

**DME version 3.5**

# **DME Client User Guide 3.5**

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**For Windows Mobile devices**



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# Introduction

Welcome to the user guide for the DME client version 3.5.

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 S60, 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*.

Please see the "DME Deployment Guide" for information about rolling out the DME client to many users and for detailed installation information for each platform.



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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 Symbian, Windows Mobile, Java or iPhone\*) as operating system. DME is developed by Excitor A/S.

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

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



## Features and benefits


- **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 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 has been made possible by centrally applied security policies. Dividing the devices into groups makes it easy to change settings/features for many devices at a time.
- **Ease-of-use comes in many flavors:** *Simple support and administration*  
Push software and upgrades via 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 logs allow 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.
- **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 iPhone platform, a few of the features mentioned above are not supported on DME for iPhone.

---

## 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
<b>Bold</b>	Interface elements that you can select, such as menu options or command buttons.
<b>Special Bold</b>	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.
<b>Key+Key</b>	Key combinations where the user must press and hold down one key and then press another, for example, <b>Ctrl+P</b> or <b>Alt+F4</b> .
	<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.





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## 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 <b>Options</b> to access the menu, on some you select <b>More</b> .
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.

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## 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 Client Deployment Guide.

### 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 10 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 (S60 or 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 66 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 9 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 when 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 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.

All data on the device (DME-related data: 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 13 for more information.
- If the user name or password is entered incorrectly a number of times (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.

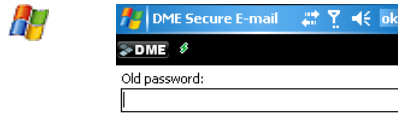
## Changing mailbox passwords

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.

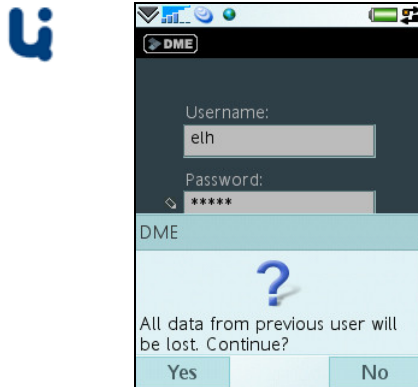
- *If your mailbox password is changed from a desktop computer on the network, and your device still has your credentials encrypted in memory: If you are logged in, DME will log you out the first time the device communicates with the server (for instance in connection with a network push). When you log 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 **OK**.



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

## Switching users

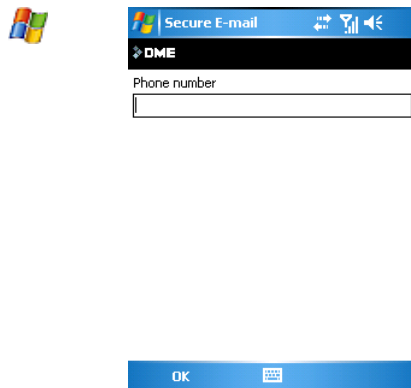
Unless forbidden by the DME Administrator, you can hand over your device to another person, even if it contains all your DME data. All e-mails, calendar items, to-do items, contacts, and synchronized files will be erased when the new user logs in.



The new user is taken through the same verification process as described in **Logging in** on page 26.

## 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 be changed in the general settings (see **General settings** on page 66).

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 in the Java Client User Guide.



This feature does not apply to iPhone.

## Logging in using a PIN code

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

Instead of using your collaboration system password for logging in, it is possible to substitute the password for another passcode of your choice (a PIN code). The DME administrator can set a minimum length for the PIN code (4 to 10 letters and numbers), but you are free to define a PIN code that is easier to enter using the keypad.

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

- The PIN code defined by you may expire after some time. The validity period of the PIN code is set by the DME administrator, and could for instance be 8 hours, corresponding to one working day. The validity period begins when you log in to DME using your regular password. After this, you can use your PIN code to log in to DME, until the validity period runs out. Then you have to use your regular password again in order to reset the validity period. You do not have to change the PIN code.

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

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

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

### ➤ ***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:

The screenshot shows a mobile application window titled 'DME Secure E-mail' with a 'Change pass...' subtitle. It contains three text input fields labeled 'Password', 'New PIN code', and 'Confirm new PIN code'. At the bottom, there is a blue bar with 'OK' and 'Cancel' buttons.

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 **OK** 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 screenshot shows a mobile application window titled 'DME Secure E-mail' with a 'Login' subtitle. It contains a 'Username' field with the text 'SAD' and a 'Password / PIN code' field. Below these fields, there is a section with status information: 'Last connected: 14:12', 'New e-mails: 0', and 'Outbox: 0'. At the bottom, there is a blue bar with 'Login' and 'Exit' buttons.

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 **OK** will then show a message that the PIN code has been disabled.



On iPhone, you can furthermore set up a *swipe code*. For more information, see **Swipe login** in the iPhone Client User Guide.

## Synchronization overview

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

## What is synchronized

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

- 1 Have any items been *created*? An item could be an e-mail, a contact, a calendar item, a to do, or possibly a file. If an item has been created, it is copied to the system on which it does not yet exist (for example, if an e-mail was created and sent from the mobile device, the e-mail is copied to the **Sent** folder on the collaboration system).  
  
Furthermore, the e-mail, calendar and other items on the mobile device are synchronized with respect to the time span for which items should be shown according to the settings. This is called the *synchronization window*. For instance, the settings may specify that the e-mail application should show e-mails for the last 7 days. The sync process will then clear e-mails older than 7 days from the **Inbox** and other boxes except **Drafts** (on the mobile device only).
- 2 Have any items been *deleted*? If an item, for instance a meeting, has been deleted in the collaboration system, the deletion will be reflected on the mobile device. 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 spreadsheet on the mobile device, the sync process will update the spreadsheet on the DME server if file sync. is enabled. In the same way, if you edit a contact on the mobile device or on the collaboration system, the change will be synchronized.

## Conflicts

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

## 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 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 21).

### 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 sync intervals are the same for all resources.

### 3 *Pull sync*

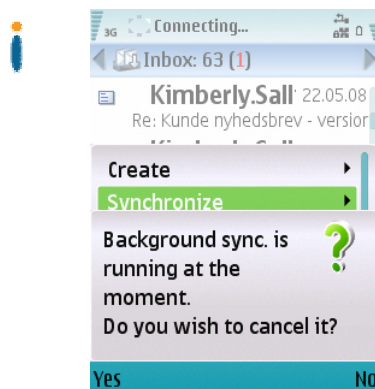
For e-mail and calendar items, you can set up a separate schedule for synchronization. This way you can for example set up scheduled sync intervals for contacts, to dos, and files, disable scheduled sync for e-mail and calendar, and enable pull sync for e-mail and calendar with a more frequent schedule.

### 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. This command stack functionality can be disabled on the server.

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 S60 devices and Windows Mobile devices only.

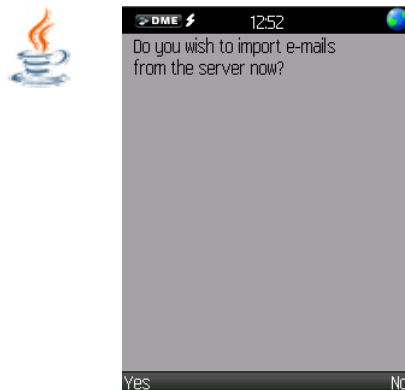
## Other contact synchronization software

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

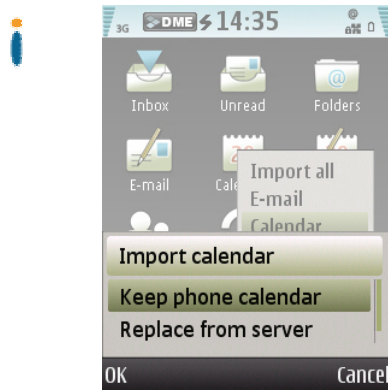
On all platforms, there are software packages that offer to keep your contacts in sync with the collaboration system or other systems - for instance iTunes, Mobile Me, Microsoft ActiveSync, Nokia PC Suite/Ovi Suite, or similar. DME users are advised not to use these synchronization methods, as this may 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 20 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 73, E-mail settings, and **Calendar settings** on page 71).

- **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.





## CHAPTER

# Windows Mobile devices

This section contains the specific guide for DME Client 3.5 for Windows Mobile devices.

The guide pertains to both Pocket PC devices and Smartphones. The main difference between the two types of devices is that the Pocket PC uses a stylus for input, whereas the Smartphone relies on keyboard and button input. This guide assumes that you are using Pocket PC, but will note if there are important differences between the two types of devices with regard to the use of DME.

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## About Windows Mobile devices

DME supports a wide range of devices, including, but not limited to, the following mobile devices running Microsoft Windows Mobile 5 or 6:



*HTC S710 WM  
6 Smartphone*



*HTC TyTN WM 5  
Pocket PC*



*i-mate SP5 WM  
5 Smartphone*



*i-mate JASJAM  
WM 5 Pocket PC*



*Palm Treo  
700w WM 5  
Pocket PC*



*Qtek 8300 WM5  
Smartphone*

For more information, see the **DME Support** <http://www.excitor.com> website.

The model used throughout this manual for illustration purposes is the Pocket PC Qtek S200 (HTC PM300), running Windows Mobile 5:



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## Installing DME on Windows Mobile



### OMA DM installation

Installing using DM requires that the device is *bootstrapped*. When the device is being bootstrapped, you must confirm a DM Service Message by entering a PIN code: **12345**. After this, the installation and subsequent upgrades of DME through OMA DM is completely transparent. The DME client seems to suddenly appear on the device, prompting for login information.

### Push installation

When the DME Administrator has "pushed" DME to your phone (as opposed to installing using OMA DM), you will receive an SMS or a WAP Service Message with the text **DME Software Installation** and a link.

- 1 Open the message.
- 2 Click the highlighted link (WAP Service Message), *or* Scroll to the link (SMS), click, and choose **Open link**.
- 3 A web browser opens, and you are prompted to download the DME installer (possibly you must accept a browser security warning first).

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.

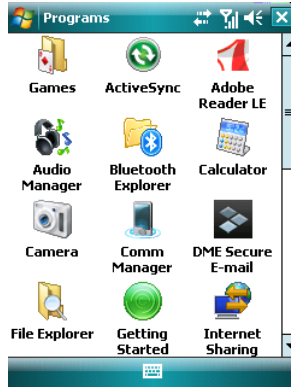
## Starting the DME client

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 11.

If the DME client does not start automatically, do the following to start it.

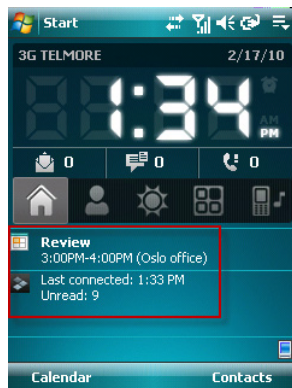
### ➤ *Starting the DME client*

- 1 Tap **Start**.
- 2 Tap **Programs**.
- 3 Open **DME Secure E-mail**.



If the client is already running, you can switch to the client using the task manager or the *Today* screen (Pocket PC) or home screen (Smartphone).

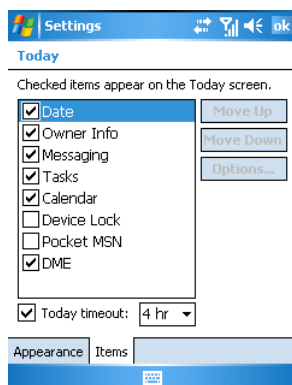
When the DME client is installed, it is automatically added to the *Today* screen, so that information about the time of last sync with the server and the number of unread e-mails is displayed:



Depending on your Today screen setup and your current Calendar mode, upcoming calendar events are also shown. See **Calendar settings** on page 71.

On Smartphones, you must add DME to the *Home screen* plugin manually by selecting an option in **General settings** (see **General settings** on page 66).

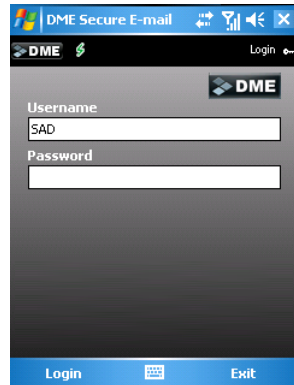
If DME is for some reason not shown in the *Today* screen on your Pocket PC, you can set it up by opening the **Today** application in the **Settings** program group. Tap the **Items** tab, and select the **DME** check box:



Tap **OK**, and exit the **Settings** program group to see the *Today* screen including the DME item.

## Logging in

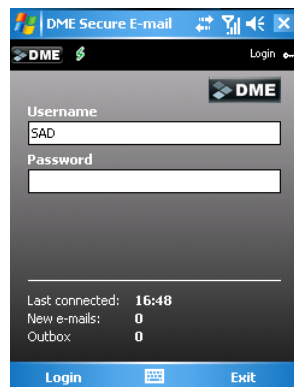
When the DME client is launched, the login window is shown:



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.

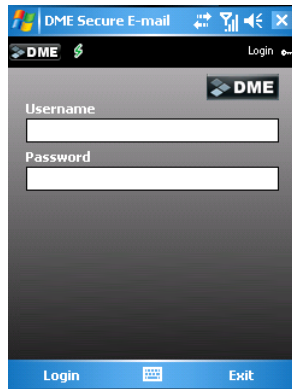
The client remembers the user name from your last login, unless the DME administrator has disabled this feature for security reasons.



If you have defined a PIN code, you may log in using that rather than your LDAP password. See **Logging in using a PIN code** on page 14.

## 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 **Login:** Enter your user name and password, and select **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 subsequent logins. 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.

- 2 **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.

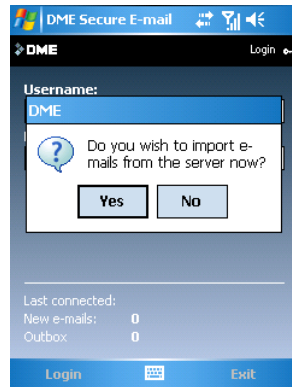
If DME was installed through OMA DM, the server path is included in the installation instructions, and you need not supply the path.

If DME was installed in another way, for instance through cable transfer, you must enter the server path here. 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.

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. Alternatively, you can enter the following in the **Username** field: **SERVERPATH**, and then press **Login**. This lets you specify the Internet address of the DME server. Press **OK**, restart DME, and confirm the new path.

- 3 **Certificate:** If this is the first time DME was ever installed on this phone, you may be asked to accept the installation of a certificate, if your company uses the DME self-signed certificate. You must select **Yes** to continue.
- 4 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 18 for more information.

You are now ready to use the DME client.

## Removing the client

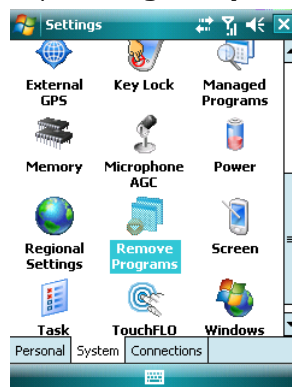
Uninstalling the client from a device follows the usual procedures for each platform.

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 Windows Mobile**

- 1 Tap **Start**.
- 2 Tap **Settings > System**.

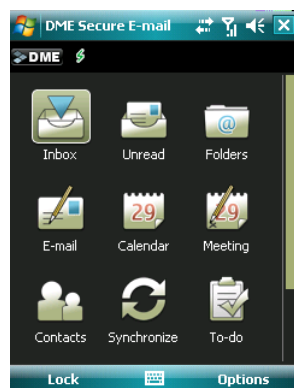


**3 Tap Remove Programs.****4 Select Excitor DME Secure E-mail, and click Remove.**

The DME client is then removed from the device.

## Using the DME client

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



Use the navigation keys to move to the different icons. Moving past the last icon on the screen moves focus back to the top. Click the center navigation key 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 31)



Go to the **Unread** folder (see ***Navigating the folder tree*** on page 31)



Open the **Folders** screen (see ***Navigating the folder tree*** on page 31)



Create a new e-mail (see ***Creating and sending e-mails*** on page 41)



Open the internal DME Calendar (see **Calendar** on page 53)



Create a new meeting invitation (see **Booking meetings** on page 59)



Synchronize e-mail (see **Synchronization overview** on page 16)



Open the **Search** menu (see **Search** on page 48)



Open the **Settings** page (see **Settings** on page 66)



Go to the Contacts application (see **Contacts** on page 64) (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 75.

For information about how to configure your Desktop, see **Desktop settings** on page 74.

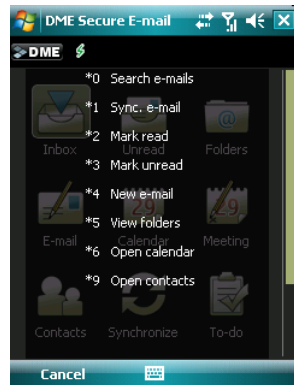
## Shortcuts

To quickly access the most common features in DME, you can press a *keyboard shortcut*. By default, the following shortcuts have been defined in DME:

Press...	...to execute the following action
*0	<Not defined by default>
*1	Synchronize e-mail
*2	Mark as read
*3	Mark as unread
*4	Create a new e-mail
*5	View folders
*6	Open the DME calendar
*7	Create a new meeting
*8	<Not defined by default>
*9	Open the Contacts application



To access the shortcut actions, press \* followed by one of the keys 0-9. Note that in order to press \*, you need to press a modifier key first - **Shift** or **Fn**. When you have pressed \*, DME shows a list of the currently defined shortcuts:



Now press the number of the shortcut action you need - for instance 5 to open the Folders view.

Shortcuts can be used whenever the cursor is not inside an editable field (in an editable field, the shortcut keys will simply be inserted as regular characters).


You can change the definition of shortcuts to better suit the way you use DME. For more information, see **Shortcuts settings** on page 74.

## Working with folders

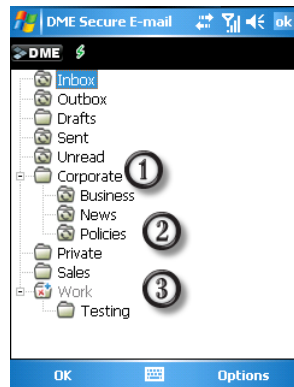
The DME mailbox consists of at least the following folders: **Inbox**, **Outbox**, **Drafts**, **Sent**, and **Unread**. The first four of these folders function as the corresponding folders on the collaboration system (Notes or Outlook). The **Unread** folder is a *smart folder* which shows all unread 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). If enabled, you have access to all the e-mail folders on your collaboration system. With settings similar to the e-mail settings (see E-mail settings) you can specify how many e-mails you want to see in each folder (by age in days) and whether you want to synchronize e-mails in folders at all. This is specified as a system-wide setting. In the following section you can see how to specify different settings for each folder, including whether you want to receive a notification when a new e-mail arrives in a folder.

## Navigating the folder tree

To move between folders, tap the desktop Folder icon , or select **View > Folders** in the DME menu (or press \*5). From a mailbox, you can tap the mailbox icon in the top left corner of the mailbox view (for instance the **Inbox** icon). When you do this, DME shows a list of all folders in the system. You can then move to the desired folder using the navigation keys, and click the center navigation key to open the folder in mailbox view.

Notice the following in the folder selection screen:



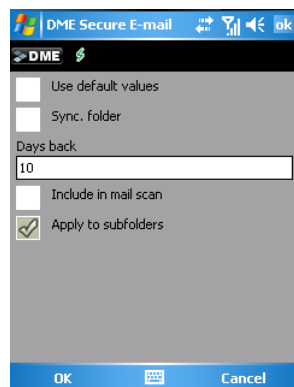
- 1 When a folder contains subfolders, it looks like this: . Tap the plus icon to the left of the folder to expand the folder, or press the **Right** navigation key. To collapse the folder again, tap the minus icon, or press the **Left** navigation key. To navigate to the subfolders, tap the folder, or press the **Down** navigation key.
- 2 Folders that you have chosen to keep synchronized are shown with a synchronization symbol: .
- 3 If the plus sign on a folder is grey like this:  it means that it cannot be selected. On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: **Work\Testing**. When created in this way, the parent folder (**Work**) cannot itself contain e-mails (but **Testing** can). Therefore you cannot select the parent folder here, but you can navigate to the subfolder by pressing the **Right** navigation key.

To select a folder, tap it, or use the navigation keys to move to the folder you want to see, and press the navigation key. The folder is shown in mailbox view. Choose **Cancel** in the DME menu to return to the mailbox you opened the Folder view from.

## Setting folder options

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

To change synchronization options for a folder, open the folder view described above, browse to the folder you want to customize, and select **Settings** in the DME menu. 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). 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: .

- **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.

- **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.


- **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.

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 49 for more information.


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## E-mail

Tap 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 or pushed to the client.

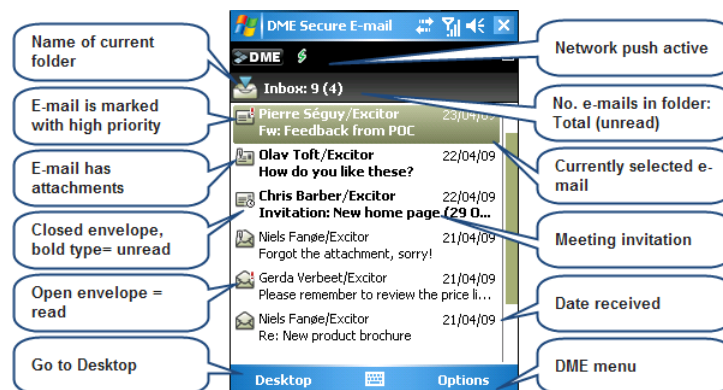
Tap the folder icon at the top left of the mailbox to browse through the available folders: **Inbox – Outbox – Drafts – Sent – Unread**.

If folder synchronization is enabled on the server, you can access all your mailbox folders by selecting **View > Folders** in the DME menu (see **Working with folders** on page 31). Through the **View** option you can also access the calendar and your contacts.

Above the e-mail list you can see the total number of e-mails in the current folder. In the **Inbox**, the number of unread e-mails is shown in parentheses. The number of unsent e-mails in the **Outbox** (if any) is shown to the right in all the other mailbox folders after the Outbox symbol .

If your company uses the IBM Sametime instant messaging (IM) application, you can choose to view the Sametime status of your Sametime contacts in the mailbox folders (see **General settings** on page 66). 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** .

The illustration below shows the main DME mailbox interface.



Use the scroll key to navigate through the user interface.

## E-mail icons

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









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



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

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

Symbol	Meaning
	This e-mail contains one or more attachments.
	This e-mail is a meeting invitation.
	This e-mail has high priority.
	This e-mail is encrypted.
	This e-mail is signed.
	An e-mail in the <b>Drafts</b> 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, select the e-mail in a folder, and press the navigation key (or tap the e-mail).

Scroll through the e-mail by using the navigation keys or dragging the scroll bar.


If you click the navigation key while scrolling through the e-mail body, the e-mail body will be shown in full screen. To leave full screen mode, press the **OK** soft key. Note that link detection (see below) is not available in full screen mode.

You can open the next unread e-mail by choosing **Show next unread e-mail** from the DME menu in the open e-mail.

## Links

When scrolling through e-mails, the DME client will search for different links such as e-mail addresses, phone numbers, and web links. Whenever a link is found, it is highlighted. A number of options for the link are shown when you select **Advanced options** in the DME menu.

For *e-mail addresses and phone numbers*, you can select the following options.

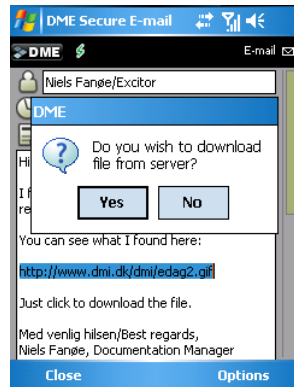
- **Call** (or simply press the green **Call** key 

When a *web address* is highlighted, you can select **Open Web address** in the menu to open the link in the built-in browser.

## SmartLinks

SmartLinks are links in the body text of e-mails, which are handled in a special way by the DME client and the DME server. SmartLinks may for instance link to Word documents, PDF files, or other binary files that are only available on, say, the corporate intranet. Such files are not usually available from outside the corporate network (without using a VPN connection). However, when you select the SmartLink, the DME client is able to download the file as if it were an attachment in the e-mail.

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



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

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

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

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

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

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

Please note that the SmartLink functionality is an add-on to DME, and special documentation of this feature is available on request.

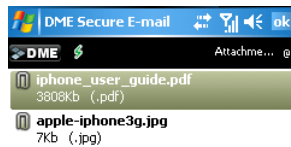
## Attachments

When you receive an e-mail with an attachment, you will see an attachment icon in the mailbox.



Graphics that have been embedded into an e-mail may be shown as attachments on the client. This requires DME server version 2.0 and above and 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 is not supported by the device, an error message will be displayed.

Apart from opening the attachment, you can


- Save the attachment on the device.
- Send the attachment via Bluetooth or other medium supported by your device (see **Sending an attachment** on page 37).
- Delete the attachment from the temporary folder on the device (see **Removing attachments** on page 38).
- Download all listed attachments to the device.

Note that the DME administrator may have disallowed the download of attachments for security reasons.

## Sending an attachment

When an attachment has been downloaded to the device, you can use the device to send the attachment to an external source.

➤ ***Sending an attachment (not by e-mail)***

- 1 Open the e-mail that contains the attachment.
- 2 Open the DME menu, and select **Attachments**.
- 3 Select the attachment.
- 4 If the attachment has not been downloaded to the device (indicated by an ) icon), you must choose to open the attachment first.
- 5 Open the DME menu, and select **Send to** (or **Send**).
- 6 Select the method by which you want to send the attachment (see below). Sometimes only one option is available, for instance Bluetooth, and the device will start the detection or transfer immediately.


Follow the instructions from the device manual on how use the specified send method.

Send method	Description
Via multimedia	Creates a multimedia message (MMS) with the selected attachment.
Via e-mail	Creates an e-mail with the selected attachment using the built-in, usually POP3-based, e-mail program.
Via Bluetooth	Sends the selected attachment via a Bluetooth connection to another device or computer.
Via infrared	Sends the selected attachment via an infrared connection to another device or computer.

## **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 a single attachment***

- 1 Open the e-mail containing the attachment.
- 2 Open the DME menu, and select **Attachments**.
- 3 Highlight the attachment.
- 4 Open the DME menu, and select **Remove from phone** (or press the **Delete** key on your device). This option is only shown if the attachment has in fact been downloaded to the device (indicated by ).
- 5 Press **Yes** to confirm.

➤ ***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.



## 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, and select **E-mail details**.

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

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

## Calling the sender

You sometimes find yourself needing to call a person from whom you have received an e-mail. In DME, you can use the green call key  to place a call to the owner associated with any selected e-mail address.

### ➤ **Calling a number associated with an e-mail**

- In any *mailbox folder*, you can scroll to an e-mail from (or *to*, in the case of the **Sent** folder) the person whom you want to call. Press the green call key.
- If you are *reading an e-mail*, you can move to the sender field and press the green call key.  
*or*
- If an e-mail address in the e-mail is highlighted as a link (see **Links** on page 35).


In all cases, DME searches your local address book for a contact with the specified e-mail address. The outcome of this search can vary, and DME will act according to the result in the following ways:

- **The selected e-mail address is found in your local address book:**  
The phone will dial the number of the associated contact.
- **The selected e-mail address is found in your local address book, but more than one phone number is associated with the contact:**  
DME shows a list of the associated numbers. Scroll to select one number, which is then dialed. Note that a *default number* may have been specified by the DME administrator. The administrator can for instance specify that the number stored in the **Fax (business)** field of your contact should be the default number, because company policy specifies that a cost-saving short number should be stored in that field. The default number will be pre-selected in the list of numbers shown.  
On devices that support a default number feature in their local Contacts (most Symbian devices do), the administrator-enforced default number will be set as default on all contacts. This means that phoning a contact from the native phonebook application will dial the **Fax (business)** number immediately (to continue with the previous example).
- **Multiple contacts in the local address book are registered with the selected e-mail address:**  
DME shows a list of the names of the contacts having the e-mail address in question. Scroll to select a name, which is then dialed immediately if only one number is registered for that contact; otherwise a list of the phone numbers of the contact in question is shown.

- **The selected e-mail address is not found in your local address book:**  
DME asks for permission to search the the Global Address Book. If you accept this, the search screen is opened, and the selected e-mail address is inserted in the **E-mail** field. You can now search for the e-mail address in the Global Address Book. When you receive the search result, press the green call button on any of the found persons to place a call to that person. The *default number* feature (see above) applies to Global Address Book searches as well. See **Global Address Book** on page 48.

## 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:

- **Quick reply / Reply / Reply to All**  
Create a reply to the e-mail - see **Replying to e-mails** on page 44.
- **Move to folder**  
If folder synchronization is enabled, you can use this option to open the folder selection view (see **Navigating the folder tree** on page 31). Pick a folder, and select **OK** to move the current e-mail to the folder in question.
- **Forward**  
You can forward the e-mail - see **Forwarding e-mails** on page 44.
- **Delete**  
Delete the current e-mail. You can do this by pressing the **Delete** button as well.
- **Advanced options**  
In this menu, two options are shown (more, if a link is selected - see **Links** on page 35):
  - **Copy to 'Book meeting'**  
If you select this option, the currently open e-mail is converted to a new meeting invitation. The e-mail subject is used as meeting subject, and the e-mail body is used as meeting description. For more information, see **Booking meetings** on page 59.
  - **Copy to task**  
If you select this option, the currently open e-mail is converted to a new task in the Windows Mobile Tasks application. The e-mail subject is used as task heading, and the e-mail body is used as task description.
- **Show next unread e-mail**  
Close the current e-mail, and show the next (newer) e-mail that has not been read yet.
- **Call**  
Corresponds to pressing the green call key . See **Calling the sender** above.

## 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 41.
- 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). 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 48.

### 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).

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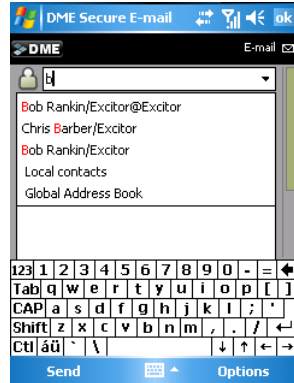
*Tip:* Some collaboration systems are able to resolve names of known users. This means that you only have to enter the short name as the e-mail recipient. For instance, you could just enter **sad** in the **Send to** field, and the collaboration system would resolve (expand) the name to **Sabine.Adelhof@excitor.com**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

*Tip:* In the e-mail body, you can insert a new line by pressing the center or right scroll key (depending on device model). This is especially relevant for users of devices that do not have a full keyboard.

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## 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:



As you use DME, DME builds a *history database* of e-mail recipients. This database consists of the 200 most recently used e-mail addresses, gleaned from your **Inbox** and **Sent** mailboxes, from participants in meetings where you are a participant or chair, and from your local contacts. DME uses this information for generating the drop-down list dynamically, according to the following principles:

- If you press the scroll key in the field without typing anything, a list of the five most recently used recipients is displayed, along with a link to the local contacts and the Global Address Book.
- If you start typing, DME will match the typed characters with the names and e-mail addresses in the history database. For instance, typing a "c" will match the following entries in the database:
  - "Chris Rea <chris.rea@music.com>"
  - "Hooray Carlton <hooray@freude.de>"
  - "Melanie C. <melc@spice.com>"-but not "Martin Olsson <mols@corp.com>" even though both **corp** and **com** begin with a **c** - only the name part of e-mail addresses is searched, not the domain part.

Links to the local contacts and the Global Address Book are also shown.

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.

Use the scroll key to move down the list. As you highlight the different choices, the highlighted name and e-mail address will scroll sideways to let you see the full length of the text, if it is too long to be shown in the list.

When displaying search results in the list, DME ranks them in the following order:




- 1 E-mail addresses found among the most recently *sent* items.
- 2 E-mail addresses found among the most recently *received* items.
- 3 E-mail addresses found among the local contacts.

With regard to the local contacts, please note that DME adds contacts to the history database during the synchronization process. This means that if you add a contact on your phone, it will not appear in the list until after you have synchronized contacts with the server.

Press the scroll key to insert the currently highlighted e-mail address in the recipient field. DME inserts a comma after the recipient, so you can immediately press the scroll key or start typing to insert another recipient. Press the right navigation key to close the list without selecting anything.


Pressing **Local contacts** or **Global Address Book** lets you search the local or global address book, respectively. If you have entered any characters in the recipient field, they are transferred to the search field. For more information, see **Address book integration** on page 43 below.

### Address book integration

If the cursor is placed in the **Send to** () , **CC** () , or **BCC** () field, you can search for contacts in the **Local contacts** or the **Global Address Book** by pressing the navigation key or by beginning to type as described above.

**Local contacts** are contacts stored on your device. This usually corresponds to your Personal Address Book on the collaboration system. Scroll and click to select the contact(s) you wish to send the e-mail to, and press **OK**.

The DME menu in your **Local contacts** contains the following options:

- **Cancel** returns focus to the e-mail or meeting invitation you came from, ignoring any selected contacts.
- **Details** lets you view and edit the selected contact.
- **Call** dials the phone number associated with the currently highlighted contact. You can also press the green call key . If more than one number is associated with the contact, DME lets you choose from a list of the available numbers.

The Global Address Book is the shared address book on the collaboration system. If you select this option, you can search for a contact by **Name**, **E-mail** address, **Department**, **Country**, and **Title**. For more information about how to select recipients using the global address book, see the procedure in **Global Address Book** on page 48.

When you have selected the desired recipients, open the DME menu and select **Done**. The e-mail address of the contact(s) will be added to the field from which you started selecting recipients. If any of the recipients have multiple e-mail addresses, you will be able to choose between the addresses of each recipient.

### 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 Close the e-mail, and select **Save as draft** when asked.

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.

### 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 Scroll up/down to select an option.
- 3 Click the navigation key to enable or disable the selected option.
- 4 Select **OK** to set the options and return to the e-mail, or select **Cancel** to cancel your selections and 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.

## **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). 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 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 42.

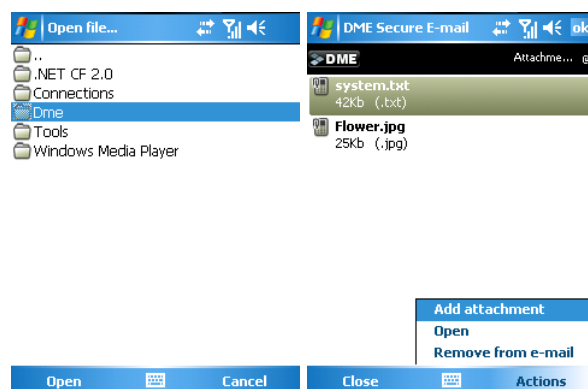
If the e-mail you are forwarding was marked with high priority, DME will copy this setting to the new e-mail.

## **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 41 or **Replying to e-mails** on page 44).
- 2 Select **Attachments > Open** in the DME menu.
- 3 Select **Add attachment** in the DME menu.
- 4 Browse to the file you want to add, and select **Open**.  
Repeat items 3-4 to add more attachments. After adding an attachment, you can remove the attachment from the e-mail again, or you can open the attachment.
- 5 Press **Close** when you are done.



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

- 1 Forward an e-mail (see ***Forwarding e-mails*** on page 44).
- 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, select **Attachments > Open** 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 59).
- 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

To select several items in a folder or list, tap straight on their e-mail icon. The selected items are highlighted. Please note that you cannot select multiple items on Smartphone.

### 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 open  and not closed . 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 46 for information about how to select multiple items.

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

- 1 Open the DME menu, and select **Actions**.
- 2 Select **Mark read** to mark the e-mail(s) as read, *or*  
Select **Mark unread** to mark the e-mail(s) as unread.



- 3 Select **Selected** to mark the selected e-mail(s), or  
Select **All** to mark all e-mails.

## Sorting items

You can sort items in the **Inbox** and the other folders ascending or descending by date, name, or subject.

### ➤ *Sorting items*

- 1 Open the DME menu, and select **Actions**
- 2 Select **Sort**
- 3 Choose between the following sort methods:
  - Descending by date** (newest e-mail at the top)
  - Ascending by date** (oldest e-mail at the top)
  - Descending by name** (by sender's name, Z-A)
  - Ascending by name** (by sender's name, A-Z)
  - Descending by subject** (by e-mail subject, Z-A)
  - Ascending by subject** (by e-mail subject, A-Z)

The selected sort order applies to all folders.

The currently selected sort order appears disabled in the **Sort** menu, indicating which sort method is used.

## 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 sync. (see E-mail settings).

The actions described below can apply to a number of selected items. See **Selecting multiple items** on page 46 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**, or  
Press the **Clear** key.
- 3 Press **Yes** to confirm the deletion.

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

### ➤ *Deleting the currently open e-mail*

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

## Moving items to other folders

If folder synchronization is enabled, you can move e-mails between folders. The items are moved in the collaboration system as well at the next synchronization.

The action described below can apply to a number of selected items. See **Selecting multiple items** on page 46 for information about how to select multiple items.

### ➤ **Moving an item to another folder**

- 1 Open the DME menu, and select **Actions > Move to folder**.
- 2 The folder selection view is shown (see **Navigating the folder tree** on page 31).
- 3 Browse to a folder, and click the navigation key to move the selected e-mail(s) to the folder in question.

You cannot move e-mails to the **Drafts**, **Sent**, **Outbox**, or **Unread** folders.

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## 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 41 or **Booking meetings** on page 59. 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 invitation with the selected contacts as recipients (not all platforms yet).

### ➤ **Finding contacts in the global address book**


- 1 Open the DME menu, and select **Search > Global Address Book** (this step has already been completed if you open the global address book from a new e-mail or meeting invitation).

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 select **Search**.  
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.

- 3 From the search results, you can select contacts the same way as with your local contacts. Selected contacts are marked with a .
- 4 If you opened the global address book search from an e-mail or meeting invitation, select **Done** from the DME menu to insert the selected contacts into the field from which you chose to search for contacts.

or

If you opened the global address book search from the **Search** menu, select **Create > E-mail** or **Create > Meeting** from the DME menu to insert the selected contacts as recipients in a new e-mail or meeting invitation, respectively.

Apart from the **Done** or **Create** options, the DME menu contains the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values. (Note that this does not apply to the Windows Mobile client).
- **Select/Unselect:** Select or unselect the currently highlighted contact.
- **Details:** View more details about the selected contact. The type of details that can be seen depends on choices made by the administrator of the collaboration system. Select **OK** to close the details window.
- **Call:** Any phone numbers associated with the highlighted contact are listed. Select one, and press **OK** to place a voice call with the contact, or **Cancel** to exit the menu.
- **Add to contacts:** The details of the highlighted contact are copied to a new entry in your local contacts. You can edit the details and press **Done** to save the contact as a local contact.

## E-mails (on server)

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

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

### ➤ *Searching for e-mails on the server*

- 1 Open the DME menu, and select **Search - 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 text fields are searched for the specified text string.
    - Subject:** Only the **Subject** field is searched.
    - Subject, Body:** Both the **Subject** and the **Body** fields are searched.

3. **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. Click to choose between the mail folders defined in the mailbox on the collaboration system.  
  
Select a folder, and choose **Done**. For information about folders and folder selection, please see **Selecting folders** on page 51 below.
5. If you want to search in all subfolders to the selected folder, select the check box **Search in subfolders**. This can only be selected if your collaboration system is Microsoft Exchange.
6. **Date:** If you select this check box, DME enables two fields in which you can enter a range of dates. This limits the search to e-mails received within the selected time frame. The time frame is by default today's date. You cannot choose a date in the future.
7. **Results/page:** In this field you can specify the number of results you wish to display per page. If your search generates a large number of results, it can take a considerable time to download all the results. Therefore you can define how many results you want to see at a time, and then browse to the next page of results.

### 3 Select **Search**.

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 select **Search**.

The search results are displayed. 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. The results are divided into a number of pages, depending on the number of results per page you have selected. If more results are returned than the specified number of results per page, DME shows the first page. To see the next page, press the scroll key to the right, or click the right selection key (or choose **Next page** in the menu). You are then prompted if you want to download the next pageful of results.

Note that the results are cached on the device for as long as you are performing the search. This means that browsing between result pages is instantaneous once the results have been downloaded.

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.

DME initially only retrieves the *header information* from the e-mails, that is sender, date, and subject. If you click to open an e-mail, DME asks you if you wish to retrieve the rest of the e-mail. If you select **Yes**, the e-mail in question is downloaded from the collaboration system and stored on the device.

On the search results page, the DME menu has the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values.
- **Refine search:** Return to the search screen, but retain the selections you already made.
- **Previous page:** If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, press the scroll key to the left or click the left selection key.
- **Next page:** If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, press the scroll key to the right or click the right selection key.

Press **Close** (or **Back** on some devices) to close the search and return to the e-mail folder from which you opened the search window.

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.

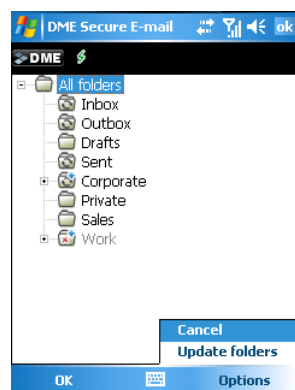
Note also that if you choose to search in a folder which contains other folders, you will get different results depending on your collaboration system:

- 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.

## Selecting folders

When you select the folder list button, you can see a list of the e-mail folders in your collaboration system mailbox. The list is in the form of a tree structure, where you can expand and collapse the tree and individual branches by tapping the plus and minus icons. If Folder synchronization is enabled (see Folders settings), you see all folders in your collaboration system mailbox. Otherwise, the first time you display this list, you can only choose among **All folders**, **Inbox**, **Drafts**, and **Sent**.

However, you can display the actual mail folders in your mailbox on the collaboration system by opening the DME menu and selecting **Update folders**.





The DME client communicates with the server and downloads a list of the mail folders you have defined in your mailbox on the collaboration system. See **Navigating the folder tree** on page 31 for information about moving between folders.

## E-mails (on phone)

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


### ➤ *Searching for a text string*

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

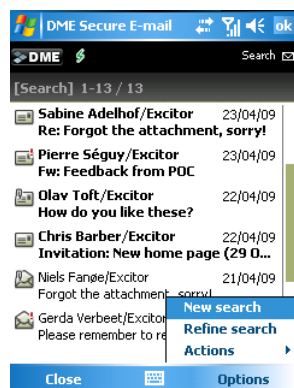
**Any field:** All text fields are searched for the specified text string.

**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. Click the navigation key to choose between the available mail folders. See *Navigating the folder tree* on page 31 for information about moving between folders. Only the folder shown in this field is searched (any subfolders are not searched).
- 3 Select **Search**.

The search results are displayed. 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.



The DME menu has the following options:

- **New search:** Return to the search screen with every option in the search screen reset to default values.
- **Refine search:** Return to the search screen, but retain the selections you already made.
- **Previous page:** If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, move the navigation key to the left.
- **Next page:** If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, move the navigation key to the right.
- **Actions:** This submenu lets you delete all the found e-mails, the selected e-mail(s), remove all attachments from the found e-mails, or place a call to the sender of the e-mail.

Press **Close** (or **Back** on some devices) to close the search and return to the e-mail folder from which you opened the search window.

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## 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.

## Interaction with native calendar

The DME calendar may be integrated with the calendar application which is native to your device. This depends on a security option in Calendar settings (note: requires DME Server 3.5).

The security setting is called **Calendar mode**, and has three options:

- **Open**  
In **Open** mode, meetings, all-day events, and anniversaries created on the collaboration system or in the DME Calendar are also shown in the native calendar (insofar the native calendar supports the features of the DME Calendar - for instance, meeting attachments are not linked to calendar entries in the native calendar).  
Personal appointments created and edited from the native calendar application are synchronized with your collaboration system. However, you cannot invite other people or perform other advanced actions.  
See also ***Recurring meetings*** on page 59.
- **Mixed**  
In **Mixed** mode, meetings, all-day events, and anniversaries created on the collaboration system or in the DME Calendar are also shown in the native calendar. However, any potentially sensitive information is replaced by a message from DME. The only data shown are Start, End, and Alarm times. Thus, a meeting in the native calendar might look like this:

**Subject:** Secured by DME!

**Body:** Please log in to the DME calendar to see content.

**Location:** Please log in to the DME calendar to see content.

**Start time:** 10:00

**End time:** 11:00

**Alarm time:** 9:45

Furthermore, **Subject**, **Body**, and **Location** are encrypted by DME when saved to the device disk.

Personal appointments created from the native calendar application will be secured after synchronizing with the collaboration system.

- **Secure**

In **Secure** mode, all calendar entries created on the collaboration system or in the DME Calendar are kept in DME. There is no interaction with the native calendar.

Personal appointments created from the native calendar application are not synchronized with the collaboration system.

See also **Calendar settings** on page 71.

## Switching calendar modes

If you switch the calendar mode, DME will process your calendar entries after you synchronize.

- Switching from **Open/Mixed** to **Secure** mode:

All entries in the native calendar are merged into the DME calendar, and are then *removed* from the native calendar. Any entries that you subsequently create in the native calendar will remain there and will not be synchronized with the collaboration system, as there is no longer any interaction with the DME calendar.

- Switching from **Secure** to **Open/Mixed** mode:


Calendar items within the calendar synchronization window are copied out from the DME calendar to the native calendar.

In **Open** mode, DME uses both the native calendar database and the DME calendar for storing and displaying calendar entries. The fields supported by the native calendar are stored there, such as **Subject**, **Body**, and **Location**. The fields not supported by the native calendar are stored in DME. This is the most efficient way to store calendar entries.

When you switch from **Open/Mixed** to **Secure** mode, all fields are moved from the native calendar into the DME calendar, and synchronization with the collaboration system only affects the DME calendar. When you switch back to **Open/Mixed** mode, the calendar entries are split up again in the way mentioned above, and are thus visible in the native calendar.

When switching from **Open** to **Mixed** mode, the **Subject**, **Body**, and **Location** fields are copied to the secure DME calendar, and a message from DME is entered in the native calendar instead. Switching from **Mixed** to **Open** mode reverses this process.

## 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.



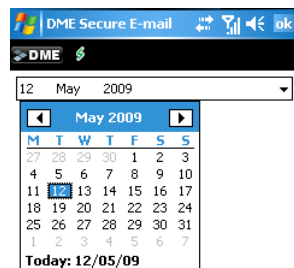
The calendar opens on today's date in the **Day view**. Using the DME menu, you can choose to see your calendar entries in three different views:

- **Day view:** See all calendar entries for one day. Browse to the previous or next day using the left or right navigation key. The title text tells you the day in the week and the date of the day you are currently viewing. For each calendar entry, the time and subject of the entry are shown.
- **Week view:** See all calendar entries for one week. Browse to the previous or next week using the left or right navigation key. The title text tells you the number and starting date of the week you are currently viewing. For each calendar entry, the week day, time, and subject of the entry are shown.
- **Month view:** See all calendar entries for one month. Browse to the previous or next month using the left or right navigation key. The title text tells you the name of the month and the year you are currently viewing. For each calendar entry, the month name, date, time, and subject of the entry are shown.

To switch between the views, select **View day**, **View week**, or **View month** in the DME menu.

## Go to date

To show a certain date in the DME calendar, select **Go to date** in the DME menu.



Enter the desired date. You can use the left and right navigation keys to move between the fields in the date, and the up and down keys to spin the numbers within each field - or you can tap the down arrow to pop up a small calendar.

Select **OK** 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 (apart from the **Go to ...** and **View ...** options):

- **Create meeting:** 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.
- **Synchronize:** Perform a manual calendar synchronization. See **Synchronization overview** on page 16 for more information.
- **Tools > Import calendar:** Import all calendar items from the collaboration system. See **Synchronization overview** on page 16 for more information.
- **About DME:** See information about your version of the DME client.

## 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:

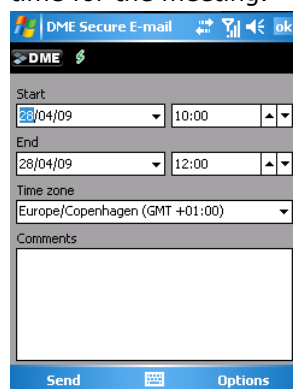
- **Edit:** Select this option if you want to change any of the details in the meeting, including removing and adding participants. All fields in the meeting invitation are now opened, and you can make any change you want.

*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 63. 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 63.

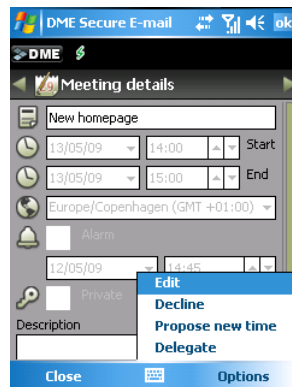
Select **Save** or **Send and save** in the DME menu to save your changes. You are prompted to enter a comment about the reason for rescheduling the meeting, which is sent to each participant when you synchronize.

- **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 cancelling 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 cancelled 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 57. 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 34 for more information.

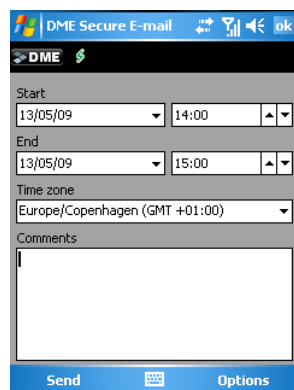
➤ **Responding to a meeting invitation**

- 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 63. 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 42 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), 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

You should note that recurring meetings are synchronized to DME as a series of individual appointments. This means that if you edit one in a series of meetings, only that instance of the meeting series will be changed.


If you want to edit the entire series, you must do so in Microsoft Outlook or Lotus Notes.

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

## Booking meetings

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

### ➤ **Creating a new meeting**

- 1 There are several ways to start the creation of a new meeting:
  1. From the Desktop or a mailbox: Select **Create > Meeting** in the DME menu.
  2. From the Calendar: Select **Create meeting** in the DME menu.
  3. From the Desktop, select the **New meeting** icon .
  4. Or press the shortcut you have defined for **New meeting** from anywhere in DME.

- 2 Enter meeting details: see **Entering meeting details** on page 60.
- 3 Add participants: see **Adding participants** on page 61.
- 4 Enter a location and book resources: see Location and resources.
- 5 Check to see if the calendars of all participants are free at the proposed time: see **Checking free time** on page 63.
- 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).

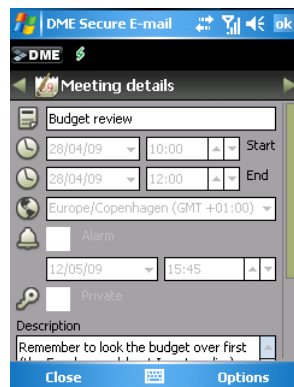
The meeting is created in your calendar, and meeting invitations are sent to the selected participants and resources at the next calendar synchronization.

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 48.

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 9.
- **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 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 42 for more information.

See **Global Address Book** on page 48 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.

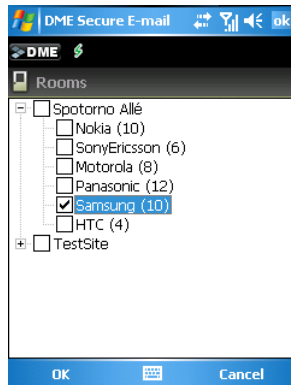
### ➤ **Downloading rooms and resources**

The first time you click either of the **Rooms** or **Resources** fields, DME will ask you if you want to download rooms and resources now. You must do this in order to be able to select rooms and resources. Subsequently, you can refresh the list of resources by selecting **Get resources** in the DME menu, and then select **Yes** to download rooms and resources from the collaboration server.



### ➤ **Selecting rooms and resources**

- 1 Move the cursor to the **Rooms** or **Resources** field.
- 2 Open the drop-down list by tapping the icon or clicking the navigation key.
- 3 You may have to select which *site* you want to select your rooms and resources from by clicking. Rooms and resources are grouped under sites; tap the **+** to expand a site (or use the right navigation key). 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 Select **OK**.  
The selected rooms or resources are entered into the field in question.

## 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.

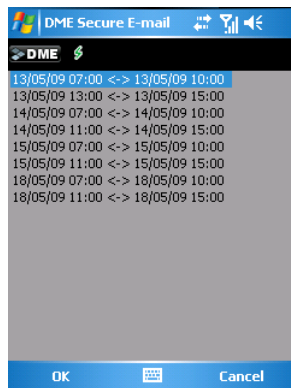
### ➤ **Checking free time**

- 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 **OK** to use the selected time frame.

The meeting details are changed to reflect the update.

---

## Contacts

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

Whenever you create an e-mail or book a meeting (not iPhone 2.x), you can choose recipients from the Global Address Book or from your local contacts. See **Address book integration** on page 43 for more information.



See **Importing items** on page 18 for information about special considerations in connection with the initial synchronization or import of contacts from the collaboration system.



Note that the **Birthday** field in contacts is not synchronized with the collaboration system, as Java devices only support dates from 1970 and onwards.

---

## To dos

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

To-do items are created as *tasks* in the Windows Mobile **Tasks** application. They are synchronized with your collaboration system by DME. See **Importing items** on page 18 for information about special considerations in connection with initial synchronization or import of to dos from the collaboration system.

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

- 1 A due date has not been specified, and it has not been marked as complete (Domino only).
- 2 Or the to-do is overdue and not marked as complete, regardless of the values in the starting date and due date fields.
- 3 Regardless of the above, a to-do is included if either the starting date or the due date is within the time span set in **To-do settings** on page 73 (the sync window).

**Examples:**

The sync window is set to 10 days in To-do settings, and today is April 15th.

- 1 A to-do on the collaboration system was created on March 23rd with a due date on April 17th. This to-do is synchronized to the device because the due date is within the 10-day sync window specified in the To-do settings.
- 2 Another to-do was created on March 3rd, with a due date of March 16th. It has not been marked as completed. This to-do is synchronized to the device. When it is marked as completed, it will no longer appear on the device.

---

## 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 66.
- **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 18.
- **Change password:** With this function, you can change your network password. See **Changing mailbox passwords** on page 11.
- **Set PIN code:** With this function, you can temporarily replace your collaboration system password by a simpler PIN code for use on the DME client. See **Logging in using a PIN code** on page 14.
- **Log:** Displays the *event log*, which is kept by the DME client. The log can be useful in support questions. See **If you need further assistance** on page 79.

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## 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 "Installation Best Practise" 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.
- **Language**  
In this field you can specify which language to use for the DME interface. The language is not necessarily the same as the language selected on the device.
- **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.
- **Time zone (client 3.0.2 and earlier)**  
In this field you can specify the time zone you are currently in from a list of time zones. **Phone default** is default, meaning that the time zone is set according to the phone. For more information about time zones and DME, see **Time zones - previous versions** on page 10.
- **Disconnect after synchronization**  
If you select this option, DME will shut down the GPRS connection after synchronizing. This is the default value, and is recommended to save connection costs.  
If you do not select this option, the GPRS connection is never shut down.

- **Server path**

This is the path to the DME server. The value is set automatically when installing the DME client. The server path should rarely be changed, and only if your DME Administrator tells you to.

- **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 21.

- **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.

## 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 11.

- **Lock device**

When the DME client detects the SIM card change, the client automatically switches to **Lock device** mode (Shell protection). You now have to log in to DME in order to use the device. You have as many chances to enter the correct password as the option **Limit on password attempts** specifies. Just before logging in, DME checks if the current SIM card has been used before. If it has not, the user is prompted to enter the phone number for the new SIM card. This phone number and the SIM card identification number (IMSI) are stored and thus recognized the next time the same SIM card is inserted. A maximum of 62 pairs of phone numbers and SIM card IDs can be stored in this way.

- **Logout timeout (min)**

The DME client is locked automatically after the specified number of minutes of inactivity. Permitted range: 0-60 minutes.

- **Private key password**

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.

- **Lock device**

If you select **Enabled**, the device is completely locked when you log out of the DME client. You are only able to receive voice calls, make emergency calls, receive (but not view) text messages, and respond to calendar alarm messages. For maximum security, enable the setting "Launch on startup" in the General settings (see **General settings** on page 66). This way, this level of security is maintained even if the device is rebooted. Furthermore, the DME client will automatically restart if it should crash.

If you select **Disabled**, the device is not locked when you log out of the DME client.

- **Lock Messaging**

If you select **Enabled**, you can only access the messaging applications (SMS/MMS etc.) on the device when you are logged in to the DME client. If you log out of DME and attempt to open the messaging application, the following message is shown:



When you accept the message, focus is changed to DME (or DME is launched), allowing you to log in. When logged in, focus is automatically changed back to the messaging application.

If you select **Disabled**, the messaging applications are never locked.

- **Lock Calendar**

If you select **Enabled**, you can only access the calendar on the device when you are logged in to the DME client. See **Lock Messaging** above.

If you select **Disabled**, the calendar is never locked.

Note that if you lock the Calendar, Contacts and Tasks are locked also.

- **Lock Contacts**

If you select **Enabled**, you can only access the Contacts application on the device when you are logged in to the DME client. See **Lock Messaging** above.

If you select **Disabled**, the Contacts application is never locked.

Note that if you lock Contacts, Tasks and the Calendar are locked also.

- **Lock To-do**

If you select **Enabled**, you can only access the To-do (Tasks) application on the device when you are logged in to the DME client. See **Lock Messaging** above.

If you select **Disabled**, the Tasks application is never locked.

Note that if you lock To-dos, Contacts and the Calendar are locked also.

## 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.

- **Quick reply**

In this field you can specify the function of the option **Quick reply** in an open e-mail. You can choose among the following options:

1. To sender with history
2. To sender without history
3. To all with history
4. To all without history

When you select **Quick reply** in an open e-mail, DME will perform the function specified in this field.

- **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.

- **Alerts start**

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.

- **Alerts end**

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**

In this field you can specify the sound you want played when a new mail is received by DME.

- **E-mail pull**

If you select **Enabled**, client-initiated (pull) synchronization of e-mail is enabled. This corresponds to the **Scheduled sync.** see "**Scheduled sync. settings**" on page 73, 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 21.

- **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**

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 sync.

- **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** on page 32).

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 49 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.

- **Calendar mode**

With this setting, you can change the security level of the DME Calendar's interaction with the native calendar on your device (requires DME Server 3.5). There are three options:

- **Open:** Calendar entries from DME are shown in the native calendar. Entries from the native calendar are synchronized with DME.
- **Mixed:** As **Open**, but potentially sensitive information (that is: **Subject**, **Body**, and **Location**) in the native calendar is replaced by a DME security message, saying that the fields can only be viewed in the DME calendar. The fields mentioned are furthermore encrypted before they are saved to the device disk.
- **Secure:** There is no interaction between DME and the native calendar.

Note that when you change this setting, it will not take effect until you have synchronized the device. For more information, see **Interaction with native calendar** on page 53.

- **Days back**

When items are synchronized, items from the last number of days selected here will be synchronized and available in the device. See To-do for more information.

- **Days forward**

When items are synchronized, items up until the number of days selected here will be synchronized and available in the Calendar.

- **Calendar pull**

If you select **Enable**, client-initiated (pull) synchronization of calendar items is enabled. This corresponds to the **Scheduled sync.** see "**Scheduled sync. settings**" on page 73, 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 21.

- **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 settings

- **Contacts sync.**

If you select **Enabled/On**, contact synchronization is enabled. Your list of contacts on the device is synchronized with your personal address book on the collaboration system when a sync. is run. This setting affects all forms of synchronization.

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

## To-do settings

- **To-do sync.**

If you select **Enabled**, to-do item synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled sync.

If you select **Disabled**, to-dos are never synchronized.

- **Days back**

When to-dos are synchronized, items from the selected number of days back in time will be synchronized and available in the device. See To-do for more information.

- **Days forward**

When to-dos are synchronized, items with a date up until the selected number of days ahead in time will be synchronized and available in the device.

## Files settings

With these settings, 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 21.

- **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.

## Shortcuts settings

In this screen, you can change the shortcuts defined for your device. For each of the ten fields in this screen (**\*0** - **\*9**), you can select one of the available options:

Shortcut option	Action
<blank>	Removes any existing shortcut definition. The shortcut will do nothing.
Sync. e-mail	Synchronize e-mail.
New e-mail	Create a new e-mail.
Open inbox	Open the <b>Inbox</b> .
View folders	Open the <b>Folders</b> screen to change to another e-mail folder.
Open calendar	Open the internal DME calendar.
Open contacts	Open the <b>Contacts</b> application.
Global Address Book	Search the Global Address Book to find a contact.
Search e-mails	Search for e-mails on the collaboration system.
Mark read	Mark selected e-mail or e-mails as read.
Mark unread	Mark selected e-mail or e-mails as unread.
Move to folder	Move selected e-mail or e-mails to an e-mail folder of your choice.
New meeting	Create a new meeting invitation.
Sync. calendar	Synchronize the calendar according to settings.
Sync. contacts	Synchronize your contacts.
Sync. to-do	Synchronize to-dos according to settings.
Sync. files	Synchronize files according to settings.
Sync. all	Synchronize everything according to settings.

For information about how to use shortcuts, see **Shortcuts** on page 30.

## 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 two options:

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

For more information, see ***Using the DME client*** on page 29.

- **Background**

In this field you can specify the color of the Desktop background. You can choose between the following two options:

- **Dark:** The Desktop is shown with a dark background.
- **Light:** The Desktop is shown with a light background.

The background is not affected by your choice of theme on the phone.

- **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.
- **All**  
Synchronize all resources.
- **Cancel sync.**  
Cancel an ongoing synchronization. Any changes made will be rolled back.

## Actions

Available in e-mail folders.

- **Mark read**  
Mark e-mails as read (**Selected** or **All**).
- **Mark unread**  
Mark e-mails as unread (**Selected** or **All**).
- **Delete**  
Delete selected e-mail (**Delete** or **Backspace** on virtual keyboard).
- **Delete all attachments**  
Delete all attachments downloaded to the device.
- **Sort**  
Sort current folder by date, name or subject (ascending or descending).
- **Move to folder...**  
Move the selected e-mail to an e-mail folder.
- **Call**  
Place a voice call to the number associated with the sender of the current e-mail.

## 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.

## Tools

- **Settings**  
Set up different aspects of DME on your device: **General**, **Security**, **E-mail**, **Folders**, **Calendar**, **Contacts**, **To-do**, **Files**, **Scheduled sync.**, **Shortcuts**, **Desktop**.
- **Import**  
Import (wipe and load) items from the collaboration system to your device: **All**, **E-mail**, **Calendar**, **Contacts**, **To-do**, **Files**.
- **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.
- **Log**  
Show the client's event log, and optionally send it as an e-mail.

## View

- **View**

Go to the **Folders** view, where you can choose which mailbox folder you want to work in, go to the internal DME **Calendar**, or open the **Contacts** or **To-do (Tasks)** application.

## About DME

- **About DME**

Display version information, OS information, and licence text.





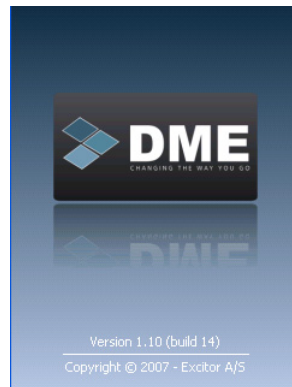
# If you need further assistance

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**

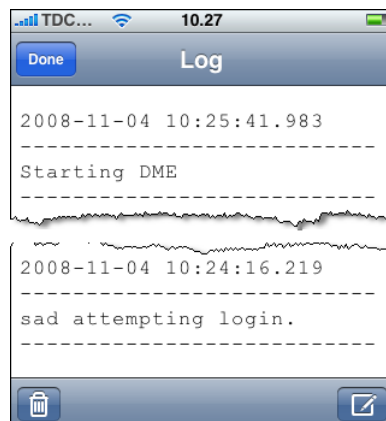
- 1 Open the DME menu (iPhone: tap **Tools**).
- 2 Select **About DME**.




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.

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.***

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