create an e-mail using the selected e-mail addresses. For more information, see ***Global Address Book*** on page 42.

E-mail details

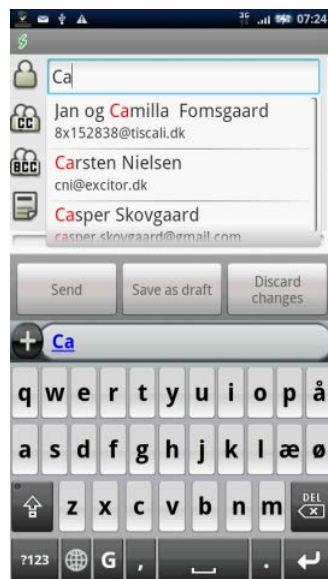
The e-mail form works like a normal e-mail with fields for **Send to**, **Carbon Copy (CC)**, **Blind Carbon Copy (BCC)**, **Subject**, and **Body**. If you need to type multiple recipients in a field, you can separate the recipients using a comma (Lotus Notes style) or a semicolon (Outlook style).

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

Tip: For devices without a full keyboard, you can insert a new line in the e-mail body by pressing the center or right scroll key (depending on device model).

Entering recipients

With the cursor placed in the **Send to** (🔒), **CC** (🔒), or **BCC** (🔒) field, you can start typing the name of a recipient. DME will try to predict who you want to enter as a recipient, and shows suggestions in a drop-down list below the recipient field:



DME builds this list from all the e-mail addresses found in your mailbox folders, from participants in meetings where you are a participant or chair, and from your local contacts.

When you start typing, DME will match the typed characters with the names and e-mail 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 grow shorter. In the example above, typing an "a" after the initial "c" will limit the list to "Hooray Carlton <hooray@freude.de>" only.

The list is sorted alphabetically.

Flick through the list, and tap an e-mail address to add it to the recipient field. To add another contact, start typing the name of the next recipient.

Selecting message options

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

➤ *Setting message options*

- 1 Open the DME menu in the e-mail you are creating, and select **Message options**.
- 2 Tap to enable or disable each option: **Sign**, **Encrypt**, and **High importance**.
- 3 Tap **OK** or **Cancel** to return to the e-mail.

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

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

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

Saving as draft

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

➤ *Saving an e-mail as a draft*

- 1 Open the DME menu, and select **Save as draft**.
or
- 2 Tap Save as draft in the open e-mail.
or
- 3 Close the e-mail by pressing **Back**, and select **Yes** when asked 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.

Replying to e-mails

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

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

➤ *Replying to an e-mail*

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

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

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

The functionality of selecting **Quick reply** is defined in the e-mail settings (see *E-mail settings* on page 71). Here you can specify if **Quick reply** should correspond to selecting **To sender with history**, **To sender without history**, **To all with history**, or **To all without history**.

In both cases, a new e-mail is created for the original sender and possibly all original recipients. If the original e-mail contained attachments, you will be asked if you want to include the attachments in your reply. If the e-mail you are replying to was signed, encrypted, or marked with high priority, DME will copy these settings to the new e-mail.

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

Forwarding e-mails

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

➤ *Forwarding an e-mail*

- 1 From any folder, open the e-mail.
- 2 Open the DME menu, and select **Forward**.
- 3 If the original e-mail contained attachments:
Press **Yes** to include attachments, *or*
Press **No** to send the e-mail without attachments
See *Sending attachments* for information about how to work with attachments in forwarded e-mails.

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

For information about how to enter recipients, see *Entering recipients* on page 37.

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

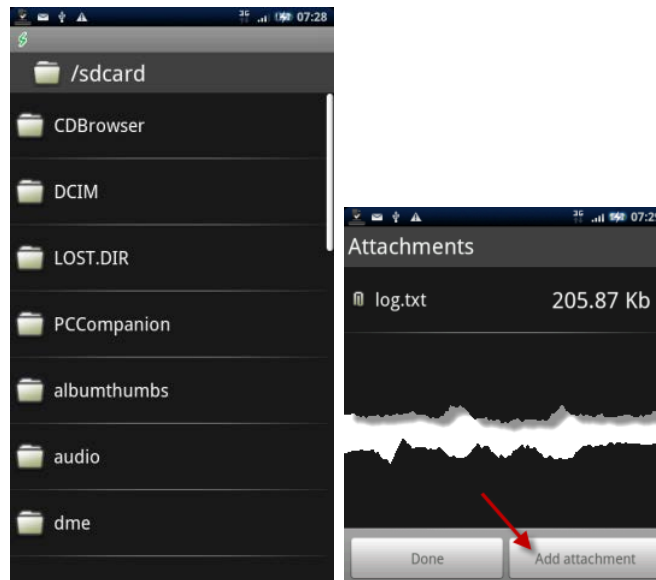
Sending attachments

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

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

- 1 Create an e-mail (see ***Creating and sending e-mails*** on page 36, ***Replying to e-mails*** on page 39, or ***Forwarding e-mails*** on page 39).
- 2 Select **Attachments** in the DME menu.
- 3 Browse to the file you want to add, and tap it.
In the **Attachments** screen, you can tap an attachment to open it. You can open it if your device knows a program that can open the file (if it recognizes the file's "mime type").
Long-press, and select **Delete** to remove it from the e-mail again.
- 4 Tap **Add attachment** to add another file.

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



➤ ***Sending attachments in forwarded e-mails***

- 1 Forward an e-mail (see ***Forwarding e-mails*** on page 39).
- 2 You can add attachments in the same way as for original e-mails (see above).
or
If the original e-mail contained one or more attachments, and you chose to include the attachments in the forwarded e-mail, you can now manage the attachments.
- 3 In the DME menu, tap **Attachments** to see the list of attachments that were included from the original e-mail.
- 4 You can now select one or more attachments to remove them from the e-mail, open them, or you can add more attachments in the same way as for original e-mails (see above).

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

➤ ***Adding attachments to meeting invitations***

- 1 Create a meeting invitation (see ***Booking meetings*** on page 53).
- 2 Add attachments in the same way as for original e-mails (see above).



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

Folder actions



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

Selecting multiple items

Some functions can be performed on a single item or several, marked items - for instance deletion or marking as read.

To select an item in a folder or list, tap the grey checkmark  below the e-mail icon. Selected items are marked with a green checkmark icon .

Marking read/unread

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

The actions described below can apply to a number of selected items. See ***Selecting multiple items*** on page 41 for information about how to select multiple items.

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

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

Note that the **Mark all read/unread** options are also available if you long-press an e-mail in the mailbox view.

Deleting items

When deleting an e-mail, the e-mail data is removed from the DME client. Depending on an e-mail setting, the e-mail can also be deleted on the mail system at the next synchronization (see ***E-mail settings*** on page 71).

The actions described below can apply to a number of selected items. See ***Selecting multiple items*** on page 41 for information about how to select multiple items.

➤ *Deleting one or more selected items*

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

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

➤ *Deleting a single e-mail*

- 1 In the folder view, long-press the e-mail you want to delete.
- 2 Select **Delete** in the popup menu.

➤ *Deleting the currently open e-mail*

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

Search

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

Global Address Book

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

To create an e-mail message or a meeting invitation, you can open the DME menu and select **Create** as described in *Creating and sending e-mails* on page 36 or *Booking meetings* on page 53. However, you can also find the recipient or recipients of your e-mail or meeting invitation first, and then choose to create a new e-mail or meeting with the selected contacts as recipients.


➤ *Finding contacts in the global address book*

- 1 In folder view, open the DME menu, and tap **Search** > **Global Address Book**, or

From the Desktop, tap the  icon, and tap **Global Address Book**.


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

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

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

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

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

From the search results, you can select contacts the same way as with your local contacts. Selected contacts are marked with a . You can now perform a number of functions with one or more of the found contacts.

- 1 *Create new e-mail or meeting:* Tap **Create** in the DME menu, and then tap **E-mail** or **Meeting** to insert the selected contacts as recipients in a new e-mail or as participants in a new meeting, respectively, *or*
Long-press a contact, and tap **Create** > **E-mail** or **Meeting** to insert the selected contacts as recipients in a new e-mail or as participants in a new meeting, respectively.
- 2 *View details:* Tap a contact to view more details about the contact. The details are shown in a window with a number of tabs, depending on the type of details that have been made available by the collaboration system. This could for instance be four tabs, showing **General** information (name and company), **Telephone** numbers, **E-mail** addresses, and **Other** information. Press **Back** to close the details window.
- 3 *Place a call:* You can place a call to a contact by long-pressing the contact. Any phone numbers associated with the highlighted contact are listed. Tap one to place a voice call with the contact, or tap **Back** to exit the menu.
- 4 *Add to contacts:* Select one or more contacts, and tap Add to contacts in the DME menu. The selected contact or contacts are added to the device Phonebook. Depending on your version of Android, the contacts are added in the main phonebook or in a contact *group* called **DME**. Note that due to bug in Samsung Galaxy, contacts are added to a group called **Unknown** on that device.



Finally, you can choose **New search** in the DME menu to return to the search screen with every option in the search screen reset to default values.




E-mails (on server)

The DME client only synchronizes e-mails from the last number of days specified in the e-mail settings (see *E-mail settings* on page 71). This is called the e-mail synchronization *window*. Sometimes you may need to find an e-mail which is stored in a folder in your collaboration system mailbox which is not synchronized to the DME client, or which is too old to be synchronized to the client.


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

➤ *Searching for e-mails on the server*

- 1 Open the DME menu, and select **Search** > **E-mails (on server)** (or select the Desktop icon, and choose **E-mails (on server)**). 
- 2 Complete the search fields in the form:
 1.  **Search text:** In this field enter the text to search for.

2.  **Field:** Select the e-mail fields in which to search for the specified text. Click to choose between the following options:
Any field: All fields in an e-mail are searched for the specified text string.
Subject: Only the **Subject** field is searched.
Subject, Body: Both the **Subject** and the **Body** fields are searched.
3.  **Person:** In this field enter all or part of the name of the sender of the e-mail you are looking for (or *recipient* in case you are searching your **Sent** folder).
4.  **Folder:** Choose the folder in which the e-mails to be searched are located. Tap to choose among the mail folders defined in the mailbox on the collaboration system, or choose **All**.
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

Note that a search can only be executed if one or more of the fields **Search text**, **Person**, **Folder**, or **Date** has been completed. If not completed, an error message says "Search fields cannot be blank" when you 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 perform all the regular e-mail functions (reply or forward, or view more details about the e-mail).

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.

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

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

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

➤ *Searching for a text string*

- 1 Select **Search > E-mails (on phone)** from the DME menu, or  from the Desktop > **E-mails (on phone)**.
 - 2 Complete the search fields in the form:
 1.  **Search text:** In this field enter the text you want to find. This field cannot be blank.
 2.  **Field:** Select the e-mail fields in which to search for the specified text. Click to choose between the following options:
Any field: All text fields are searched for the specified text string.
Sender, recipient: Only **Sender** and recipient fields are searched.
Subject: Only the **Subject** field is searched.
Subject, Body: Both the **Subject** and the **Body** fields are searched.
 3.  **Folder:** Choose the folder in which the e-mails to be searched are located. Only the folder shown in this field is searched (any subfolders are not searched). Tap to choose among the mail folders defined in the mailbox on the collaboration system, or choose **All**.
 - 3 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. After reading the e-mail, press **Back** 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.


To perform a new search, tap **New search** in the DME menu.

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

Calendar

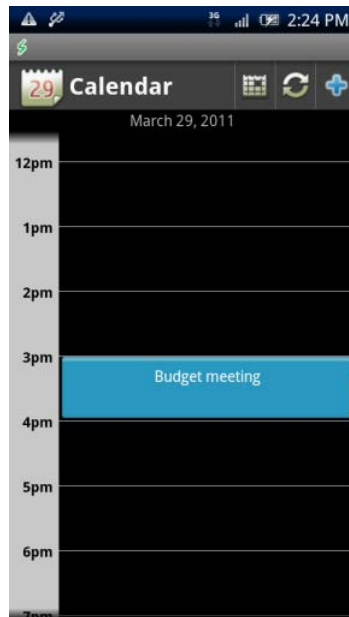
DME contains a complete, built-in calendar, which you can use to get an overview of your appointments, and from which you can create new meetings and invite other people to the meetings. Meeting invitations from other people are received in the DME **Inbox**, and transferred to the calendar when accepted. Meetings that you create for yourself are saved directly in the Calendar. Meetings with other participants are also saved directly in your Calendar, and sent as invitations to the other participants (and resources) at the next calendar synchronization.

Calendar views

To view the calendar entries in the DME calendar, select the  icon from the Desktop, or select **View > Calendar** in the DME menu.

The calendar opens on today's date in the **Month view**. You can choose to see your calendar entries in three different views:

- **Day view:** See all calendar entries for one day. Browse to the previous or next day by swiping left or right. The title text tells you the day in the week and the date of the day you are currently viewing.



- **Week view:** See all calendar entries for one week. Browse to the previous or next week by swiping left or right. The title text tells you the number and starting date of the week you are currently viewing.



- **Month view:** See all calendar entries for one month. Browse to the previous or next month by swiping the month calendar control left or right. The title text tells you the name of the month and the year you are currently viewing. For each calendar entry on the selected date, the month name, date, time, and subject of the entry are shown.



Each view can be seen in landscape mode as well. Below is the **Month** view in landscape rotation.

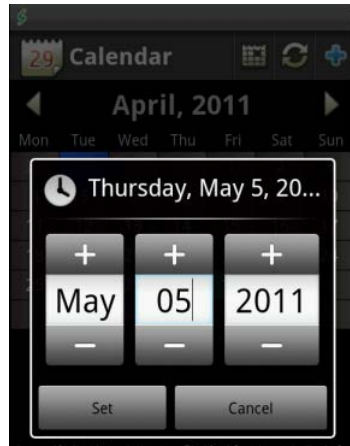


To rotate between the views, tap the  in the top part of the screen, or select **View** and then **View day**, **View week**, or **View month** in the DME menu.

To open a meeting, tap it from any view.

Go to date



To show a certain date in the DME calendar, select **Go to date** in the DME menu. Enter the desired date by tapping or long-pressing the + and - icons in the date spinner. Select **Set** to go to the selected date. The date will be shown in the **Day** view.



To go to today's date, select **Go to today** in the DME menu.

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 **Week view** and 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 53.
- **Synchronize:** Perform a manual calendar synchronization by tapping the  button. See **Synchronization overview** on page 13 for more information.
- **Menu > Reset:** Import all calendar items from the collaboration system. See **Synchronization overview** on page 13 for more information.

Viewing and editing meetings

To view details about a meeting in the calendar, move to it, and click 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 options in the DME menu 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, the following options are available:

- **Edit:** Select this option if you want to change any of the details in the meeting, including removing and adding participants. All fields in the meeting invitation are now opened, and you can make any change you want.

Note: The Domino collaboration system permits the use of formatted text and the embedding of attachments in the meeting description. If the meeting description 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.

Select **Attachments** in the DME menu to add or remove attachments in the meeting. See [Sending attachments](#).

When you are done editing the meeting, 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. For more information, see [Checking free time](#) on page 56. Select **Save** in the DME menu to save your changes. You are prompted to enter a comment about the reason for changing the meeting, which is sent to each participant when you synchronize. 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.

- **Reschedule:** This option is available if you are the chair, and you have invited other people to the meeting. Select this option if you want to move the meeting to another date or time. A new screen opens, letting you set a new date and time for the meeting.



Change the date and time. You may now select **Check free time** in the DME menu to verify that all participants are free at the time in question. For more information, see [Checking free time](#) on page 56.

Select **Save** or **Send and save** in the DME menu to save your changes. You are prompted to enter a comment about the reason for rescheduling the meeting, which is sent to each participant when you synchronize.

- **Cancel meeting:** This option is available if you are the chair, and you have invited other people to the meeting. Select this option if you want to cancel and delete the meeting. The meeting will be removed from the calendar of all participants. You are prompted to enter a comment about the reason for canceling the meeting, which is sent to each participant when you synchronize.

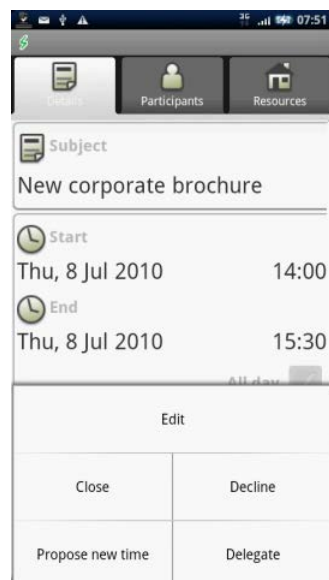
Note: If your collaboration system is Exchange 2003, DME is unable to process meeting cancellation notices. This means that if you receive a notice about a canceled meeting, you must accept the cancellation in Outlook or Outlook Web Access (the OWA webmail).

- **Delete:** This option is available if you are the chair, and you have not invited other people to the meeting (it is a personal appointment or similar). Select this option if you want to cancel and delete the appointment. The appointment will be removed from your calendar in DME immediately, and from your collaboration system when you synchronize.

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:



- **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.
- **Decline**
- **Propose new time**
- **Delegate:** For information about these three options, see *Responding to meeting invitations* on page 51. Note that selecting **Decline** or **Delegate** removes the calendar entry from the calendar immediately.

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

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 33 for more information.

➤ *Responding to a meeting invitation*

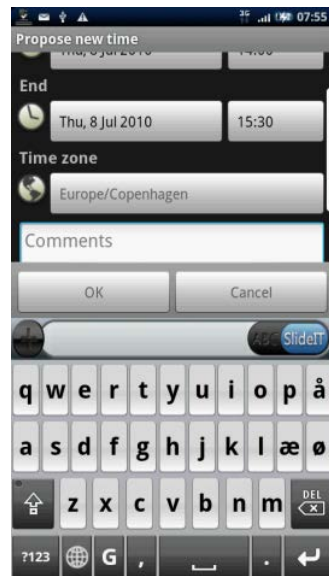
- 1 Open the meeting invitation. Browse through the pages of the invitation to see the subject and time of the meeting, who organized the meeting, who have been invited (participants), and any information about location and resources involved in the meeting.
- 2 In the DME menu, you can now choose among 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:

- **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, you can open the DME menu and select **Send** to send the new proposed time, 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 56. 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.

- **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 type-ahead selection of recipients and the ability to choose from the local and global address books. See *Entering recipients* on page 37 for more information.
- **Show calendar:** Open your DME calendar on the day of the meeting so you can check your schedule for that day. Select **Back** to return to the meeting invitation.
- **Delete:** Delete the current meeting invitation without performing any action with it. 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* on page 71), 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. Select **Continue** / **Send** to complete the action, or **Cancel** / **Close** to return to the meeting invitation. 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


Recurring meetings created on the collaboration system 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.

Recurring meetings created on the device are sent to the server as a true series or recurring meetings, not as individual events. If you create a recurring meeting on the device without an end date, the DME server will add an end date automatically. The end date will be five years in the future.

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 There are several ways to start the creation of a new meeting:
 - From the Desktop or a mailbox: Select **Create** > **Meeting** in the DME menu.
 - From the Calendar: Select **Create meeting** in the DME menu, or tap the **Add** (plus) icon (not all platforms).
 - From the Desktop, select the **New meeting** icon .
 - Or press the shortcut you have defined for **New meeting** from anywhere in DME (not all platforms).
- 2 Enter meeting details: see *Entering meeting details* on page 54.
- 3 Add participants: see *Adding participants* on page 55.
- 4 Enter a location and book resources: see *Location and resources* on page 55.
- 5 Check to see if the calendars of all participants are free at the proposed time: see *Checking free time* on page 56.
- 6 Add attachments: see *Sending attachments*.
- 7 From the DME menu, select **Save and send** (if participants or resources have been invited), or **Save** (if the meeting is for yourself only).

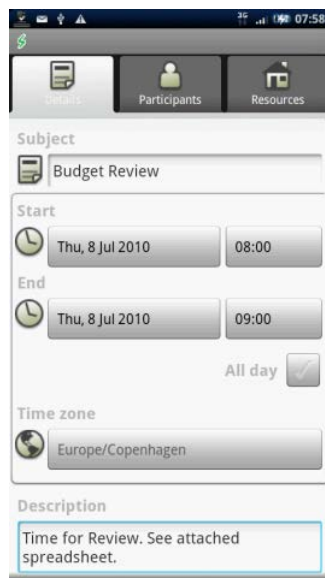
The meeting is created in your calendar, and meeting invitations are sent to the selected participants and resources at the next calendar synchronization.

Note that you can create a new meeting invitation by selecting recipients first from a search and then creating the meeting invitations. For more information, see *Global Address Book* on page 42.


During the creation of a meeting, you can also choose **Save as draft** in the DME menu or **Close**. Selecting **Save as draft** saves the meeting as a draft, allowing you to interrupt your work on the meeting proposal for a later time. The **Close** option closes the current meeting draft, and prompts you if you want to save it as a draft before closing it.

The meeting is shown in your calendar as a regular meeting, but with a blue, hollow triangle on top of it, and it will not be synchronized to the collaboration system. Please note that draft meetings are not synchronized with the server. This means that if you import your calendar from the server, any draft meetings in your DME calendar on the device will be lost.

Entering meeting details



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

-  **Subject:** Enter a subject for the meeting.
- **All day:** Mark the meeting as an all-day meeting. When you select this field, you cannot enter start and times for the meeting. The meaning of "all-day" depends on which collaboration system you are using:





Lotus Domino: All-day events in Domino do not support the use of other participants, rooms, or resources. An all-day event created in Domino will only display a **Details** tab and a **Location** tab when it is synchronized to the client - it is not possible to add participants and resources to the event.

When you create an all-day event on the client, you are able to add participants etc. to the event. However, when the event is synchronized to the server, it is created in Domino as a regular meeting, and the client will reflect this also (even though the **All day** field is still checked).

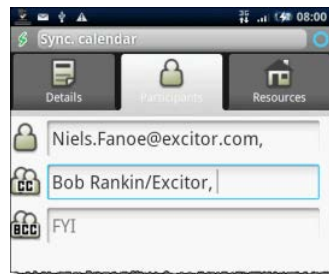
MS Exchange: In Exchange, you are able to invite participants and book resources for all-day events - the **All day** field simply signifies that the event has no time constraints.






Symbian users should be aware that all-day events created in the native device (as "Memos") will appear as all-day events in the DME calendar, but the meeting type cannot be changed in DME.

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


Adding participants



In the **Participants** tab, you can add meeting participants from **Local contacts** on the device and from the global address book on the server. You can enter Required participants () , Optional participants () , and FYI participants () .

➤ Entering meeting participants

- 1 Click one of the **Participants** fields. The field functions as other recipient fields, with type-ahead selection of recipients and the ability to choose from the local and global address books. See *Entering recipients* on page 37 for more information.




See *Global Address Book* on page 42 for information about selecting participants before creating the meeting. Participants selected from a Global Address Book search result are added to the required participants field () .

Location and resources



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

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


-  **Location:** Here you can enter free text describing the location of the meeting - for instance an office, a country or a city.
-  **Rooms:** Here you can select one or more of the rooms available in the collaboration system. See below.
-  **Resources:** Here you can book one or more of the resources available in the collaboration system. See below.

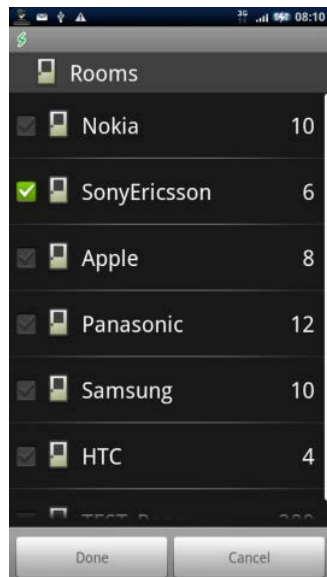
Before selecting rooms or resources, you must download the available rooms and resources from the collaboration system to your device.

➤ *Downloading rooms and resources*

The first time you click either of the **Rooms** or **Resources** fields, 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.

➤ *Selecting rooms and resources*

- 1 Tap the **Rooms** or **Resources** button.
- 2 Open the drop-down list by tapping a name.
- 3 You may have to select which *site* you want to select your rooms and resources from by clicking. Sites are marked with a . If your organization only uses one site, the list of rooms or resources is shown directly.
- 4 Scroll up and down in the list of rooms or resources, and mark the rooms or resources you want to add. Note that if the people capacity of the room is entered in the collaboration system, it is shown in the list.



- 5 Tap **Done**.

The selected rooms or resources are entered into the field in question.

To unselect a room or resource again, repeat the above process, and unmark the room or resource you want to omit before tapping **Done**.

Checking free time

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

➤ **Checking free time**

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

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

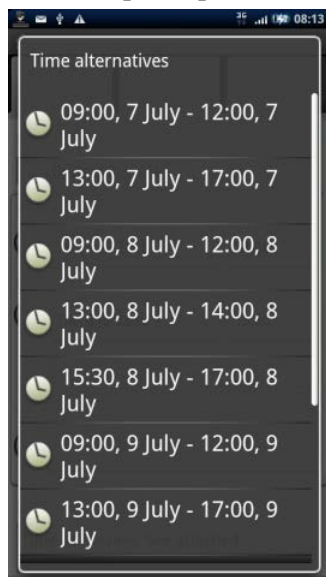


- 2 Select **Yes** to show alternative time frames

or

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

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



- 3 Scroll up or down to select a new time frame.
- 4 Select **Done** to use the selected time frame or
Tap the time frame you want to use (*Android*)
The meeting details are changed to reflect the update.

Contacts

DME can keep the contacts in your Personal Address Book in Lotus Notes or Microsoft Outlook synchronized with contacts on your device. As of version 3.5.5 of the client, DME contains a secure, internal address book - the *DME Address Book*. If the setting **Contacts sync.** is enabled (see *Contacts sync. settings* on page 75), your contacts in the collaboration system will be kept in sync with the contacts in DME.

Furthermore, you can choose to synchronize your DME contacts with the contacts in the native *Contacts* application. This way, all your contacts - both business and personal - can be maintained in either DME or in the Contacts application. Or you can choose to keep your business contacts in the DME Address Book and your private contacts in *Contacts* - for reasons of security, work/life balance, or both. For more information, see *Contacts sync. settings* on page 75.

Whenever you create an e-mail or book a meeting, you can choose recipients from the Global Address Book or from your local contacts. See *Entering recipients* on page 37 for more information.

For information about *importing contacts* to the device from the collaboration system, see *Importing items* on page 15. For information about *synchronizing contacts* with the collaboration system, see *Synchronization overview* on page 13.

The DME contact synchronization works differently on different versions of Android. The following sections describe the creation and editing of contacts on Android 1.5/1.6 devices, Android 2.1 devices, and Android 2.2 devices.

When you have added, edited, or deleted one or more contacts, your changes are synchronized to the collaboration system at the next scheduled or manual sync, or when the DME server initiates a contact sync.

Adding and editing 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 select **Add Contact** or **Edit Contact** in the menu of the DME Address Book, DME lets you enter information into the following fields:

Account name	Fax (business)	Postal/Zip (bus.)
Anniversary	Fax (home)	Postal/Zip (home)
Assistant	File as	Push to talk
Assistant phone	First name	Radio phone
Birthday	Government ID	SIP
Carphone	IM ID	Share view
Categories	IM ID 2	Spouse
Children	IM ID 3	St./Prov. (bus.)
City	Internet tel. (bus.)	St./Prov. (home)
City (business)	Internet tel. (home)	State/Province
City (home)	Internet telephone	Street
Company	Job title	Street (business)
Company phone	Last name	Street (home)
Country/Region	Location	Suffix
Ctry./Reg. (bus.)	Manager	Tel. (business)
Ctry./Reg. (home)	Middle name	Tel. (home)
Customer ID	Mobile	Tel.2 (business)
DTMF	Mobile (business)	Tel.2 (home)
Department	Mobile (home)	Telephone
E-mail	Nickname	Title
E-mail (business)	Note	Video call
E-mail (home)	P.O. Box	Video call (bus.)
Extension	P.O. Box (bus.)	Video call (home)
Extension (bus.)	P.O. Box (home)	Web addr. (bus.)
Extension (home)	Pager	Web addr. (home)
Fax	Postal/ZIP code	Web address

Note that adding contacts in the native phonebook of the device is different on different versions of Android. The descriptions below are relevant to DME if your **Device Address Book** setting is **Open** or **Mixed** (see *Contacts sync. settings* on page 75).

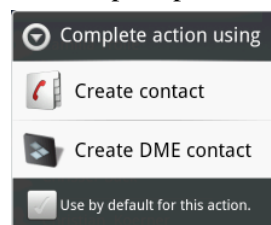
Contacts on Android 1.5/1.6 devices

➤ *Adding contacts: Android 1.5/1.6*

- 1 Click the **Contacts** icon  on the Desktop in DME.
The native Android 1.5/1.6 **Contacts** (or: **Phonebook**) application is shown.

- 2 In the Contacts menu, tap **New contact**.

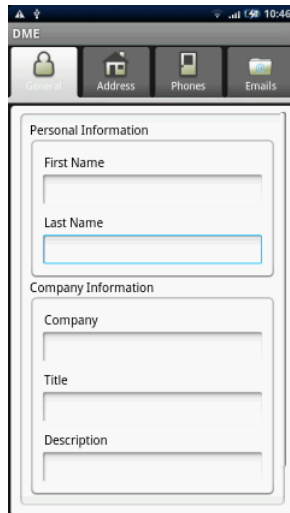
You are prompted to complete the action using one of two methods:



- 3 Tap **Create DME contact**.


If you mainly use DME for managing your contacts, you can select the checkbox **Use by default for this action**.

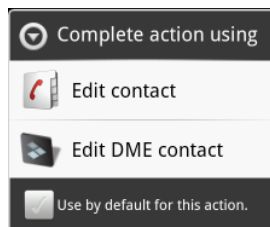
- Now complete the fields in the new contact. Note that there are four tabs available for information input: **General**, **Address**, **Phones**, and **E-mails** information.



- Tap **Save** when you are done.
Your new contact is now ready to be synchronized to the collaboration system.

➤ **Editing contacts**

- Click the **Contacts** icon  on the Desktop in DME.
The native **Contacts** application is shown.
- Find the contact you want to edit. Open the contact, and tap **Edit**.



- Tap **Edit DME contact**, edit the contact, and save it.
You should always choose to edit DME contacts using the DME account to avoid issues with unsupported fields etc.
Your contact is now ready to be synchronized to the collaboration system.

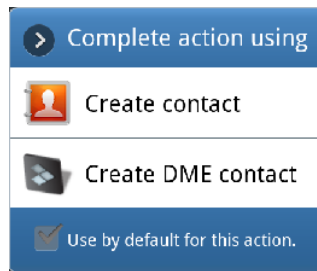
Contacts on Android 2.1 devices

➤ **Adding contacts: Android 2.1**

- Click the **Contacts** icon  on the Desktop in DME.
The native Android 2.1 **Contacts** application is shown.

- 2 In the Contacts menu, tap **New contact**.

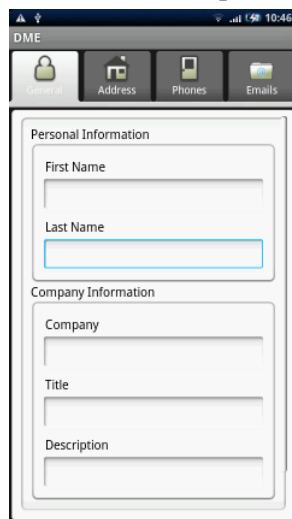
You are prompted to complete the action using one of two methods:



- 3 Tap **Create DME contact**.

If you mainly use DME for managing your contacts, you can select the checkbox **Use by default for this action**.

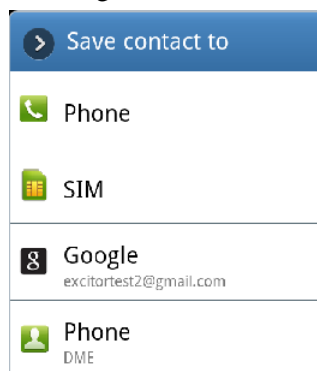
- 4 Now complete the fields in the new contact. Note that there are four tabs available for information input: **General**, **Address**, **Phones**, and **E-mails** information.



- 5 Tap **Save** when you are done.


The new contact is now saved under the *DME account*, meaning that it will be managed by DME.

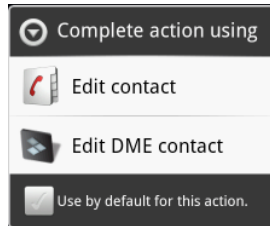
If, in step 2 above, you chose to add the contact using the **Create contact** action, you would still be able to create it under the DME account by choosing **Phone (DME)** when saving the contact:



Please note that the Samsung Galaxy S incorrectly creates an account called **Unknown (DME)** (instead of **Phone (DME)**) after import or synchronization. Your new contact is now ready to be synchronized to the collaboration system.

➤ *Editing contacts*


- 1 Click the **Contacts** icon  on the Desktop in DME.
The native **Contacts** application is shown.
- 2 Find the contact you want to edit. Open the contact, and tap **Edit**.

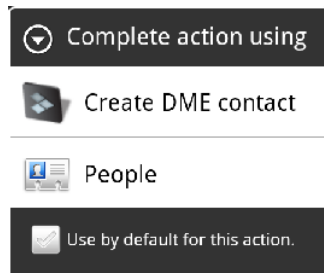


- 3 Tap **Edit DME contact**, edit the contact, and save it.
You should always choose to edit DME contacts using the DME account to avoid issues with unsupported fields etc.
Your contact is now ready to be synchronized to the collaboration system.

Contacts on Android 2.2 devices

➤ *Adding contacts: Android 2.2*

- 1 Click the **Contacts** icon  on the Desktop in DME.
The native Android 2.2 **Contacts** application is shown.
- 2 In the Contacts menu, tap **New contact**.
You are prompted to complete the action using one of two methods:



- 3 Tap **Create DME contact**.
If you mainly use DME for managing your contacts, you can select the checkbox **Use by default for this action**.

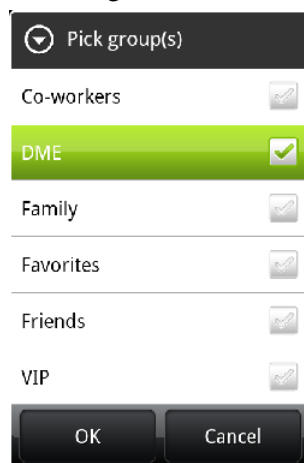
- 4 Now complete the fields in the new contact. Note that there are four tabs available for information input: **General**, **Address**, **Phones**, and **E-mails** information.

- 5 Tap **Menu** > **Add contact** when you are done.



The new contact is now saved under the *DME account*, meaning that it will be managed by DME.

If, in step 2 above, you chose to add the contact using the **People** action, you would still be able to create it under the DME account by choosing **DME** in the **Group** field before saving the contact:



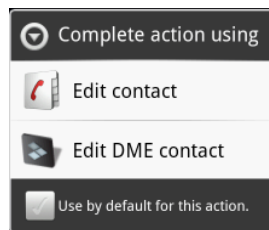
Even though the interface calls this a *group*, it really is the *account*.

Your new contact is now ready to be synchronized to the collaboration system.

➤ *Editing contacts*

- 1 Click the **Contacts** icon  on the Desktop in DME.
The native **Contacts** application is shown.

- 2 Find the contact you want to edit. Open the contact, and tap **Edit**.




- 3 Tap **Edit DME contact**, edit the contact, and save it.

You should always choose to edit DME contacts using the DME account to avoid issues with unsupported fields etc.

Your contact is now ready to be synchronized to the collaboration system.

Initial import of contacts on Android 2.x

After importing contacts for the very first time, you can see them by tapping  from the Desktop, and use them as recipients in new e-mails or participants in new meetings.

However, you may be surprised to find that if you open the native Contacts application on your Android device, you cannot see the contacts you imported from DME. This is because you need to set up your device to add the DME contacts to the group of visible contacts.

➤ *Viewing DME contacts in native contacts application*

- 1 Open the native contacts application. Depending on your phone, it may be called **Contacts**, **People**, or **Phonebook**.
- 2 Add the DME account or group to the contacts displayed. This is done in different ways depending on your phone, for instance:
On *Sony Ericsson X10* phones, tap the **Group** icon at the top left of the Phonebook screen.
On *HTC Desire*, choose Menu > **View**.
On *Samsung Galaxy* and *Google Nexus One*, choose Menu > **Display options**.
- 3 Tap the group or account called **Phone (DME)** (or similar).
- 4 Select the **All Contacts** checkbox (or similar).
- 5 Tap **OK**.

Your DME contacts should now be visible in your native Contacts application, and available to the Dialer and other apps.

Work/home scheme

Some of the fields in the DME Address Book mentioned above are special in that they function as a sort of alias for up to three distinct fields. An example of this is the field **Mobile**. When you enter a number into the **Mobile** field and synchronize, then how can DME know if the number should be placed in the **Cell phone**, **Mobile**, or **Mobile 2** in Lotus Notes, or in **Business Mobile**, **Home Mobile**, or **Other Mobile** in MS Outlook?

There is no issue if you enter values in the specific mobile number fields: **Mobile (home)** and **Mobile (business)**. These fields are directly supported by the collaboration system. The issue only exists if you use the generic **Mobile** field.

When this field (**Mobile**) is updated *on the device*, and you choose to synchronize contacts, DME considers the following *work/home scheme*. Note that each row in the table below lists all completed fields related to mobile phone numbers:

This field in the DME Address Book	maps to	this field in Notes or Outlook
Mobile	->	Work mobile
Mobile	->	Home mobile
Mobile (business)		Work mobile
Mobile	->	Work mobile
Mobile (home)		Home mobile
Mobile	->	Other mobile
Mobile (business)		Work mobile
Mobile (home)		Home mobile

Note: If you are using Lotus Notes, the last row in the table only applies if you are running Domino 8 and above. If you are running Domino 7, the value in the **Mobile** field is stored in a hidden field in DME, as Domino 7 and below only supports two mobile numbers.

DME not only employs the work/home scheme to make a qualified guess about where to place the mobile phone number, but from all of the following fields, which are of the same type as **Mobile**:

E-mail
Fax
Mobile
Tel./Telephone
Address

Files

If file synchronization is enabled, 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 e-mail: 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, consult your DME administrator.

Tools

The **Tools** menu in the DME menu contains options that apply to the DME client in general. The menu contains the following items:

- **Settings:** Control the look and feel and the operation of your DME client. See *Settings* on page 68.
- **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 15.
- **Change password:** With this function, you can change your network password. See *Changing mailbox passwords* on page 9.
- **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 *Setting PIN/swipe code* on page 66 below.
- **Set swipe code:** With this function, you can temporarily replace your collaboration system password by a simpler swipe code for use on the DME client. See *Setting PIN/swipe code* on page 66 below.
- **Log:** Displays the *event log*, which is kept by the DME client. The log can be useful in support questions. When you open the log and press the Menu key, you are presented with a number of options:



The options are (from left to right):

- **Left arrow:** Browse one page back in the log.
- **Right arrow:** Browse one page forward in the log.
- **Disk:** Save the log to the file `/sdcard/me/log.txt` on the memory card.
- **Refresh:** Re-read the log file.
- **Trash:** Delete the log.
- **Envelope:** Save the log to disk, open a new e-mail, and attach the log as a file. This is especially useful if you need to send the log to support.

See also *If you need further assistance* on page 81.

Setting PIN/swipe code

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 substitute the password for a *PIN code* or a *swipe code*.

- A *PIN code* is another passcode of your choice. You are free to define a PIN code that is easier to enter using the keypad than the collaboration system password.
- A *swipe code* is defined by moving your finger across the screen of your 5th Edition or Symbian^3 phone in a certain pattern. The pattern is stored on the device in a way that is equivalent to a PIN code.

The DME administrator can set a minimum length for the PIN code (4 to 10 letters and numbers). For swipe codes, this minimum length applies to the number of tiles you must cover when entering the swipe code. See details below.

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

- 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 use your 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 or swipe code.

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

- If you attempt to log in using your own code, but you enter the code wrong, then you have to use your regular password for your next attempt. Your own 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.

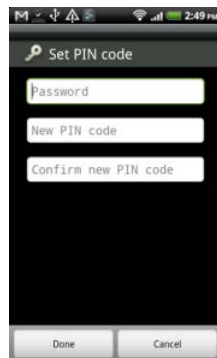
➤ *Substituting password for PIN code*

- 1 Log in to the DME client using your regular collaboration system password.

- 2 Select **Tools > Set PIN code** in the DME menu.

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**.

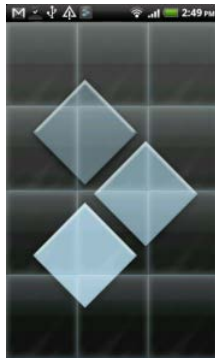


The name of the password entry field in the **Login** screen will change back to **Password** when your PIN code expires.

To reset your PIN code, enter your password in the **Set PIN code** screen, but leave the PIN code field blank. Selecting **Done** will then show a message that the PIN code has been disabled.

➤ *Substituting password for swipe code*

- 1 Log in to the DME client using your regular collaboration system password.
- 2 Select **Tools > Set swipe code** in the DME menu.
If you cannot find this option, it is because the DME administrator has disabled it.
- 3 The following screen consisting of 12 *tiles* is shown:



- 4 Enter your regular password in the **Password** field
- 5 Move your finger across any of the 12 tiles in the screen. For the pattern to become a valid swipe code, you must cover at least the number of tiles that are defined as the minimum PIN/swipe code length by the DME administrator.
- 6 Repeat the swipe to confirm the new swipe code.
If you accidentally move your finger across tiles that you did not intend to touch, you can undo the current swipe by continuing to move your finger outside the swipe area. You can then try again.

Tap **OK** to close the swipe code definition screen. Your new swipe code is set.

Settings

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

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

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

General settings

- **Launch on startup**

Select **Yes/Enabled** to make the DME client launch every time you start your device. This is default and highly recommended for security purposes.

Select **No/Disabled** if you want to start the DME client manually.


- **Phone number**

The phone number of the device. The DME server needs to know your phone number for sending SMS messages and pushing downloads etc. to the device.

- **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 26.

- **Network push**





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

Note that this feature may be disabled if you are roaming. For more information, see **Roaming** on page 19.

- **Network push path**

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

- **IM awareness**

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

- **Login Close key**

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

- **Exit:** This is the default setting. Pressing the secondary key exits the DME application.
- **Hide:** If you select this option, pressing the secondary key will hide (minimize) DME without logging out the user. This corresponds to pressing the red end-call key. Note that by selecting this, both the **Exit** action and the **Login** action are moved in as sub-items in the DME menu.

- **Desktop Close key**

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

- **Lock:** This is the default setting. Pressing the secondary key from the **Desktop** locks DME and shows the **Login** screen.
- **Hide:** If you select this option, pressing the secondary key will hide (minimize) DME without logging out the user. This corresponds to pressing the red end-call key.

- **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, e-mail 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.

- **Network 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). 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

With these settings, you specify the security aspects of DME on your device.

- **Action on SIM change**

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

- **None**

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

- **Flush data**

If you select this option, the DME client will flush (delete all DME data from) the device if another SIM card is inserted. For more information, see *Data security* on page 9.

- **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**

In this field you can specify your 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 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).

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

- **Logout timeout (min)**

The DME client is locked automatically after the specified number of minutes of inactivity. The value **0** means never logout automatically (not recommended). Permitted range: 0-60 minutes.

E-mail settings

In the e-mail settings screen you specify the synchronization and other aspects of e-mail in the DME client on your device.

- **E-mail sync.**

If you select **Enabled/On**, e-mail synchronization is enabled. This setting affects push mail, e-mail pull, manual synchronization, and scheduled sync.

If you select **Disabled/Off**, e-mails are never synchronized.

- **Days back**

When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the **Inbox**. Permitted range: 0-99 days.

- **Send immediately**

If you select **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 options:

- **Sound on**

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

- **Start time**

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

- **End time**

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

- **Mail alert**

Tap this option to select which sound you want hear when you receive a new mail in DME. Requires that **Sound on** is enabled.

- **Alert volume**

In this field you can specify the volume of the alerts you hear when a new e-mail arrives.

- **Vibrate**

If you enable this option, the device vibrator will be activated when a new mail is received by DME.

- **Show received time**

If you select **Yes**, a column is added to the mailbox folders with the date on which the e-mail was sent or received.

E-mail pull options:

- **E-mail pull**

If you select **Enabled**, client-initiated (pull) synchronization of e-mail is enabled. This corresponds to the *Scheduled sync. settings* on page 76, but is independent of the synchronization schedule set up on the DME server.

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

Note that this feature may be disabled if you are roaming. For more information, see *Roaming* on page 19.

- **Pull interval**

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

- **Start time**

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

- **End time**

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

- **Run on weekends**

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

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

Signature options:

- **Signature**

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

Folders settings

The folder settings screen is only visible if the DME administrator has enabled folder synchronization on the server. If enabled, you are able to view your mailbox folders (as created in Outlook or Notes) and any e-mails in these folders on the device.

This screen contains settings which act as default settings for all folders. From this screen you can also force the default settings on all mailbox folders.

In the **Folders** screen, you can apply different settings to individual folders (see Setting folder options). In the individual folder setup screen, you can also flush the individual settings and re-apply the default settings, which are made in this screen.

- **Folders sync.**

In this field you can choose to enable synchronization of e-mails in subfolders by default. The e-mails are synchronized for the number of days specified in the **Days back** field. You can change the setting for individual e-mail folders (see Setting folder options).

Regardless of this setting, the folder structure as such (without e-mails) is synchronized between the collaboration system and the device. You need the folder structure when choosing where to search for e-mails on the server - see ***E-mails (on server)*** on page 43 and for moving e-mails to other folders.

- **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.

- **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 settings

In the calendar settings, you specify the synchronization and other aspects of calendar items in the DME client on your device.

- **Calendar sync.**
If you select **Enabled**, calendar synchronization is enabled. This setting affects push notification, calendar pull, manual synchronization, and scheduled sync.
If you select **Disabled**, calendar items are never synchronized.
- **Days back**
When items are synchronized, items from the last number of days selected here will be synchronized and available in the device.
- **Days forward**
When items are synchronized, items up until the number of days selected here will be synchronized and available in the Calendar.
- **Alarm sound**
If you enable this setting, DME will play the default calendar alarm when displaying a calendar alert.
- **Set alarm sound**
With this setting, you can choose which sound among the installed ringtones you want to use as calendar alarm.
- **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).

Calendar pull options:

- **Calendar pull**
If you select **Enable**, client-initiated (pull) synchronization of calendar items is enabled. This corresponds to the ***Scheduled sync. settings*** on page 76, but is independent of the synchronization schedule set up on the DME server.
Select **Disable** to disable the client-initiated sync. of calendar items.
Note that this feature may be disabled if you are roaming. For more information, see ***Roaming*** on page 19.
- **Pull interval**
If **Calendar pull** is enabled, the client will initiate a sync. every number of minutes selected here.
- **Start time**
In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 08:00 or 08:00 am.
- **End time**
In this field you can specify the time of day at which client-initiated pull should end, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 17:30 or 05:30 pm.
- **Run on weekends**
If you select **Yes**, client-initiated pull will continue to run over the weekend.
If you select **No**, client-initiated pull will not run on weekends.

Contacts sync. settings

- **Contacts sync.**

If you select **Enabled/On**, contact synchronization is enabled, and your list of contacts on the device will be kept in sync with your personal address book on the collaboration system.

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

- **Device Address Book**

With the settings in these fields you can choose how DME should interact with the native address book on your device - the *Contacts* application. DME contains an internal address book - the *DME Address Book*. You can choose to keep your business contacts in the DME Address Book and your private contacts in the native *Contacts* application - for reasons of security, work/life balance, or both. The degree of interaction can be chosen at three levels:

- **Copy all fields:** Contacts from DME are shown in the native *Contacts* application, and the two address books are kept synchronized insofar as the native contacts application supports the DME address book fields. Note that when you select this option, DME will start exporting contacts to the *Contacts* application immediately.
- **Copy name and phone numbers:** As **Copy all fields**, but only the name and phone numbers from the DME Address Book are shown in the native *Contacts* application. If you edit the name or phone number in your native *Contacts* application, this information will be synchronized to the DME Address Book. However, if you add any other information to your native contacts, this information will be removed again by DME. In other words, you should use DME for maintaining your contacts. Note that when you select this option, DME will process the contacts in the *Contacts* application immediately, so they only show name and number.
- **Don't use:** There is no interaction - contacts in the DME Address Book and the native *Contacts* are kept completely separate. This lets you keep your business contacts in DME in sync with your collaboration system, while letting you synchronize your personal contacts with other contact synchronization applications. Note that when you select this option, DME will delete any contacts in the *Contacts* application, which are also found in the DME Address Book, immediately.

For more information, see *Interaction with the device Contacts*.

Files settings

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

- **File sync.**

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

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

Scheduled sync. settings

With these settings, you specify options for scheduled synchronization. Note that this feature may be disabled if you are roaming. For more information, see **Roaming** on page 19.

- **Scheduled sync.**

If you select **Enabled**, the DME client will initiate synchronization of the enabled resources (e-mail, calendar, etc.) according to the schedule specified below.

If you select **Disabled**, the synchronization of resources relies on client-initiated sync (pull, where applicable), manual synchronization, or push notification from the mail system.

- **Interval**

If **Scheduled sync.** is enabled, the client will accept a sync. every number of hours selected here. Permitted range: 1-24 hours.

- **Start time**

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

- **End time**

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

- **Run on weekends**

If you select **Yes**, scheduled sync. will continue to run over the weekend.

If you select **No**, scheduled sync. will not run on weekends.

Desktop settings

- **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 options:

- **Last Used:** DME remembers which of the below views was active when you last logged out of DME, and starts here when you log in again.
- **Desktop:** DME starts in the Desktop view after logging in.
- **Inbox:** DME opens the Inbox after logging in.
- **Calendar:** DME opens the Calendar after logging in.

For more information, see **The DME Desktop** on page 28.

- **Startup sound**

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

Menu tree

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

Create

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

Synchronize

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

Search

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

Actions

- **Delete selected**
(If item is selected) Delete the current item.

- **Mark selected read**
(If item is selected) Mark selected items as read.
- **Mark all read**
(If no item is selected) Mark all items as read.
- **Mark selected unread**
(If item is selected) Mark selected items as unread.
- **Mark all unread**
(If no item is selected) Mark all items as unread.
- **Move to folder**
(If item is selected) Move the current item to another folder.
- **Mark as follow-up**
(If item is selected) Flag selected items as follow-up items.
- **Unmark as follow-up**
(If item is selected) Remove follow-up flag from selected items.
- **Delete all attachments**
(If no item is selected) Removes all downloaded attachments from the phone.

View

- **Folders**
Go to the **Folders** view, where you can choose which mailbox folder you want to work in.
- **Calendar**
Go to the internal DME calendar.
- **Contacts**
Go to the internal DME contacts.
- **To-do**
Go to the to-do list.

Tools

- **Settings**
Set up different aspects of DME on your device: General, Security, E-mail, Folders, Calendar, Contacts, To-dos, Files, Scheduled sync., Desktop.
- **Reset**
Reset (wipe and load) all synchronized items from the collaboration system to your device.
- **Out of office**
Manage your out of office agent or rule.
- **Change password**
Change your LDAP/AD password to match that on the server.
- **Set PIN code**
Set a PIN code as a temporary double of your LDAP password.
- **Set swipe code**
Set a swipe gesture as a temporary replacement for your LDAP password.

- **Log**

Show the client's event log, and optionally save it as a file.

See Tools for more information.

More

- **Lock**

Lock DME (log out).

- **Hide**

Hide DME (move DME to background, but remain logged in).

- **About DME**

Display version information, OS information, and license agreement text.

If you need further assistance

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

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


➤ *Showing the current version of your DME client*

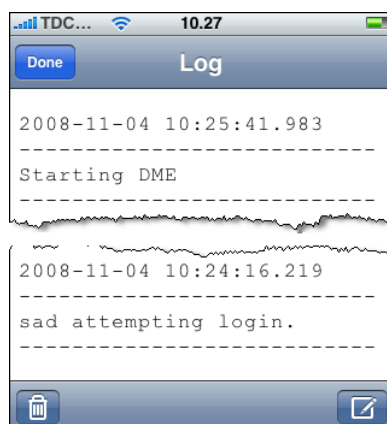
- 1 Open the DME menu (iPhone: tap **Tools**).
- 2 Select **About DME**.




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

➤ *Showing the DME client event log*

- 1 Open the DME menu (iPhone: Go to Desktop or a mailbox folder).
- 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.

If you are using the DME client for Android, you can tap the **Menu** key, and tap the diskette icon to save the log to the file `/sdcard/me/log.txt` on the memory card.

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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