

DME version 3.5

DME Client User Guide 3.5

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For BlackBerry devices

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About DME in general

DME (Dynamic Mobile Exchange) is a client/server solution that 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 works with mobile phones, smartphones and PDAs using Symbian, Windows Mobile, Java, iPhone, BlackBerry, or Android as operating system. Note that not all server features are supported on the DME client for all platforms. DME is developed by Excitor A/S.

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

About the DME client for BlackBerry

The DME client for BlackBerry is designed to enable your company to optimize their voice/data plans and reduce mobile costs.

With the DME client for BlackBerry installed on the users' devices, all traffic is monitored, and the duration and other particulars of the voice or data calls are reported to the DME server. On the server, the administrator can aggregate statistics about voice and data usage, the operators used, and other data that empower your company to make a better deal with your telecommunication provider.

Installing DME on BlackBerry



OMA DM installation

Installing using DM is not supported. However, DME may be installed through a BlackBerry Enterprise Server (BES), in which case you will not notice that is being installed.

Push installation

Only SMS push is supported.

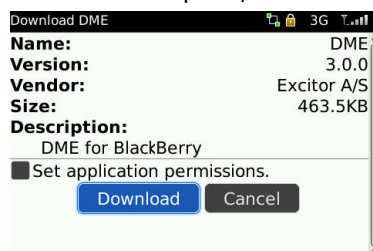
When the DME Administrator has "pushed" DME to your phone, you will receive an SMS with the text **DME Software Installation** and a link to a secure Internet address.

- 1 Highlight the link, and click the BlackBerry menu key.



- 2 Select **Get Link**.

The browser opens, and downloads the client.



- 3 After download, a message is shown with the following text:

Application Permissions

The application DME is attempting to access phone information.

- 4 Press **Allow**.

- 5 The following message is shown:

DME is requesting changes to its application control permissions.

- 6 Press **View** to see the changes:

Permissions: DME	
– Connections	Allow
Phone	Allow
Location Data	Allow
Wi-Fi	Allow
– Interactions	Allow
Cross Application Communication	Allow
Application Management	Allow
– User Data	Allow
Organizer Data	Allow

- 7 Press the **Back** button, and then press **Save**.

- 8 The following message is shown:

The application was successfully installed.

- 9 Press **OK** to complete the installation.

You may observe a second SMS from the DME server in your Messaging Inbox - this is the *server path*, which is sent to the device immediately after the SMS or Service Message containing the download link. The server path message is deleted by DME as soon as you log in for the first time.

Starting the DME client

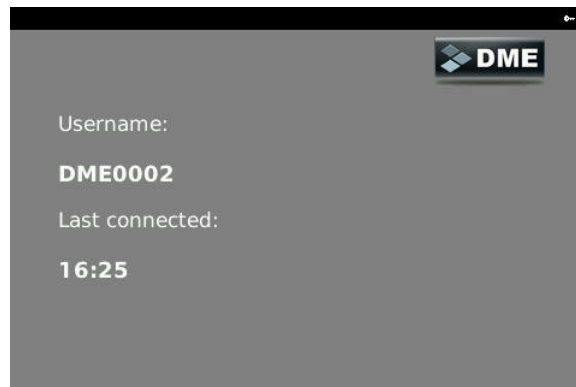
DME is launched automatically. If you need to start it yourself, the program is found in the **Downloads** folder with this icon:



Using DME

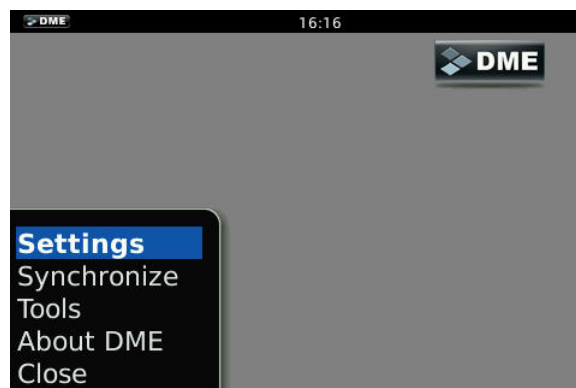
Under normal circumstances, the user need never open the DME application. When DME is installed, it automatically connects with the DME server from which the application was sent, obtains a user name and any settings that the DME administrator has defined, and starts providing traffic statistics to the server.

If you do open the DME application, you should see information such as the following:



The screen shows the user name your device has been given, and the time of your latest connection with the DME server.

If you press the BlackBerry menu key, you will see the following options, which will be discussed one by one in the following.



Settings

In DME, you may be able to set the following options. Note that the DME administrator will usually have removed the possibility for individual users to set these options, but access may for instance have been given for support purposes.

- **General**

Username: In this field you can change the name of your "user". This is the name by which the device is known on the DME server. Note that by doing this, you lose the statistics associated with the former device name.

Server path: In this field you can change the internet address through which the device communicates with the DME server. Obviously, this should not be done unless the administrator tells you to.

Language: Here you can change the language of your DME client. Click to cycle through the available languages. By default, the DME client uses the language of your device, if available, otherwise English is the default choice. You need to allow DME to restart if you change the language.

Phone number: Only change this if you get a new SIM card. The server needs to be able to send commands by SMS to the device in case the network connection is disabled.

- **Security**

If a client certificate has been installed on the device by the server, and for some reason you need to remove the certificate from the device, you can press a button here to delete the certificate. If no certificate is installed, there are no options in this section.

- **Scheduled sync.**

In the fields in this section you can define how often the client should communicate with the server. With the **Scheduled sync.** checkbox, this function can be turned off completely, but in that case the server is only updated with statistics from your device when you perform a manual synchronization - so disabling this function is discouraged.

The **Interval** field contains the number of hours between which the client synchronizes with the server, the **Start time** and **End time** fields together define the times within which the synchronizations should be made, and with the **Run on weekends** field you can specify if you want to synchronize during the weekend.

The settings are a compromise between battery lifetime (few synchronizations) and statistics accuracy (many synchronizations). The DME administrator has probably made the choice for you.

Synchronize

In connection with support questions, you may be asked to use the **Synchronize** function to initiate a manual synchronization of settings and statistics with the server.

Tools

In this section, you can choose between the following options:

- **Import**

If you choose this option, DME will connect with the server, and import any settings specified by the administrator for this device.

- **Log**

Choosing this option lets you see the DME log file for your device. This can be useful in case of support questions. The log shows the communication between the server and the device, including any errors.

About DME

This screen shows version information about the DME client for BlackBerry and license information.

Close

Choosing **Close** minimizes the application - same as pressing the **Back** button. To open it again, select **Switch Application** from the BlackBerry menu, and select the DME application icon.

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