



DME Client User Guide 4.1.5

For Android devices

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Introduction

EXCITOR

Welcome to the user guide for the DME client version 4.1.5 for Android.

This guide is divided into three parts:

1. An introduction to DME - about the company Excitor A/S and what the DME system does.
2. A description of various general concepts of the DME client.
3. A description of each feature and function in the DME client.

Administrators: For information about rolling out the DME client to many users, and detailed information about installing the client on all platforms, please see the **Provisioning** part of the DME Server Reference.

Please note that this version of the DME client is compatible with both 3.5, 3.6, and 4.x DME servers. Some features described in this manual only apply to DME 3.6 / 4.x servers. The main areas of functionality supported by 3.6 / 4.x and not 3.5 are the following:

- ❖ To-do synchronization
- ❖ Out of Office rules
- ❖ Enhanced e-mail status (icons for replied to, forwarded, and follow-up flags)
- ❖ Secure document viewer (as of 3.6 SP2)
- ❖ DME AppBox (4.0)

Whenever there is a difference, this will be indicated in the manual. If you are missing a feature in the client that is described in this manual, it may be because your DME server does not support it.

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

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About DME

DME (Dynamic Mobile Exchange) offers synchronization of push e-mail, PIM information (calendar, contacts, to-dos), and optionally files, to mobile devices. It fully integrates mobile device management with state-of-the-art security and efficient software deployment. DME is a mobile client/server solution that works with mobile phones, smartphones and PDAs using Android, Apple iOS, Symbian, Windows Mobile, and soon Windows Phone 8*) as operating system. DME is developed by Excitor A/S.

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

*) Please note that not all server features are supported on all platforms. Contact your DME Partner for specific inquiries.

Features and benefits

- ❖ **Convenient for the user:** *Push e-mail, calendar, contacts and to dos*
With DME on your mobile phone, smartphone, or PDA, you get your most critical and often used office tools in your pocket wherever you are, whenever you need it. E-mails appear on your phone the moment they hit your office mailbox.
- ❖ **Quickly back in the game:** *Instant service recovery*
Should your phone get lost or stolen, a new DME client can be pushed to a new phone in a few minutes after you purchase a new DME supported phone or borrow one from someone else – no matter where it happens.
- ❖ **Fretless security:** *Mobile security policy enforcement*
E-mails are encrypted over the air and on the device itself using full encryption (AES 128-bit or stronger). Shell protection of the entire phone, requiring domain password to access all features except picking up calls, gives you further security options.
- ❖ **Freedom and ease-of-use:** *Effective control of all devices*
Gain a complete overview of your devices – regardless of make, model, or platform. Information about the device model, versions and programs installed on the device is listed in the web-based DME control center for easy administration. Features, settings and available applications and network connections are all controlled

centrally and can only be changed by the users to the extent this is allowed by centrally applied security policies. Dividing the devices into groups makes it easy to change settings/features for many devices at a time.

❖ **Ease-of-use comes in many flavors:** *Simple support and administration*

Push software and upgrades via OMA, Apple MDM, SMS or WAP to the users, permit them to serve themselves, or automatically upgrade software when the users log on. For support purposes, retrieval of device configurations and connection set-up makes it possible for you to help users who cannot connect, and a log of user actions assists you in identifying the problems and solving them. Notification of changes to server status can be sent to the DME administrators to ensure they are alerted to problems quickly.

❖ **Freedom of choice:** *Versatility*

Works on any available network (WLAN/Wi-Fi, GSM, GPRS, 4G, 3G/UMTS, EDGE...), operator, and on most devices from leading manufacturers. Works on Lotus Domino and/or Microsoft Exchange collaboration systems.

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

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 gateway between the DME client and the collaboration system. Also used about the DME Web Administration Interface.
Collaboration system	The server-based e-mail and calendar system that your company runs - either Lotus Domino (with Lotus Notes as the user front-end) or Microsoft Exchange (with Microsoft Outlook).
DME menu	The DME menu is the main menu in the DME interface. On some devices, you have to select Options to access

the menu, on some you select **More**.

Select

To choose an item or a menu option, whether by clicking, tapping, or choosing in a menu.

In some cases, there is more than one route to selecting an option. For instance, on some devices you can create an e-mail either by selecting **Options > Create > E-mail** or by tapping a **New e-mail** icon directly. The manual will usually only mention the regular menu route.

General concepts

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 Security, synchronization and import.

Data security

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

All communication with the server is encrypted, and the server can be set up to require a client certificate, which further prevents attempts at unauthorized access from devices that the server does not already know.

It is not possible to export any data from the device to be read elsewhere*). You cannot make screenshots of screens in DME, and the clipboard is cleared of any text cut or copied to the clipboard when you exit the client - either by just minimizing it or by logging out, or if the operating system closes DME down to reclaim memory for other processes.

Note that as of DME Server 4.1 SPI, the clipboard clearing security feature can be controlled from server.

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

- ❖ If the SIM card is changed (if set up by the DME administrator). See **Changing SIM cards** on page 12 for more information.
- ❖ If the user name or password is entered incorrectly a number of times (as set up by the DME administrator).
- ❖ If the DME administrator decides to do it. If the device is lost or stolen, the data on the DME client can be cleared remotely by sending a command from the DME server (*remote wipe*). You should always contact your DME Administrator immediately if you lose your device. From DME Server 3.6SP2, you can even log into a website and send a wipe command to the device yourself. If a device has been wiped (for any reason), and the user tries to start

the DME application, a message will say: **DME is disabled. Please uninstall.** The user will then have to reinstall DME in order to use it on that device again.

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

*) Except in some cases where attachments can be printed or sent to other devices outside the secure DME container. However, this must be explicitly permitted by the administrator. See **Attachments** on page 34.

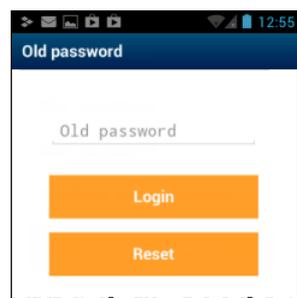
Changing mailbox passwords

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

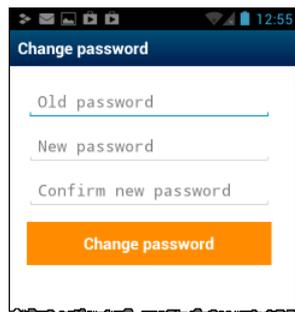


You are then asked to enter your new password.

1. Select **Yes** to verify the new password on the server.
2. Enter your old password.
3. Select **Log in**, or
 Select **Reset** if you want to remove all DME data from the device and start over.

You can now use DME as usual.

- ❖ *If your mailbox password is changed from a desktop computer on the network, and your device still has your credentials encrypted in memory: If you are logged in, DME will log you out the first time the device communicates with the server (for instance in connection with a network push). When you log in again, you should use your new password. DME will assume that you have changed password on the server, verify your new password, and re-encrypt your credentials without you having to confirm any messages.*
- ❖ *You can change your mailbox password from the client.*
 1. Log in to the client as usual.
 2. Open the DME menu, and select **Tools > Change password**.
 3. Enter your existing password in the **Old password** field.
 4. Enter a new password in the **New password** field, and retype it in the **Confirm new password** field.
 5. Select **Change**.



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

Switching users

Unless forbidden by the DME Administrator, you can hand over your device to another person, even if it contains all your DME data. The new user cannot view any of your DME data, and all e-mails, calendar items, to-do items, contacts, and other synchronized files and resources will be erased when the new user logs in to DME.

The new user is taken through the same verification process as described in **Logging in** on page 24.

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 when no other network connection is available.

1. Enter the phone number.
2. Select **OK**.

The device phone number can also be changed in the general settings (see **General settings** on page 94).

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. See **Security settings** on page 97.

Synchronization overview

The basic idea of the DME client is to keep the e-mail, calendar system, contacts, and other resources on your mobile device up-to-date with the corresponding items on the corporate network. To do this, the DME client is *synchronized* with the collaboration system or the file server. E-mails, calendar items, contacts and other resources are synchronized with the corporate collaboration system.

On some platforms, you can also synchronize files on the DME server or in a network location with your mobile device. File synchronization requires a special license - consult your DME administrator for more information.

What is synchronized

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

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

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

2. Have any items been *deleted*? If an item, for instance a meeting, has been deleted in the collaboration system, the deletion will be reflected on the mobile device. Note that e-mails deleted on the mobile device will not be deleted on the collaboration system, if the setting **Delete only locally** is enabled. Note also that you will not receive notification of changes when e-mails are deleted from the server.
3. Have any items been *edited*? If you for instance edit a contact on the mobile device or on the collaboration system, the change will be synchronized. In the same way, if you edit a spreadsheet on the mobile device, the sync process will update the spreadsheet on the DME server if file sync. is enabled.

Conflicts

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

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

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 (Microsoft Exchange or IBM Lotus Domino). The DME server keeps monitoring the collaboration system for such updates, and sends a notification to the mobile device on which your DME client is installed. The notification is picked up, read, and *consumed* (removed) 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 or other indication whenever a new update has arrived in this way. You can specify the sound, volume and other settings for e-mail and calendar notifications in **E-mail settings** and **Calendar settings**, respectively. See **E-mail settings** on page 99 and **Calendar settings** on page 101.

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

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

2. *Scheduled sync.*

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

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.*

If you want to do a manual synchronization, for instance if you want to send an e-mail and the **Send immediately** setting is off (see **E-mail settings** on page 99), you can do so in the following ways:

- ❖ From the top of the list in an e-mail folder, drag down and release (Twitter-style sync.).

- ❖ From Calendar, Contacts, To-dos, and Notes, select **Synchronize** in the menu.
- ❖ From the Desktop, tap the **Synchronize** button  to synchronize all resources at once.

During the synchronization operation, the DME client shows a status messages about the current sync process in the Android interface - pull down the Notification area to view them. See **User guide: Android devices** on page 17.

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.

Initial import and reset

*The first time you log in to the DME after installing the client, DME will receive a set of default client settings from the server. Based on these settings, DME will import data from the server into the enabled data stores. For instance, if you have enabled e-mail sync. and calendar sync., DME will immediately and silently import your e-mails and calendar items from the server. This is called the *initial synchronization*.*

Your DME administrator has made two important choices which affect your initial synchronization: The DME settings for **Calendar/Contacts mode** and **Action to perform on client upon initial import**.

- ❖ If your DME administrator has selected **Wipe** as initial import action, and your calendar and/or contacts are set to **Open mode**, all calendar items and contacts that existed on the device before you installed DME *are deleted* before they are imported from your collaboration system mailbox. If you have calendar items and contacts that do not exist in your collaboration system also, and you want to keep these, you must synchronize them with another system first.
- ❖ If the DME administrator selected **Merge** as initial import action, and your calendar and/or contacts are set to **Open mode**, DME will send all your calendar items and contacts to the server. DME will then add those calendar items and contacts that do not

already exist on the collaboration system to your collaboration system calendar and address book. DME runs an extensive duplicate control to weed out duplicates. This is not too hard to do for calendar entries, but requires careful analysis (and thus time) for contacts.

If your calendar and/or contacts are set to **Secure mode**, DME will not touch your local calendar or contacts, regardless of the **Action to perform on client upon initial import** setting. The import or reset only affects the stuff that DME is actually handling.

If you enable the synchronization of another resource after the initial synchronization, for instance Contacts, then the *initial synchronization* of this resource will actually be an import.

This **Reset** function corresponds to an initial synchronization. If you think that any of the resources on your phone are out of sync, you can reset the DME data on your phone by choosing **Tools > Reset** in the DME menu. This will perform an import of *all* resources according to the rules outlined above.

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.

In the case of contacts in **Open mode**, you may need to add device specific features to the contacts, such as photos, speed dial keys, etc. after a reset. These settings will not be lost when you synchronize contacts with the server (but they will after a reset).

See also **Flexible field mapping** on page 16 below for more information about contacts.

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.

User guide: Android devices

DME supports a wide range of Android devices from HTC, Sony Ericsson, Google, Motorola, and other vendors. For a list of supported devices, see the **DME Resource Center** <http://resources.excitor.com/support/supported-devices-search>.

The model used throughout this manual for illustration purposes is the Sony Ericsson Xperia X10, running Android 2.3:



A note about terminology

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

❖ **Back**

Go back one screen. For instance, pressing **Back** in an open e-mail takes you back to the folder from which you opened the e-mail. If you get stuck somewhere, try pressing this button!

❖ **Home**

Pressing **Home** shows the Android Home screen. Long-pressing the button shows currently running apps.

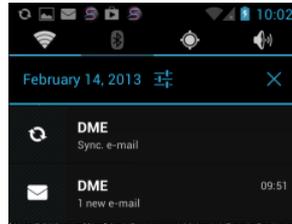
❖ **Menu**

Pressing **Menu** opens a menu, which applies in the current context. For instance, pressing the button in an open e-mail shows your options for the current e-mail (reply, forward, delete, etc.).

In this guide, we refer to this button as the **DME menu**.

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

The **Notification Area** shows notifications received by the phone, including new text messages, new e-mail etc. When you open the DME Inbox, any "New e-mail" messages from the notification area will be removed automatically by DME. The notification area is also used for informing you if DME forces another application to exit because the app has been blocked by the DME administrator. In this case, a message will say "X" *application was blocked by DME*. Finally, the notification area is where DME displays messages about ongoing tasks, such as "Sync. e-mail".



Installing DME on Android devices



OMA DM installation

Installing using OMA DM is not supported.

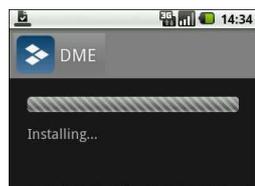
Push installation

Only SMS push is supported.

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



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



2. Tap the downloaded client.

If DME was already installed, and you are upgrading to a new version, the following message is shown:

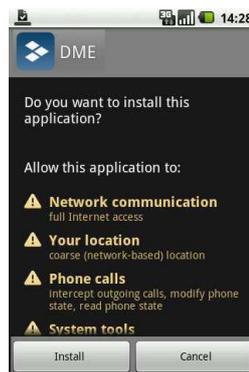


Tap **OK**.

3. A message with the following text is shown:

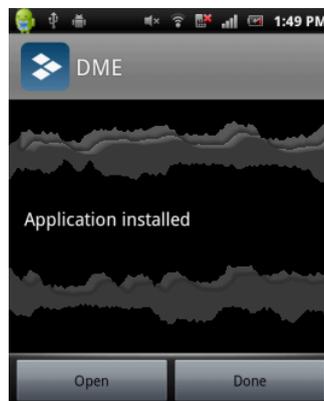
Allow this application to:

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



4. Tap **Install**.

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



6. Tap **Open** to launch DME.

Google Play

The DME client is also available from Google Play. However, when installing from Google Play, you have to enter the server path yourself. See **Logging in for the first time** on page 20 for more information about this and about making DME a device administrator.

Starting the DME client

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

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

 if network push or Google Cloud Messaging is enabled and active,

 if network push or Google Cloud Messaging is enabled and not active, or if not enabled.

If DME is not running, locate the DME logo, and tap it.



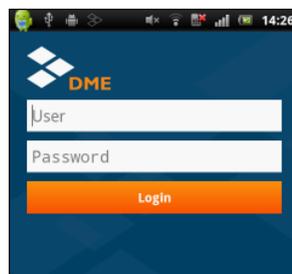
If DME has been opened recently, you can long-press the **Home** key to see a list of recent applications, and then tap the DME icon. Or you can add a shortcut to DME to your Home screen according to your version of the Android operating system.

Logging in for the first time

When the DME client is launched for the first time, DME starts the initial setup wizard.

❖ **Logging in to DME for the first time**

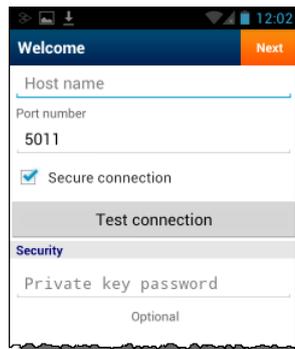
1. **Login credentials:** First, DME asks for your user name and password.



Use the same user name and password that you would use for the collaboration system on your desktop PC. Contact your IT department if you have problems with your user name or password.

 Lotus Notes users should use their *internet password* here (the same as for Notes Webmail).

2. **Server path:** If the installation file was pushed to your device from the server, the *server path* (host name and port number) is sent to the device along with the installation file, in a separate SMS. When DME launches, the server path is read from that SMS. The server path is the location of the DME server on the Internet. If DME was installed through Google Play, DME asks you for the server path.



Host name: The complete server path has the form `https://dme.yourcompany.com:5011`, where `dme.yourcompany.com` is the *host name* of the server where DME is installed. If you do not know the right host name, ask your DME administrator for this information.

Port number: 5011 is the default port number. Only change this if you are told to do so by a DME administrator.

Secure connection: The connection to the DME server is typically secure (using the `https:` protocol), and this field is marked. Only change this if you are told to do so by a DME administrator.

Test connection: Tap this button to test if you have entered the server path correctly. If DME shows a "Connection successful" message, you have completed the above fields correctly.

The **Test connection** feature replaces the *Android HTTPS Network Test utility* which was required in previous versions for testing the secure connection.

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

If your collaboration system is using **Notes Encryption**, you must enter the password for your *user ID file*.

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

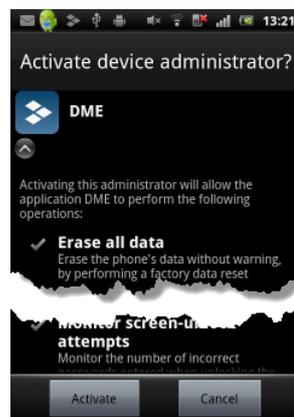
For more information about Notes Encryption, S/MIME, and **myDME**, please contact your DME administrator.

Tap **Next**.

DME uses the provided information to log in to DME for the first time. Since this is the first time you enter your user credentials, DME needs to make a connection to the server to verify that your user name and password match, so the first-time login takes a little longer than usual. DME stores your password in multi-hashed, encrypted form (meaning: 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.

Security policies: If the DME administrator has set specific security policies for your device, you will now be prompted to make sure your device complies with these policies. You may for instance be taken to the screen on your device where you can specify a device PIN code or password, and you will be guided to set it correctly.

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



By tapping **Activate**, you grant DME the right to administer your phone. Note that you cannot log into DME until you have done this.

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

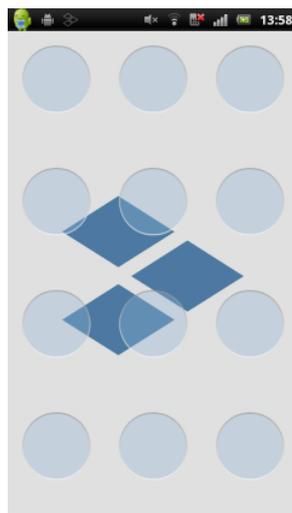
When DME is able to manage your device, and you lose your device, the DME administrator can send a command to your device to delete (wipe) all data so that a 3rd party cannot gain access to the data stored on the phone.

Note that in order to uninstall the DME client, you must deactivate DME as device administrator first from the **Device administration** screen on your device.

If the login was successful, the next (and last) step of the setup wizard is shown:



1. **Phone number:** Enter the phone number of your device, if available.
2. **Unlock pattern:** Instead of using your collaboration system password for logging in, it is possible to substitute the password for an *unlock pattern*. An unlock pattern is defined by moving your finger across the screen in a certain pattern. Tap the **Set unlock pattern** field to set the unlock pattern.



Move (swipe) your finger vertically, horizontally, and diagonally across at least 4 of the *tiles* on this screen. The DME Administrator can decide how many tiles you must swipe. Repeat, and your unlock pattern is set. For more information, see **Setting unlock pattern** on page 90.

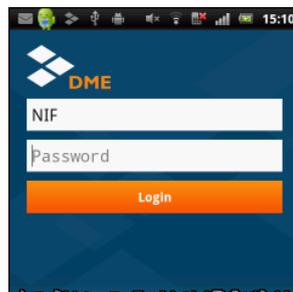
Note that both the phone number and the unlock pattern can be defined later.

3. Tap **Done**.
4. **Import:** If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), DME will now import your e-mail and other DME resources (calendar, contacts etc.). See **Initial import and reset** on page 15 for more information.

You have now logged in to DME for the first time, and the DME Desktop is shown.

Logging in

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



Use the same user name and password that you would use for the collaboration system on your desktop PC. Contact your IT department if you have problems with your user name or password.



Lotus Notes users should use their *internet password* here (the same as for Notes Webmail).

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

If you have defined an unlock pattern (see **Setting unlock pattern** on page 90), you may log in using that rather than your LDAP/AD password. In this case, the **Login** screen will look like this (in Portrait mode only):



Move your finger across the screen in a pattern you have defined previously to log in. Note that this can only be done in Portrait mode. If you rotate the device to Landscape mode, you can log in using your regular password. You have two chances to enter the correct unlock pattern - if the second attempt fails, you have to enter your regular network password to log in.

If you accidentally move your finger across tiles that you did not intend to touch, you can undo the current pattern by tapping another tile with another finger while not releasing the first finger from the screen. The screen will flash, indicating that your swipe attempt was canceled, and you can try again.

For more information, see **Setting unlock pattern** on page 90.

Removing the client

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

The DME administrator may have specified on the server that you are never allowed to uninstall the client. In this case, you are unable to do so.

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

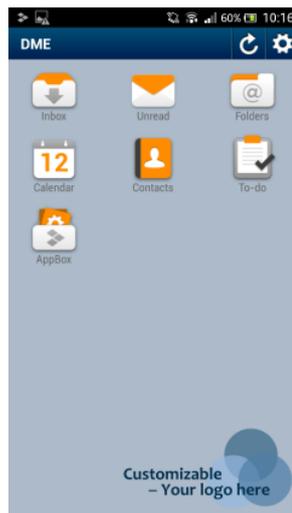
❖ **Uninstalling the DME client for Android**

1. If you have accepted the "DME Device Administration" request after installing or launching the DME client, you must go to **Menu > Settings > Security > Select device administrators** (the path to this setting varies depending on device), and deactivate **DME Device Administration** in order to be able to remove the DME client.
2. From the **Home** screen, tap the applications bar, and tap **Settings**.
3. Tap **Applications > Manage applications**.
4. Tap the **DME** application.
5. Tap **Uninstall**.

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

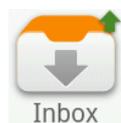
The DME Desktop

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



Tap an icon to run the function associated with the icon.

A green arrow symbol on top of an icon means that there are items of the category in question that have not yet been synchronized:



If an icon has a faded color, it means that the initial synchronization/import has not yet taken place for the resource in question.

A *badge* on the **Unread** icon shows how many unread e-mails you have.

Desktop actions

The following is a brief explanation of each Desktop icon, with references to more information. Note that the Desktop only shows icons for functions that are enabled - for instance, if Contact sync. is not enabled, there will be no icon for **Contacts**.



Go to the **Inbox** (see *E-mail* on page 30).



Go to the **Unread** folder (see *Working with folders* on page 28). A badge shows the number of unread e-mails here.



Go to the Folders view (see *Working with folders* on page 28).



Open the internal DME Calendar (see *Calendar* on page 54).



Go to the Contacts application (see *Contacts* on page 67)



Go to the To-do folder (see *To-do*)



Open **AppBox** Launchpad (see *DME AppBox*).

Apart from these icons, you can use the DME menu (the **Menu** button) 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 106.

For information about how to configure your Desktop, see *Desktop settings* on page 106.

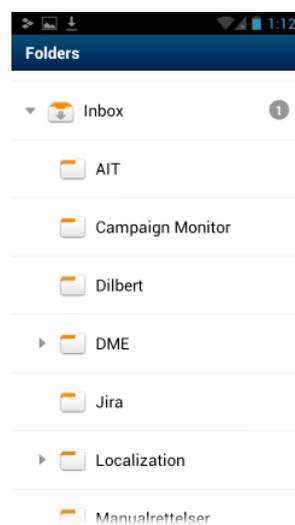
Working with folders

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) are also shown on the client. However, the content of these folders is only shown if you enable the synchronization of e-mails in the folders (see **Folders settings** on page 101). With settings similar to the e-mail settings (see **E-mail settings** on page 99), 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. You can also specify different settings for each folder, including whether you want to receive a notification when a new e-mail arrives in a folder, as described in the following sections.

Navigating the folder tree

To move between folders, tap the desktop Folder icon , or select **View > Folders** in the DME menu. When you do this, DME shows a list of all folders in the system. Folders with subfolders are shown with a small gray triangle to the left of the folder name.



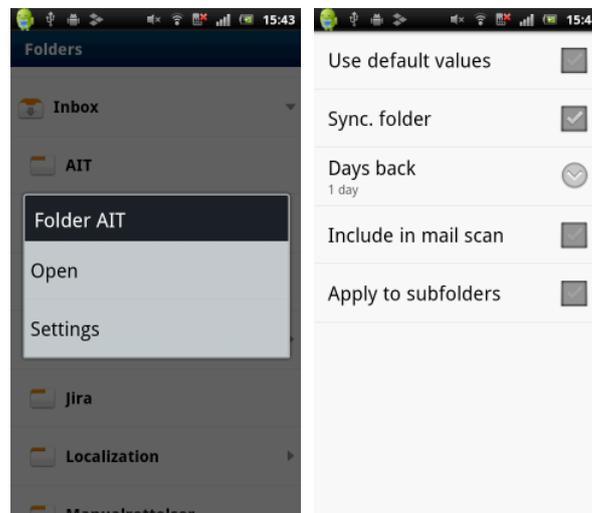
Tap a folder to open it in mailbox view, or press the **Back** button to return to the Desktop.

You can set options for the synchronization of folders by long-pressing the folder name. See more in the next section.

Setting folder options

You can set defaults for the way e-mail folders should be synchronized between collaboration system and client (see **Folders settings** on page 101). If you have many folders on the collaboration system, it is recommended that you set up very restrictive default settings for performance reasons, and loosen up on individual folders as described below.

To change synchronization options for a folder, open the folder view described in the previous section, and *long-press* the folder you want to customize. Then tap **Settings**. The following screen is shown:



❖ Use default values

If this setting is **On**, the current folder uses the general settings specified (see **Folders settings** on page 101). If **Apply to subfolders** is also selected, the default settings will be applied to all subfolders below the current folder as well, when you press **Done**. If this setting was **Off**, and you change it to **On**, 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 set this field to **Off**.

❖ Sync. folder

This option can only be changed if **Use default values** above is set to **Off**. If this setting is **On**, e-mails in the current folder are synchronized with the collaboration system, using the synchronization window defined in the field **Days back** below. To avoid too high load on the DME server, you should only

synchronize those e-mail folders that you really need on the device. You can for example consider to not synchronize folders containing graphics-intensive newsletters etc.

❖ **Days back**

This option can only be changed if **Use default values** above is set to **Off**. When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the current folder.

❖ **Include in mail scan**

This option can only be changed if **Use default values** above is set to **Off**. If this setting is **On**, you will receive notification when a new e-mail arrives in the current folder. New e-mail can "arrive in" subfolders by means of rules, which are set up on the collaboration system to automatically distribute new e-mails in folders.

❖ **Apply to subfolders**

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

Note that you cannot modify the settings of the system folders (**Inbox**, **Sent**, etc.). Instead of synchronizing e-mail to the client, you can use the **Search e-mail (on server)** function to find e-mails in any folder on the collaboration system. See **E-mails (on server)** on page 52 for more information.

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 to the client.

The **Inbox** is one of the five *system folders*: **Inbox – Outbox – Drafts – Sent – Unread**. To switch between these folders, tap the Folder icon at the top, or select **More > View > Folders** in the DME menu. You can access all your mailbox folders this way (see **Working with folders** on page 28).

Above the list of e-mails, you can see the number of unread e-mails in the current folder.

The illustration below shows the main DME mailbox interface.



The received time of the e-mails is shown as a time of day when received today, and as a day in the week for e-mails received during the past week. E-mails received before that show with the full received date.

On the left side of each e-mail in the mailbox view, one or more icons are displayed. The icons tell you quite a bit about the e-mail at a glance:

 An *unread e-mail* is shown with an orange dot. When the e-mail has been read, the dot is removed.

 The e-mail has been *replied to*.

 The e-mail has been *forwarded*.

 The e-mail has been *flagged*.

 This icon after the Sender name indicates that the e-mail or meeting invitation contains one or more *attachments*.

 This e-mail is a *meeting invitation*. Meeting invitations can also be seen in the **Calendar** list view. See **Calendar views** on page 54.

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

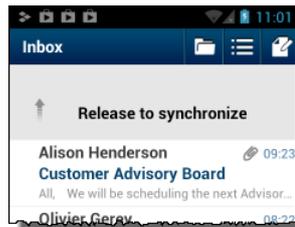
If you rotate the device sideways, the mailbox view is shown in landscape orientation. You can rotate all screens in DME in this way.

Long-pressing an e-mail in the mailbox folder view is a shortcut to various functions. See **Other e-mail options** on page 38.

If you want to perform the same function on multiple e-mails, tap the **Edit** button (second in the top toolbar). This lets you select multiple e-mails. See **Selecting multiple items** on page 46.

Checking e-mail

To check for new e-mail, drag down and then release to synchronize the mailbox (Twitter-style sync.):



For more information, see **Synchronization overview** on page 12.

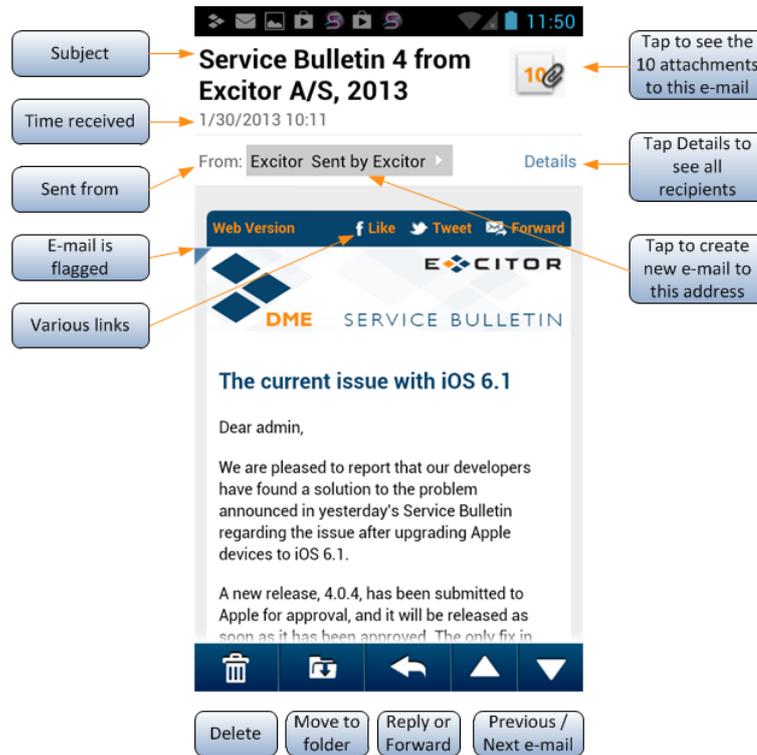
Note that you usually do not have to synchronize manually. E-mails, meeting invitations, and commands are pushed to the device instantly from the DME server using Google Cloud Messaging or network push. However, you can still perform a manual sync.

Reading e-mails

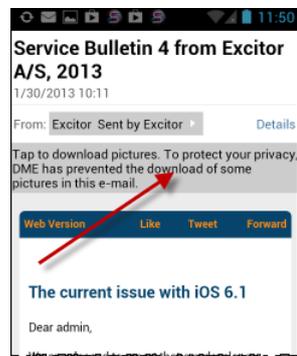
To open an e-mail, tap the e-mail in a folder. The top part of the screen is reserved for information about the e-mail and the subject.

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

See the illustration below for information about the different functions in the e-mail view.



The illustration above shows an HTML formatted e-mail, complete with pictures. As of DME Server 4.1, HTML e-mail is supported in the client. If an e-mail contains images, which may compromise your privacy, a message will say so and prompt you to download the images if you deem it safe. An HTML e-mail might look like this before you download the images:



Tap to download images.

Please note that the DME Administrator may have disabled the possibility of downloading images. Images that are embedded into the e-mail are always downloaded, however, as they have already been through the collaboration system's security checks.

For more information about how to work with the e-mail, see the next sections.

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. Tap the **Details** link at the top right, after the sender name.

A full list of other recipients and CC recipients is shown. Tap **Hide** to hide the list again.

For information about the date and time the e-mail was received, importance level, and security information, see the various icons set on the e-mail in the current e-mail folder.

Attachments

When you receive an e-mail with one or more attachments, you will see an attachment icon in the mailbox  and in the header area of the open e-mail. In the open e-mail, the icon also says how many attachments are included - for instance



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

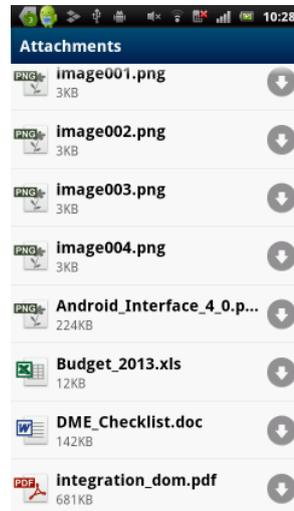
❖ **Opening an attachment**

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

or

Tap the  icon in the header area of the e-mail.

A list of the attachments to the e-mail is displayed. To save transmission time and space on the device, attachments are not stored on the device unless you specifically choose to download them.



3. Tap an attachment.
4. Select **Yes** to download the attachment.

DME connects to the server, and retrieves the attachment.

The actual display of the attachment depends on your DME server version and your license:

5. If your DME server is running a version less than 3.6 SP2, or you do not have a license for the DME Document Viewer, you must now 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.

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

If the file does not have a file type association, an error message will be displayed, and the file will not be downloaded. If you have a program that you know will open the file of the type in question, you must set up a file association to that file type, and try to download the attachment again. For information about file

associations, see your mobile phone documentation or the documentation for your mobile phone operating system.

6. If your DME server is running version 3.6 SP2 or above, and you have a license for the DME Document Viewer, the attachment is opened directly in the DME Document Viewer. There is no need to ask if you want to allow the attachment to be decrypted, because the attachment is stored *within the secure DME container*, and is only decrypted in memory while shown on the screen.



When the attachment is shown in the DME Document Viewer, a number of options are available to you. For more information about these options, see the built-in help file by pressing the **Menu** button > **More** in the top toolbar > **Help**.

The DME Document Viewer currently supports the following file formats:

- ❖ Microsoft Office documents
- ❖ Comma-separated value files (opened as Excel spreadsheet)
- ❖ Plain text files
- ❖ Adobe PDF documents
- ❖ Korean Hangul documents
- ❖ Image files: WMF, EMF, BMP, GIF, JPEG, PNG

In the attachment list, you can see which attachments are only located on the mail system server, and which have been downloaded to your device.



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

Removing attachments

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

❖ **Removing all attachments from the device**

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

All attachments downloaded to the device are deleted.

Links

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

❖ **Phone numbers**

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

❖ **E-mail links**

When you tap an *e-mail address*, DME creates a new e-mail for that address.

❖ **Web links**

When you tap a *web address*, the link is opened in Browser.

Other e-mail options

Apart from the options concerning attachments and e-mail details mentioned above, you can use the buttons at the bottom of the e-mail screen or open the DME menu for more options:

❖ **Reply / Reply to All**

Create a reply to the e-mail - see **Replying to e-mails** on page 42.

Available from: Directly from the e-mail using ; Long-press an e-mail in a mailbox folder.

❖ **Forward**

Forward the e-mail - see **Forwarding e-mails** on page 42.

Available from: Directly from the e-mail using ; Long-press an e-mail in a mailbox folder.

❖ **Forward with attachments**

Forward the e-mail, including attachments - see **Forwarding e-mails** on page 42.

Available from: Directly from the e-mail using ; Long-press an e-mail in a mailbox folder.

❖ **Delete**

Delete the current e-mail.

Available from: Directly from the e-mail using ; Long-press an e-mail in a mailbox folder; Select multiple e-mails in a folder and tap the **Delete** icon or select **Actions** in the DME menu.

❖ **Mark read (or unread)**

Mark the current e-mail as read or unread.

Available from: Long-press an e-mail in a mailbox folder; Select multiple e-mails in a folder and tap the **Mark** icon or select **Actions** in the DME menu.

❖ **Flag/Clear flag**

Set or clear the follow-up flag. E-mails marked with a follow-up flag have a special status in the collaboration system.

Available from: DME menu in the e-mail; Long-press an e-mail in a mailbox folder; Select multiple e-mails in a folder and tap the **Flag** icon.

❖ **Add to contacts**

Add the sender of the current e-mail to your local address book.

Available from: DME menu in the e-mail.

❖ **Move to folder**

Shows the folder list. Browse to a folder, and tap **OK** to move the e-mail to that folder. See **Moving to other folders** on page 48.

Available from: Directly from the e-mail using ; Long-press an e-mail in a mailbox folder; Select multiple e-mails in a folder and tap the **Folder** icon.

Creating and sending e-mails

❖ **Creating and sending an e-mail**

1. Select **Create > E-mail** from the DME Desktop.

or

Tap the **Compose e-mail icon**  from a mailbox.

2. Enter message details as described in the next section - see **E-mail details** on page 39.
3. Tap **Send** in the top toolbar.

The e-mail is now saved in the **Outbox**. Depending on the e-mail settings, the e-mail is sent immediately or queued for the next scheduled or manual synchronization (see **E-mail settings** on page 99). 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 49.

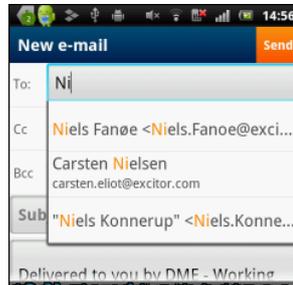
E-mail details

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

Tip: The collaboration system may be 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.

Entering recipients

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



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

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

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

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

The list is initially sorted alphabetically, but your most used contacts will then begin to move toward the top of the list.

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

Writing text

Write the e-mail as usual. You can add attachments - see **Sending attachments** on page 43.

Formatting

Even though you can receive and view e-mails in HTML format (if allowed by the DME Administrator), you can only write new e-mails in plain text (that is, you cannot apply formatting). This also applies when you reply to or forward e-mails that are HTML formatted - all HTML formatting (including pictures) will be removed in the reply.

Right-to-Left languages



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



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

When using Domino, you can still write in Arabic or Hebrew, but the text will be left-aligned when it reaches the recipient.

Selecting message options

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

❖ **Setting message options**

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

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

- ❖ When you choose the **Sign** option, and you did not enter a private key password in **Settings**, DME will prompt for the password. See Security settings for more information.
- ❖ When you send a *signed* e-mail, and you have not entered your private key password in **Settings**, an e-mail with a notification of the error ("The DME Server could not send the signed S/MIME e-mail") is sent to you by the DME server. Your e-mail will be sent to the recipient; however, it will not be signed.
- ❖ When you send an *encrypted* e-mail, the DME server needs to know the public key of *each* of the recipients of the e-mail. If the public key of one of the recipients is unknown to the server, an e-mail with a notification of the error ("Cannot find certificate for recipient: xx") is sent to you by the DME server. The e-mail will *not* be sent to any of the recipients.

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

Saving as draft

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

❖ *Saving an e-mail as a draft*

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

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

Replying to e-mails

When replying to an e-mail, you can choose to reply to the sender only or reply to all (if the e-mail was sent to more people than yourself).

❖ *Replying to an e-mail*

You can reply to e-mails in two ways. Either:

1. Open the e-mail you want to reply to.
2. Tap the **Reply** icon at the bottom of the screen, and then tap **Reply** or **Reply to All**.

Or:

1. Long-press the e-mail you want to reply to in a mail folder.
2. Tap **Reply** or **Reply to All** from the pop-up menu.

A new e-mail is created for the original sender and possibly all original recipients. The e-mail history is always included in the reply.

You can now add text and attachments to the e-mail and send it. See **Sending attachments** on page 43 for information about how to work with attachments in e-mail replies.

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

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** or **Forward with attachments**.

Or:

1. Long-press an e-mail in a mailbox folder, and select **Forward** or **Forward with attachments** from the pop-up menu.

See ***Sending attachments*** on page 43 for information about how to work with attachments in forwarded e-mails.

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

For information about how to enter recipients, see ***Entering recipients*** on page 40.

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). You can also add attachments to meeting invitations.

Furthermore, if you have a license for the DME Document Editor, you can create attachments as you add them. See more below.

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

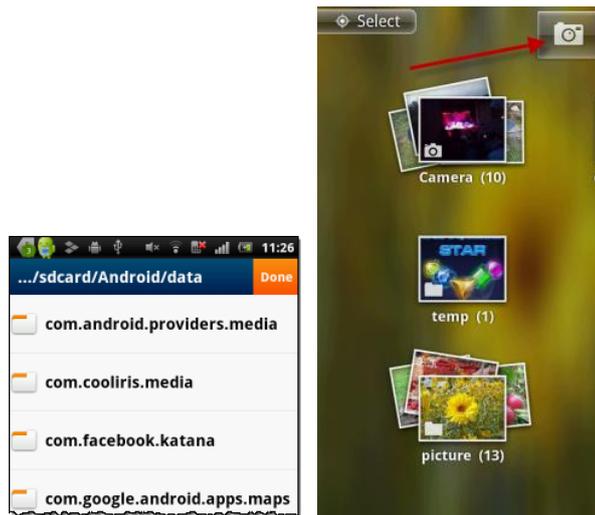
1. Create an e-mail (see ***Creating and sending e-mails*** on page 39 or ***Replying to e-mails*** on page 42).
2. Select **Attachments** in the DME menu.
3. Choose if you want to add a file (document) or an image.



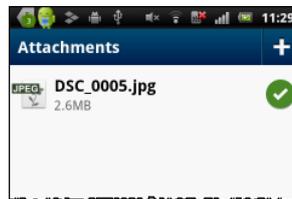
See ***Creating attachment using DME Viewer and Editor*** below for more options.

4. If you chose **Files**, browse to the file you want to add, and tap it.
or

If you chose **Images**, browse to the album you want, and tap an image to add it. You can also start the Camera and take a new photo. The screen below will probably look different on your device, as it depends on the device manufacturer and your software.



- The selected image or file is now shown in the **Attachments** screen.



In the **Attachments** screen, you can tap an attachment to open it. You can open it if your device knows a program that can open the file (if it recognizes the file's "mime type").

Long-press, and select **Delete** to remove it from the e-mail again. Tap **Delete all attachments** in the DME menu to remove all attachments from this e-mail.

- Tap  to add another file.

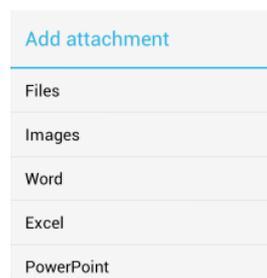
Tap **Back** to return to the e-mail. The e-mail now shows that attachments were added by displaying a new icon in the top toolbar:



You can tap this icon to go to the **Attachments** screen.

❖ **Creating attachment using DME Viewer and Editor**

If you have a license for the DME Viewer and Editor, the **Add attachment** popup will look like this (after selecting **Attachments** in a new e-mail):

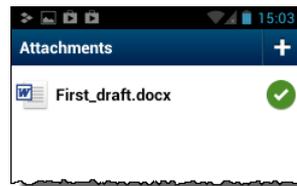


Choose for instance **Word** to create a document. Now enter a filename:

Filename	
First draft	
Cancel	OK

The editor will automatically replace spaces in filenames with underscores.

When you tap **OK**, the editor will open. Type your document, and press the menu key. Select **Back** in the editor menu, and tap **Yes** to save the document. You are returned to the **DME Attachments** screen, where the newly created document has been added as an attachment to the e-mail.



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

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

1. Forward an e-mail (see **Forwarding e-mails** on page 42).
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, you can choose to include these attachments in the forwarded e-mail by choosing **Forward with attachments**.

3. You can now view, delete, and add attachments by tapping **Attachments** in the DME menu.

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 62).
2. Add attachments in the same way as for original e-mails (see above).

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

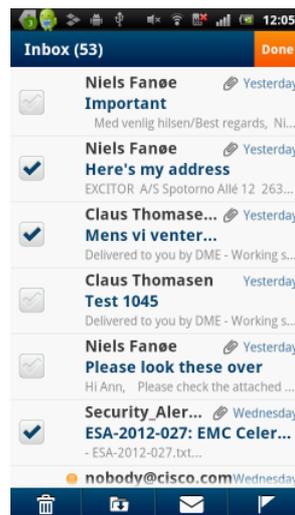
Folder actions

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

Selecting multiple items

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

To select an item in a mailbox folder or list, tap the **Edit** icon  in the top toolbar. The mailbox shows a grey checkmark icon next to each e-mail. Tap the checkmark icon to select the e-mails on which you want to perform an action.



Tap **Done** to exit Edit mode.

Marking read/unread

When you read an e-mail in the DME client, the e-mail will be marked as read - that is, the orange dot  is removed from the e-mail in the mailbox folder. 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 selected or all e-mails as read or unread**

1. In the folder view, select one or more e-mails.
2. Tap the  icon in the bottom toolbar.

This will mark all selected items as *read* if the first selected item was unread, and vice versa.

or

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

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

Deleting items

When deleting an e-mail, the e-mail data is removed from the DME client. Depending on an e-mail setting, the e-mail can also be deleted on the mail system at the next synchronization (see **E-mail settings** on page 99).

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. Tap  in the bottom toolbar.
3. Tap **Yes** to confirm the deletion.

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

❖ **Deleting a single e-mail**

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

❖ **Deleting the currently open e-mail**

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

Toggling follow-up flag

You can set or remove a follow-up flag on your e-mails. E-mails marked with a follow-up flag have a special status in the collaboration system. In Outlook, for instance, they are automatically listed in your **Tasks** pane.

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.

❖ **Setting or removing follow-up flag**

1. In the folder view, select one or more e-mails.
2. Tap the  icon in the bottom toolbar.

This will flag all selected items if the first selected item was unflagged, and vice versa.

or

3. Open the DME menu, and select **Actions**.
4. Select **Flag** to flag the selected e-mail(s), or

Select **Clear flag** to clear the flag from the selected e-mail(s).

Note that the **Flag/Clear flag** options are also available for one e-mail at a time if you long-press an e-mail in the mailbox view.

To change the follow-up flag for the e-mail you are currently viewing, select **Flag** or **Clear flag** in the DME menu.

The follow-up status is updated in the collaboration system after your next synchronization.

Moving to other folders

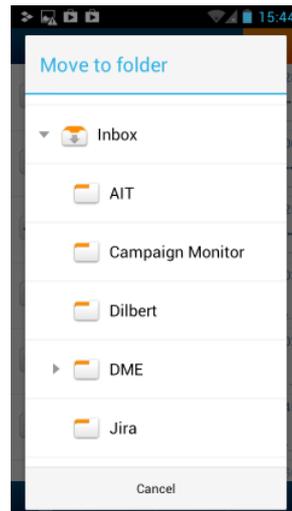
You can move one or more e-mails to other folders. The next time you synchronize, the e-mails will be moved on the collaboration system as well.

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.

❖ **Moving selected e-mails to another folder**

1. In the folder view, select one or more e-mails.
2. Tap the  icon in the bottom toolbar.

A list of your folders is shown.



Browse to the folder to which you want to move the e-mail(s), and tap the folder (or tap **Cancel** to exit).

The e-mails are moved to the selected folder. Note that the **Move to folder** option is also available for one e-mail at a time if you long-press an e-mail in the mailbox view, or from an open e-mail.

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 39 or **Booking meetings** on page 62. However, you can also find the recipient or recipients of your e-mail or meeting invitation first, and then choose to create a new e-mail or meeting with the selected contacts as recipients.

❖ **Finding contacts in the global address book**

1. From the Desktop or in a mailbox folder, open the DME menu, and tap **Search > Global Address Book**.

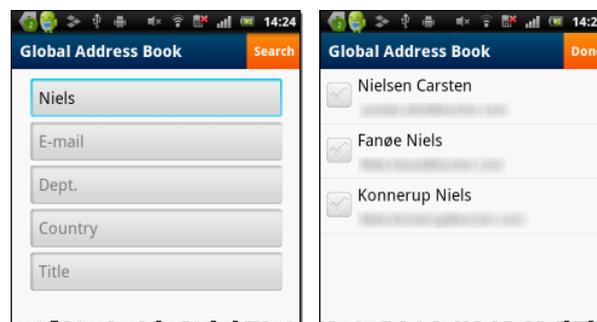
You can now search for a contact by **Name**, **E-mail** address, **Department**, **Country**, or **Title**.

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

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

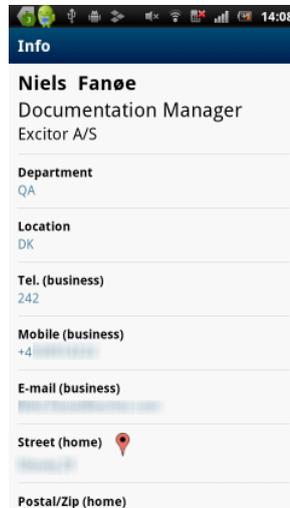
By default a maximum of 10 results are shown, but this value can be changed by the DME administrator.



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

1. *Create new e-mail or meeting*: Open the DME menu (or long-press a contact), and then tap **Create** > **E-mail** or **Meeting** to insert the selected contacts as recipients in a new e-mail or as participants in a new meeting, respectively.

2. *View details:* Tap a contact to view more details about the contact. The details are shown as a list. The amount of information depends on how many details have been made available by the collaboration system. Note that tapping an **Address** field opens the contact's address in Google Maps. Press **Back** to close the details window.



3. *Place a call:* You can place a call to a contact by long-pressing the contact and tapping **Call**. Any phone numbers associated with the highlighted contact are listed. Tap one to place a voice call to the contact, or tap **Back** to exit the menu.
4. *Add to contacts:* Select one or more contacts, and tap **Add to contacts** in the DME menu. The selected contact or contacts are added to the device Phonebook. Depending on your version of Android, the contacts are added in the main phonebook or in a contact *group* called **DME**. Note that due to bug in Samsung Galaxy, contacts are added to a group called **Unknown** on that device.

DME responds with a message: **3 contacts added to DME** when done.

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

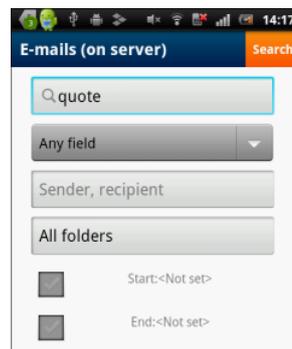
E-mails (on server)

The DME client only synchronizes e-mails from the last number of days specified in the e-mail settings (see **E-mail settings** on page 99). This is called the e-mail synchronization *window*. Sometimes you may need to find an e-mail which is stored in a folder in your collaboration system mailbox which is not synchronized to the DME client, or which is too old to be synchronized to the client.

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

❖ **Searching for e-mails on the server**

1. From the Desktop or in a mailbox folder, open the DME menu, and tap **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. Tap to choose between the following options:
 - Any field:** All fields in an e-mail are searched for the specified text string.
 - Subject:** Only the **Subject** field is searched.
 - Subject, body:** Both the **Subject** and the **Body** fields are searched.
3. **Person:** In this field enter all or part of the name of the sender of the e-mail you are looking for (or *recipient* in case you are searching your **Sent** folder).
4. **Folder:** Choose the folder in which the e-mails to be searched are located. Tap to choose among the mail folders defined in the mailbox on the collaboration system, or choose **All folders**.
5. **Date:** In the two fields **Start** and **End** you can select a range of dates. This limits the search to e-mails received within the selected time frame. If you only select a start date, e-mails are searched from that date up until today. If you only select an

end date, e-mails are searched from the distant past up until that date.

3. Tap **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 execute the search.

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

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

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

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

Technical details

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

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

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

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

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

E-mails (on phone)

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

❖ **Searching for an e-mail locally**

1. From the Desktop or in a mailbox folder, open the DME menu, and tap **Search > E-mails (on phone)**.
2. Complete the search fields in the form. The form is identical to the E-mails (on server) form - see **E-mails (on server)** on page 52.
3. Tap **Search**.

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

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

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

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

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

Calendar

DME contains a complete, built-in calendar, which you can use to get an overview of your appointments. Meeting invitations from other people are received in the DME **Inbox**, and are transferred to the calendar when you accept them.

From the calendar, you can create new meetings and invite other people to the meetings. You can respond to meetings by accepting, declining, delegating or proposing a new time for the meeting.

Meetings that you create for yourself (personal appointments) are saved directly in the Calendar. Meetings with other participants are also saved directly in your Calendar, and are sent as invitations to the other participants (and resources) at the next calendar synchronization.

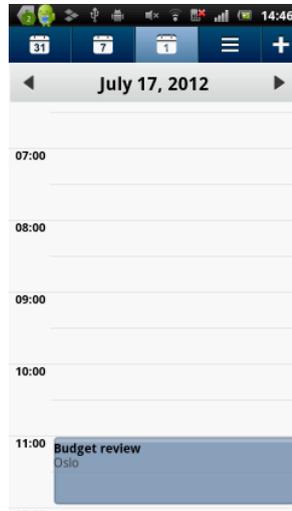
The DME calendar requires that calendar synchronization is enabled. See **Calendar settings** on page 101.

Calendar views

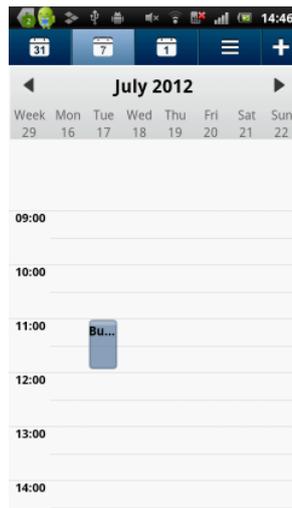
To view the calendar entries in the DME calendar, select the  icon from the Desktop, or select **View > Calendar** in the DME menu.

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

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



- ❖ **Week view:** See all calendar entries for one week. Browse to the previous or next week by swiping left or right. The text below the title (which is the month) tells you the number of the week you are currently viewing.



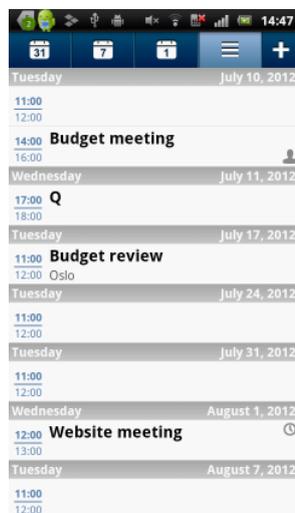
- ❖ **Month view:** See all calendar entries for one month. Browse to the previous or next month by swiping the month calendar control left or right. The title text tells you the name of the month and the year you are currently viewing. For each calendar entry on the selected date, the month name, date,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



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



- ❖ **List view:** See all calendar entries as a long list.



To switch views, tap the icons in the top part of the screen.
 To open a meeting, tap it from any view.

Go to date

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

- ❖ **Create meeting:** Tap the  button to create a new meeting (or tap **Create** in the DME menu). The default date set for the new meeting is the currently viewed day. In the **Week view** and the **Month view**, the meeting date is set to the first day within the viewed range of days, for instance the first in the month currently viewed. If that date has passed, today's date is suggested as the meeting date. See **Booking meetings** on page 62.
- ❖ **Synchronize:** Perform a manual calendar synchronization by tapping **Synchronize** in the DME menu. See **Synchronization overview** on page 12 for more information.

Viewing and editing meetings

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

Your 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 in the DME menu:

- ❖ **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** on page 43. an attachment icon  is shown in the top toolbar if the meeting has 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 66. 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 cancelation 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 66.

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

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

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

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

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

- ❖ ***Calendar options for meeting participants***

If you are a participant in the meeting, and not the chair, the following options are available:

- ❖ **Edit:** Select this option if you want to change details in the meeting. As a participant, you only have access to toggle the **Private** status of the meeting and the **Alarm** (and possibly set the alarm time). After editing these fields, select **Save** in the DME menu to save your changes.
- ❖ **Decline**
- ❖ **Propose new time**
- ❖ **Delegate:** For information about these three options, see ***Responding to meeting invitations*** on page 59. 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.

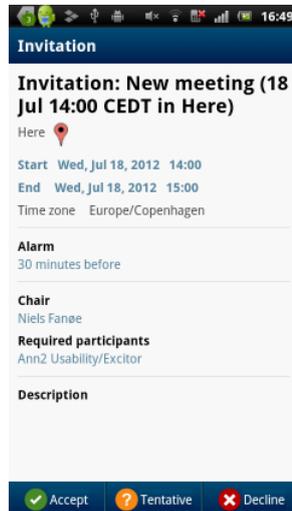
Responding to meeting invitations

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 calendar icon  in the **Inbox**. See **E-mail** on page 30 for more information.

❖ **Responding to a meeting invitation**

1. Open the meeting invitation. You can now 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.



The three most commonly used response options are shown as buttons along the bottom of the screen: **Accept**, **Tentative**, and **Decline**. See below for more information about these and other options.

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.

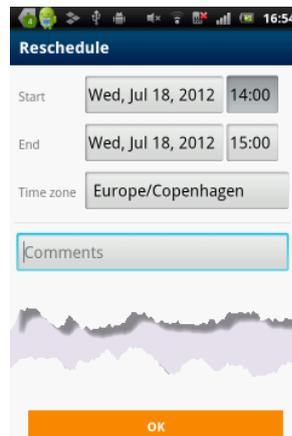
Furthermore, the description of the actions pertain to the standard way of inviting to meetings. For instance, in Domino the chair can select options in the meeting invitation in Notes specifying that he or she does not want to receive responses from invitees (participants), wants to prevent counter-proposals, 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 in the DME menu:

- ❖ **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, tap **OK** to send the new proposed time, or tap **Check free time** in the DME menu 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 66. 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 40 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.

Note, however, that if the option **Delete only locally** is set to **No** in **E-mail settings** (see **E-mail settings** on page 99), 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 **OK** to complete the action, or press **Back** to return to the meeting invitation without making changes. Note: On Exchange 2003 systems, not all actions allow you to reply with comments.
4. When you respond to a meeting invitation by using any of the above actions, the e-mail containing the invitation is removed from your **Inbox**, and if you accepted the meeting, your calendar is updated on the collaboration system at the next calendar synchronization.

Recurring meetings

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

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

Booking meetings

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

❖ **Creating a new meeting**

1. To create a new meeting, select **Create > Meeting** in the DME menu from the Desktop or a mailbox folder.

or

From the Calendar, select **Create** in the DME menu, or tap .

2. Enter meeting details: see **Entering meeting details** on page 63.

3. Enter a location and book resources: see [Location and resources](#).
4. Check to see if the calendars of all participants are free at the proposed time: see [Checking free time](#) on page 66.
5. Add attachments: see [Sending attachments](#) on page 43.
6. From the DME menu, select **Save**.

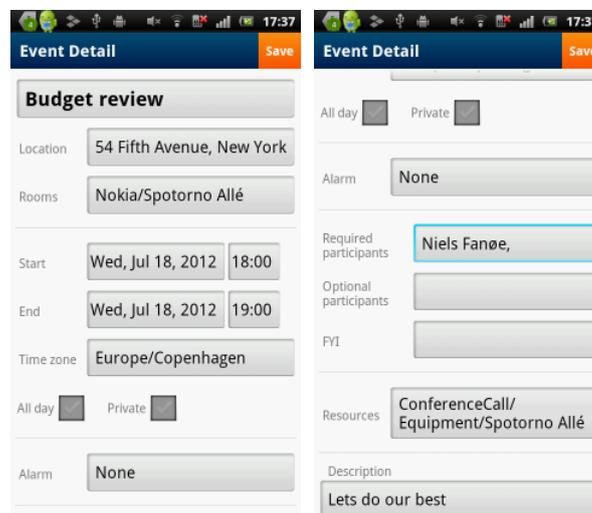
The meeting is created in your calendar. Meeting invitations are sent to the selected participants and resources at the next calendar synchronization, which is governed by the setting **Send immediately**. If this setting is **Send** or **Send & Receive**, your calendar is synchronized immediately. See [E-mail settings](#) on page 99.

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 49.

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.
- ❖ **Location:** Here you can enter free text describing the location of the meeting - for instance an office, a country or a city. If you enter an address, DME automatically inserts a map marker. For more information, see **Contacts and addresses** on page 77.
- ❖ **Rooms:** Here you can select one or more of the rooms available in the collaboration system. See **Rooms and resources** on page 65.
- ❖ **Date and time:** Enter starting and ending dates and times for the meeting. If you select the field **All day**, the event changes to an all-day event, and you can only choose a date.
- ❖ **Time zone:** In this field you select the time zone of the location where the meeting is held. For instance, if you are based in Copenhagen, but want to call a meeting at 2 PM in London, you should enter 2 PM as the meeting start time, and Europe/London in this field. This way, the meeting will be placed correctly in your calendar - which is at 3 PM in local Copenhagen time. When you travel to London, and the phone changes time zone, it will be shown correctly in the calendar at 2 PM, London time.

Use the search box at the top of the screen to search for your time zone. The list shrinks as you type.

- ❖ **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:



All-day events in **Lotus 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).



In **Microsoft 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.

- ❖ **Private:** Mark the meeting as private. This means the the meeting details are not visible to other people in the collaboration system when you sync the calendar item, but your time will appear booked.
- ❖ **Alarm:** Set the alarm time to one of a list of fixed alarm times. Disable the alarm by setting the alarm time to **None**.
- ❖ **Participants:** In the **Participants** fields, 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 (Cc)**, and **FYI participants (Bcc)**.

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 40 for more information.

See **Global Address Book** on page 49 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.

Tap **Check free time** in the DME menu to see if all required participants are free. See **Checking free time** on page 66.

- ❖ **Resources:** Here you can select one or more of the rooms available in the collaboration system. See **Rooms and resources** on page 65.
- ❖ **Description:** Enter a description of the meeting, agenda, etc. Tap **Attachments** in the DME menu to add attachments to the meeting invitation. See **Sending attachments** on page 43. Tap **Save** to save the meeting to your calendar and send it to all participants.

Rooms and resources

In the **Event detail** screen, you can book rooms and resources that are available in the collaboration system.

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

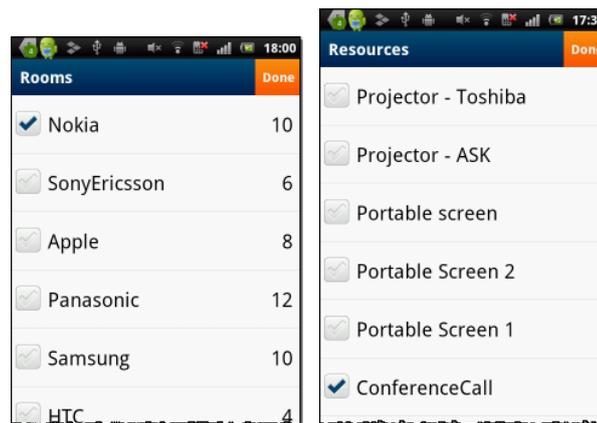
Before selecting rooms or resources, you must download the available rooms and resources from the collaboration system to your device.

- ❖ **Downloading rooms and resources**

The first time you click either of the **Rooms** or **Resources** fields, DME will download a list of rooms and resources from the server. Subsequently, you can refresh the list of resources by selecting **Update** in the DME menu.

❖ **Selecting rooms and resources**

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



5. Tap **Done**.

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

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

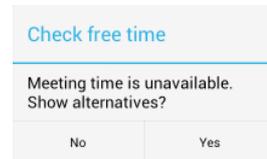
Checking free time

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

❖ **Checking free time**

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

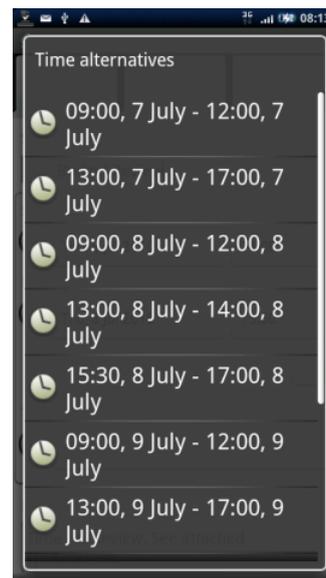
After DME has checked on the server, you will see a message indicating whether all participants and resources are available or unavailable within the selected time frame.



2. Select **Yes** to show alternative time frames
or

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

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



3. Scroll up or down to select a new time frame.
4. Tap the time frame you want to use.

The meeting details are changed to reflect the update.

Contacts

DME can keep the contacts in your Personal Address Book in Lotus Notes or Microsoft Outlook synchronized with contacts on your device. DME contains a secure, internal address book - the *DME Address Book*. If the setting **Contacts sync.** is enabled (see **Contacts sync. settings** on page 103), your contacts in the collaboration system will be kept in sync with the contacts in DME.

Furthermore, you can choose to synchronize your DME contacts with the contacts in the native *Contacts* application. This way, all your contacts - both business and personal - can be maintained in either DME or in the *Contacts* application. Or you can choose to keep your business contacts in the DME Address Book and your private contacts in *Contacts* - for reasons of security, work/life balance, or both. For more information, see **Contacts sync. settings** on page 103.

Whenever you create an e-mail or book a meeting, you can choose recipients from the Global Address Book or from your local contacts. See **Entering recipients** on page 40 for more information.

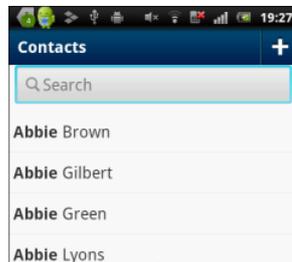
For information about *importing contacts* to the device from the collaboration system, see **Initial import and reset** on page 15. For information about *synchronizing contacts* with the collaboration system, see **Synchronization overview** on page 12.

The DME contact synchronization works differently on different versions of Android. The section **Adding and editing contacts** on page 71 describes the creation and editing of contacts on Android 1.5/1.6 devices, Android 2.1 devices, and Android 2.2+ devices.

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

Using contacts

To view your local contacts, tap  on the Desktop. The list of contacts in your DME address book is shown.

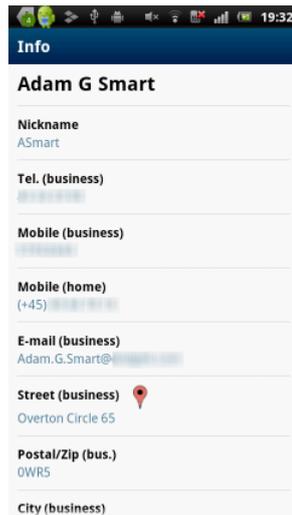


Flick through the list to find the contact you need.

Or start typing in the **Search** field. The list of contacts will shrink as you type. Press the Back button to remove the keyboard and show the results. Delete the search text to show all contacts again.

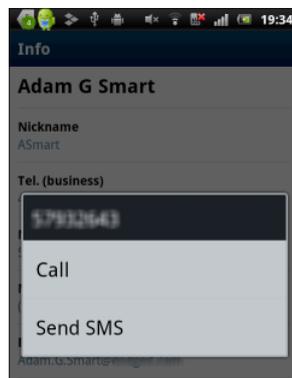


When you find the contact you need, tap it.

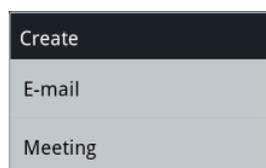


You can now tap any of the fields to use the information in the field:

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



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



- ❖ Tapping a Website field opens the link in the browser app.
- ❖ Tapping an Address field opens the address location in Google Maps. See **Contacts and addresses** on page 77.

Interaction with the device Contacts

As mentioned previously, the DME Contacts may be integrated with the contacts application which is native to your device. This depends on a security option in **Contacts settings** (note: requires DME Server 3.5 minimum).

The security setting is found in the **Device Address Book** section, and has three options:

- ❖ **Copy all fields (a.k.a. Open mode)**

In **Open** mode, contacts created on the collaboration system or in the DME Contacts are also shown in the native contacts.

Contacts created and edited from the native contacts application are synchronized with your collaboration system.

The contacts are placed in a separate DME group (see **Adding and editing contacts** on page 71). Contacts synchronized with 3rd party services, such as Google or Facebook, will not affect this group. However, please note that if you aggregate contacts (linking contact info for the same people in different contact groups), this aggregation will be lost if you should re-import your contacts from the collaboration system.

- ❖ **Copy name and phone numbers (a.k.a Mixed mode)**

In **Mixed** mode, contacts created on the collaboration system or in the DME Contacts are also shown in the native contacts.

However, any potentially sensitive information is replaced by a message from DME. The only data shown in the native contacts app are the name and phone number. Any other data are hidden, and the fields are empty in the native contacts app.

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

- ❖ **Don't use (a.k.a. Secure mode)**

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

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

See also **Contacts sync. settings** on page 103.

Switching contact modes

If you switch the contacts mode, DME will process your contacts immediately.

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

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

To merge the contacts, DME sends all your native contacts to the server. The server then checks against the collaboration system to weed out any duplicates (contacts that exist both locally on your device and in your personal address book on the server). All non-duplicates are added to your personal address book on the server. If DME cannot reliably determine whether a contact is a duplicate or not, it is added with a number after the name. Your contacts are then imported into the DME Contacts, and the process is complete.

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

Your contacts from the DME Contacts are made visible in the DME contact group.

Adding and editing contacts

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

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

When you select **Create**  or **Edit** in the menu of the DME Address Book, DME lets you enter information into the following fields:

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

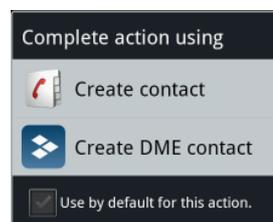
Note that adding contacts in the native phonebook of the device is different on different versions of Android. The descriptions below are relevant to DME if your **Device Address Book** setting is **Open** or **Mixed** (see **Contacts sync. settings** on page 103).

Contacts on Android 1.5/1.6 devices

❖ **Adding contacts: Android 1.5/1.6**

1. Open the native Android 1.5/1.6 **Contacts** (or: **Phonebook**) application.
2. In the Contacts menu, tap **New contact**.

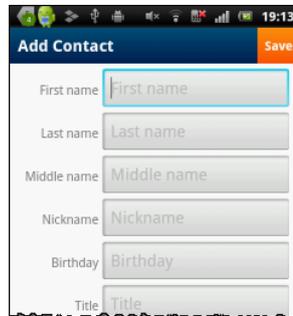
You are prompted to complete the action using one of two methods:



3. Tap **Create DME contact**.

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

4. The **Add Contact** screen in DME opens. Now complete the fields in the new contact. For information about the available fields, see **Adding and editing contacts** on page 71.



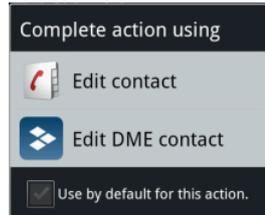
5. Tap **Save** when you are done.

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

❖ **Editing contacts**

Open the native **Contacts** application.

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



2. Tap **Edit DME contact**.

The contact is opened in the DME Contacts.

3. Edit the contact, and save it.

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

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

Contacts on Android 2.1 devices

❖ **Adding contacts: Android 2.1**

1. Open the native Android 2.1 **Contacts** application.

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

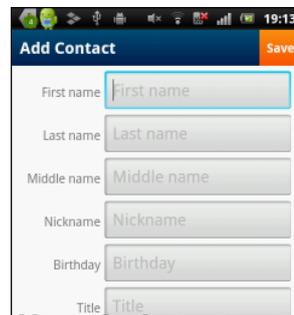
You are prompted to complete the action using one of two methods:



3. Tap **Create DME contact**.

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

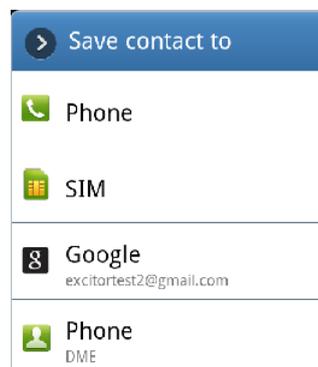
4. The **Add Contact** screen in DME opens. Now complete the fields in the new contact. For information about the available fields, see **Adding and editing contacts** on page 71.



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

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

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



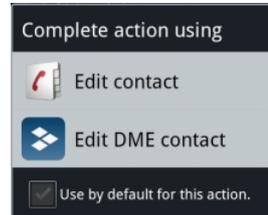
Please note that the Samsung Galaxy S incorrectly creates an account called **Unknown (DME)** (instead of **Phone (DME)**) after import or synchronization.

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

❖ **Editing contacts**

Open the native **Contacts** application.

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



2. Tap **Edit DME contact**.

The contact is opened in the DME Contacts.

3. Edit the contact, and save it.

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

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

Contacts on Android 2.2 devices or later

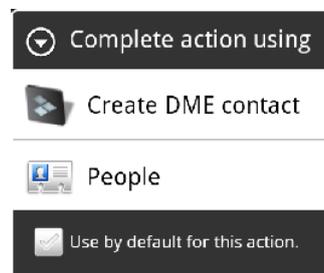
❖ **Adding contacts: Android 2.2 or later**

1. Click the **Contacts** icon  on the Desktop in DME.

The native Android 2.2 **Contacts** application is shown.

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

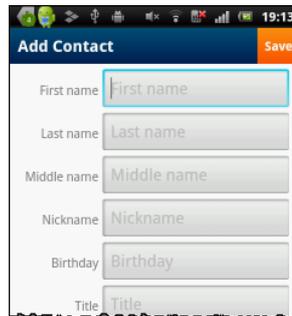
You are prompted to complete the action using one of two methods:



3. Tap **Create DME contact**.

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

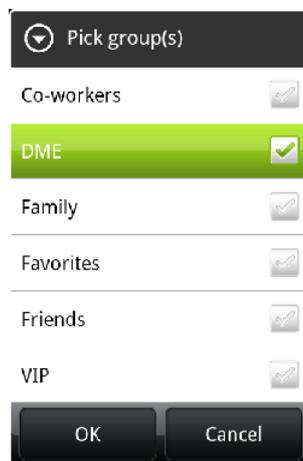
4. The **Add Contact** screen in DME opens. Now complete the fields in the new contact. For information about the available fields, see **Adding and editing contacts** on page 71.



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

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

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



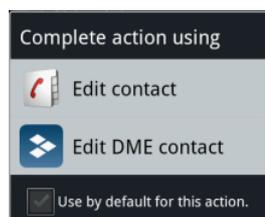
Even though the interface calls this a *group*, it really is the *account*.

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

❖ **Editing contacts**

Open the native **Contacts** application.

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



2. Tap **Edit DME contact**.

The contact is opened in the DME Contacts.

3. Edit the contact, and save it.

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

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

Initial import of contacts on Android 2.x

After importing contacts for the very first time, you can see them by

tapping  from the Desktop, and use them as recipients in new e-mails or participants in new meetings.

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

❖ **Viewing DME contacts in native contacts application**

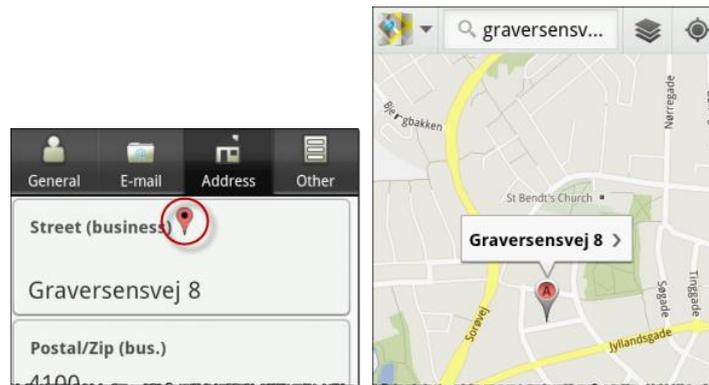
1. Open the native contacts application. Depending on your phone, it may be called **Contacts**, **People**, or **Phonebook**.
2. Add the DME account or group to the contacts displayed. This is done in different ways depending on your phone, for instance:
 - On *Sony Ericsson X10* phones, tap the **Group**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

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

Contacts and addresses

If the **Address** tab of a contact has been completed, DME automatically inserts a link to Google Maps (or another Map application) to help you locate the contact. To see this, open a contact from your DME Contacts, and tap the **Address** tab.

A map marker is placed within the **Street** field. Tap the marker to open Google Maps and find the address.



The same applies if the **Location** field in a meeting is completed with an address.

Work/home scheme

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

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

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

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

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

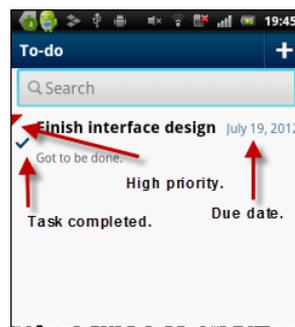
DME not only employs the work/home scheme to make a qualified guess about where to place the mobile phone number, but from all of the following fields, which are of the same type as **Mobile**:

- E-mail**
- Fax**
- Mobile**
- Tel./Telephone**
- Address**

To-do

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

Tap  from the **Desktop** to open the To-do list view. The **To-do** folder contains a list of the to-dos created on the collaboration system or in DME.



A search field at the top of the list lets you search for a particular to-do.

In the DME menu you have the following options:

- ❖ **Create**

Create a new to-do. You can also do this by tapping the  icon at the top of the screen.

- ❖ **Synchronize**

Synchronize to-dos with the collaboration system.

- ❖ **Sort**

Sort your to-dos by **Subject**, **Priority**, or **Date**.

The following notes deal with how DME calculates the synchronization window of to-dos.

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

1. A due date has not been specified, and it has not been marked as complete (Domino only).
2. No start date or end date is specified, and the task is not marked as complete.
3. Or the to-do is overdue and not marked as complete, regardless of the values in the starting date and due date fields.
4. Regardless of the above, a to-do is included if either the starting date or the due date is within the time span set in **To-do settings** on page 104 (the *sync window*).

Examples:

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

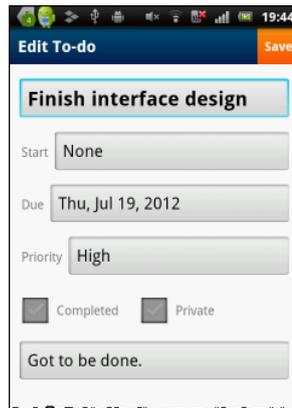
1. A to-do on the collaboration system was created on March 23rd with a due date on April 17th. This to-do is synchronized to the device because the due date is within the 10-day sync window specified in the To-do settings.
2. Another to-do was created on March 3rd, with a due date of March 16th. It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

Creating and editing to-dos

❖ **Creating and editing a to-do**

1. Tap  from the **Desktop** to open the To-do list view.

2. Tap a task to edit it, or tap  to create a new to-do.



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

3. Indicate if the to-do is **Completed**.
4. Tap **Save** in the menu to save the to-do in the To-do list.

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.

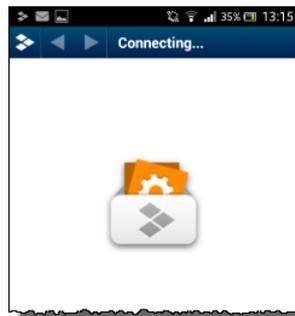
For a file to be of use on the device, the file type in question must have an associated viewer. Not all devices are for instance able to view Word documents. For more information, consult your DME administrator.

DME AppBox

DME AppBox was introduced in the DME client 4.1 for Android. Please note that currently it works on devices running Android 4.1, 4.2, and 4.3 (Jelly Bean).

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

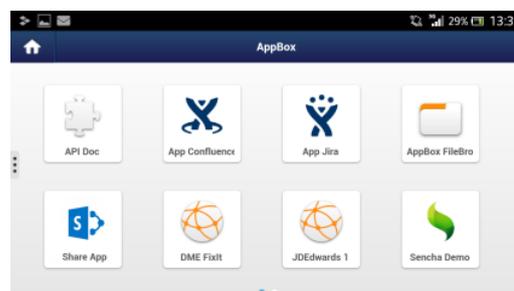
When you tap the AppBox icon, DME will connect to the AppBox server.



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

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

The default AppBox Launchpad might look something like this:



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

Tap an icon to launch an app.

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

Secure browser

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

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

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



1. Back to AppBox Launchpad.
2. Back (browser **Back** button).
3. Forward (browser **Forward** button).
4. Progress bar.
5. Refresh (refresh current page).

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

2. The "app full-screen skin" provides a slide-out menu on the left side of the screen. It slides out when you tap the three gray vertical dots:



This menu may contain one or more of the following functions: A *spinner* is shown during communication with the website. A **Home** button takes you back to the AppBox Launchpad. A **Back** button takes you one step back in the flow of the app you are using.

If the app is designed for DME AppBox, the developer will typically place buttons in the top or bottom toolbars to provide the user

navigation with options to go back to the Launchpad and perform other functions, as in the example below:



As described in **Links** on page 37, the secure browser is also used for opening regular web links in e-mails. **NOTE: This will be implemented in the next version of the DME client for Android.**

Keep documents for offline use

Sometimes, for example when you read a PDF file online using the secure DME browser, you will want to store it for offline use - or just to be able to find it quickly again. **Please note:** Currently it is not possible to save documents opened using DME Editor/Viewer for offline use. Consequently, the File Browser will not contain any files when DME Editor/Viewer is enabled. This will change in the next version of the DME client for Android.

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



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



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

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

File browser

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

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

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

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

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

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

File browser setup

This section requires knowledge of managing the G/On Server.

To set up the DME File Browser, create a menu action based on the **DME File Browser** template. This template will be included in G/On 5.6.1 and 5.7.0. Until then, you must download the DME File Browser template from the **DME Resource Center**

<http://resources.excitor.com/dl/support-files#FileBrowserTemplate>, and add it to your G/On installation before you can create the menu action. The template file must be placed in the following directory on the G/On Server (where [GON_version] is the current version of G/On, for instance 5.6.0-19 or 5.6.1):

```
C:\Program Files  
(x86)\Giritech\gon_[GON_version]\config\templates
```

When the menu action is created correctly, users will have access to the DME File Browser.

Recent files location

On tablets, the DME File Browser is divided into two panes: **Locations** and **Files**. Both panes are visible in Landscape mode; in Portrait mode, you must tap **Locations** to slide out the **Locations** pane. On regular devices, only one pane is visible at a time, and you must tap the **Locations** button to switch between the views.

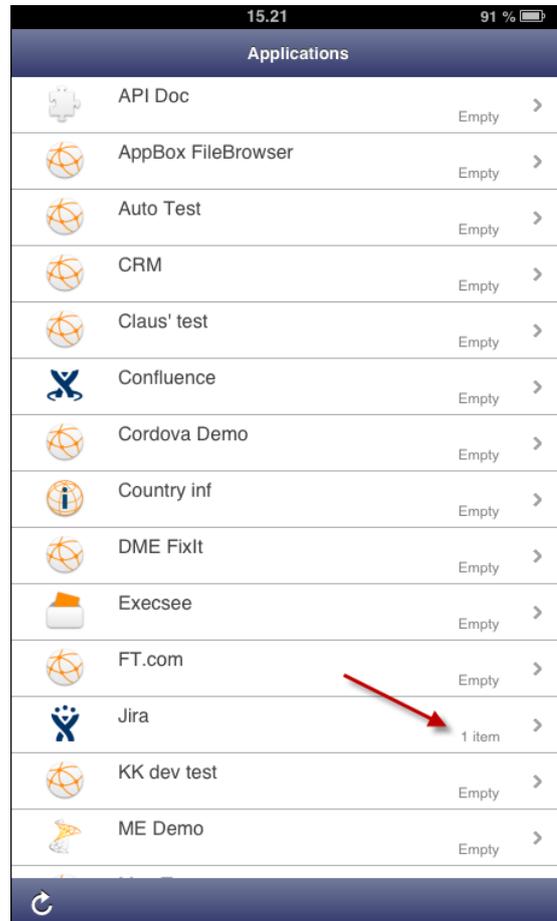
The default view is the **Recent files** location.



1. The **Home** button closes the File Browser and shows the AppBox Launchpad again.
2. The **Recent files** location shows a list of the most recently downloaded files - up to 25 files. The files are listed with the latest first, and shows files downloaded from any app.
3. The **Documents** location is reserved for future use.
4. The **Applications** location contains a list of all AppBox apps. Tap an app to view the files downloaded using that app. For more information, see **Applications location** on page 87.
5. The file list shows the name of the file, the date of download, and the file size. Tap a file to see a preview of it. See **Opening a file** on page 88.
6. Tap the **Edit** button to perform operations on one or more files. See **File operations** on page 89.
7. Tap the **Refresh** button to refresh the file list.

Applications location

The **Applications** view shows a list of all DME AppBox apps that you have access to - all the apps in your AppBox Launchpad.

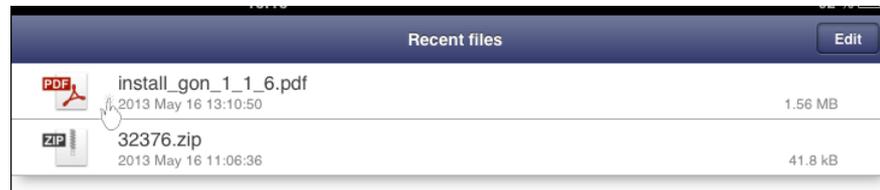


The column on the right shows the number of files that have been downloaded by the app in question. Tap the app in this list to see the list of files downloaded by that app. You can now perform various operations on those files - see **File operations** on page 89.

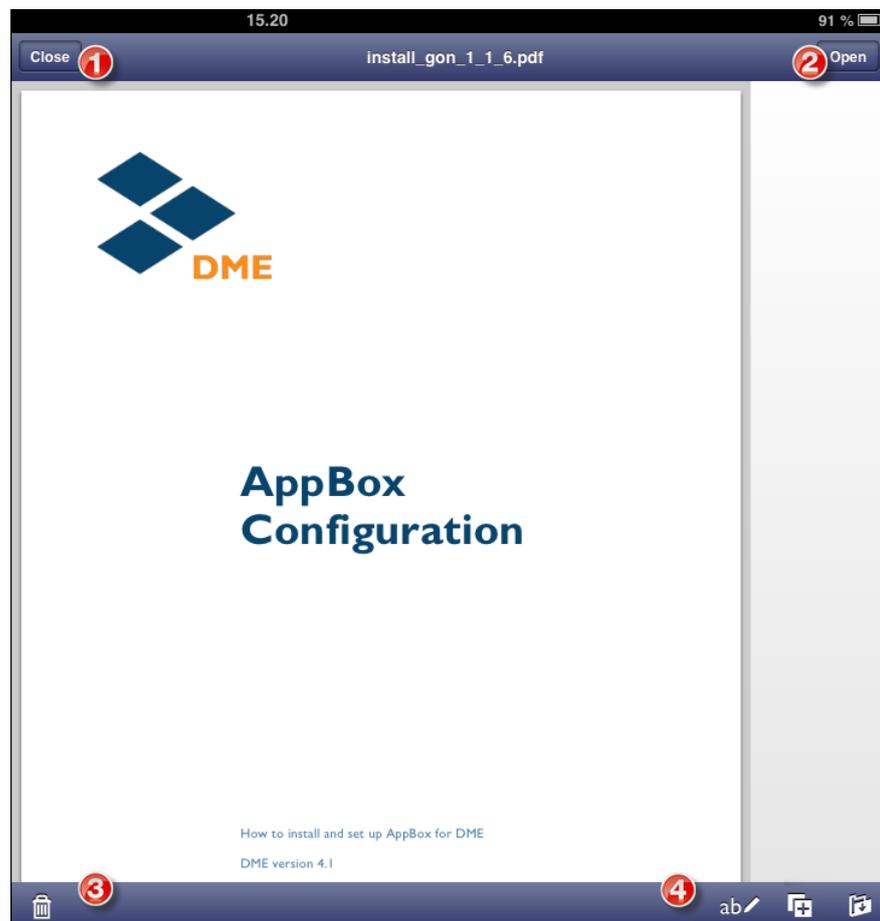
Tap the **+** icon at the lower right of the folder list to create a new folder inside the current application folder. You can for instance use subfolders for archiving purposes. Note that the app will always save its files in the top folder in the app's directory.

Opening a file

To work with a file shown in the DME File Browser, tap the file in any location. **Please note:** Currently it is not possible to save documents opened using DME Editor/Viewer for offline use. Consequently, the File Browser will not contain any files when DME Editor/Viewer is enabled. This will change in the next version of the DME client for Android.



The file is displayed as a preview. For PDF documents, the first page is shown:



1. Tap **Close** to go back to the previous location view.
2. Tap **Open** to open the current file in an external application. The document is opened in DME Editor/Viewer (Picsel), if it is available. Otherwise, the choice of application in which the document is opened is determined by your operating system.

Sometimes you are offered a choice between different apps that can open the file of the current type.

When the file is opened, use the DME AppBox slide-out menu to return to the File Browser when you are done reading it:



3. Tap the **Delete** icon to remove the file completely from the location in DME AppBox from which you opened it.
4. Tap the **Rename** icon to rename the file, the **Copy** icon to copy the file to another location, or the **Move** icon to move it.

File operations

In any file list, you can tap the **Edit** button to perform various operations on one or more files in the list. Alternatively, you can *long-press* a file or folder to enable the **Edit** mode.



1. Tap to select one or more files or folders in the list.
2. Tap **Cancel** to exit the **Edit** mode. Tapping another location also exits **Edit** mode.
3. In the footer bar, you can choose among the following functions:
 1. **Delete:** Delete the selected files and folders.
 2. **Rename:** Rename the selected file or folder. You can only do this for one file or folder at a time.
 3. **Copy:** Select one or more files and folders, and tap the **Copy** icon. Then browse to another folder, and tap the **Copy here** button. You can repeat this, or tap **Cancel** to exit the copy operation. **Please note:** You cannot copy folders from one remote location to another remote location.

4. **Move:** Select one or more files and folders, and tap the **Move** icon. Then browse to the folder of another app, and tap the **Move here** button. You can repeat this, or tap **Cancel** to exit the move operation. **Please note:** You cannot move folders from one remote location to another remote location.
5. **Select all/Unselect all:** Tap the **Select all** button to select all the files in the currently shown list. Tap it again to unselect all files.

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 94. You can also click the  button from the Desktop.
- ❖ **Reset:** Refresh the contents of your DME client with a new copy from the server. Care should be taken before resetting. See **Initial import and reset** on page 15.
- ❖ **Out of office:** Lets you enable, disable, or change your out of office message. See **Out of office** on page 92.
- ❖ **Change password:** With this function, you can change your network password. See **Changing mailbox passwords** on page 10.
- ❖ **Set swipe code:** With this function, you can temporarily replace your collaboration system password by a simpler swipe code for use on the DME client. See **Setting unlock pattern** on page 90 below.
- ❖ **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 109.

Setting unlock pattern

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

Instead of using your collaboration system password for logging in, it is possible to substitute the password for an *unlock pattern*. An unlock pattern is defined by moving your finger across the screen of your phone in a certain pattern.

The DME administrator can set a minimum number of tiles you must cover when entering the unlock pattern. See details below.

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

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

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

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

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

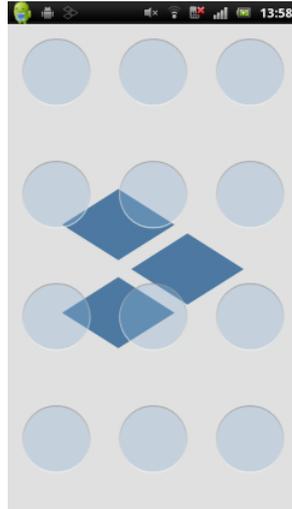
Note on security

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

❖ **Substituting password for unlock pattern**

1. Log in to the DME client using your regular collaboration system password.
2. Select **Tools > Set unlock pattern** in the DME menu.
If you cannot find this option, it is because the DME administrator has disabled it.

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



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

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

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

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

Tap **OK** to close the unlock pattern definition screen. Your new unlock pattern is set.

Out of office



With DME, you can create, edit, enable, and disable your Out-of-Office (OOF: Out-of-Office Functionality) message. *Please note that it is only possible to do this if you are using Microsoft Exchange.*

When you synchronize, the information added here will update the Microsoft Outlook *rule* in the collaboration system. This way, you can for instance enable your OOF agent from your phone, if you forgot to do so during the last hectic hours at the office before your vacation.

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



❖ **Enabled**

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

❖ **Start**

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

❖ **End**

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

❖ **Description**

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

When you are done, select **Change** or **Update** (depending on device) to synchronize the rule with Exchange. There are a few things you should be aware of in the way the OOF information is handled by different versions of Exchange:



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

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

Settings

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

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

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

General settings

❖ **Launch on startup**

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

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

❖ **Phone number**

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

❖ **Server path**

This is the path (host name, port number, and SSL option) to the DME server. You set this value once, the first time you start DME. The server path should rarely be changed, and only if your DME Administrator tells you to. A **Test connection** button lets you verify if you entered the information correctly. For more information, see **Logging in for the first time** on page 20.

❖ **Network push**

This setting is only shown if the function is enabled on the server. If this function is enabled, the device is set up to receive network (IP) push. This means that notifications are received through a direct connection with the server over the GPRS network rather than through Google Cloud Messaging (GCM) or by SMS. The recommended notification method is **GCM**, but if you run on a DME server older than 4.1, or if you want to support IBM Sametime IM awareness, you can enable network push.

Compared with SMS, network push is a faster and usually cheaper method of 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, the DME icon in the notification bar is shown in full grey:



If not, it is shown as an outline:



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

❖ **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).

❖ **'Back' action in Login screen**

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

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

❖ **'Back' action on Desktop**

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

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

❖ **AppBox hardware acceleration**

This setting applies to DME AppBox only.

If this field is set to **Disabled**, AppBox will function on all devices running Android 4.1 and above. However, some HTML5 graphics may perform slowly.

If this field is set to **Enabled**, HTML5 graphics will run fast; however, AppBox may crash on some phone models.

It is unfortunately not possible to predict exactly when hardware acceleration should be enabled or disabled.

Info

The options in the **Info** section are shown for your information only. They cannot be changed on the client, but only on the server by a DME administrator.

❖ **Using Google Cloud Messaging**

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

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

The Network Push protocol is being deprecated.

❖ **Allow sync when roaming**

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

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

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

❖ **Bgr. sync when roaming**

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

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

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

❖ **NW push when roaming**

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

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

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

Security settings

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

❖ **Action on SIM change**

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

files and other data on the device. Therefore you can choose among three options in this field:

❖ **None**

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

❖ **Flush data**

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

❖ **Client certificate**

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

❖ **Private key password**

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

If your collaboration system is using **Notes Encryption**, you must enter the password for your *user ID file*.

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

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

❖ **Logout timeout (min)**

The DME client is locked automatically after the specified number of minutes of inactivity. The value **0** means never logout automatically (not recommended). Permitted range: **0-600** minutes.

E-mail settings

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

❖ E-mail sync.

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

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

❖ Days back

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

❖ Send immediately

If you select **No**, e-mails are stored in the **Outbox** folder when you select **Send**, and are not sent until the next scheduled or manual synchronization.

If you select **Send only**, e-mails created on the device are sent immediately when you select **Send** from a new e-mail or meeting invitation, but any new items are not retrieved from the server. This significantly reduces the load on the server and the time it takes to synchronize.

If you select **Send & Receive**, 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.

Mail alert options:

❖ Sound on

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

❖ Start time

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

❖ End time

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

❖ Mail alert

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

❖ **Alert volume**

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

❖ **Vibrate**

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

E-mail pull options:

❖ **E-mail pull**

If you select **Enabled**, client-initiated (pull) synchronization of e-mail is enabled. This corresponds to the **Scheduled sync. settings** on page 105, 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.

❖ **Pull interval**

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

❖ **Start time**

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

❖ **End time**

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

❖ **Run on weekends**

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

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

Signature options:

❖ **Signature**

Any text you enter in this field will be appended to all new e-mails sent from the DME client. You typically use it for adding a signature. Note that the DME administrator can add another text

to be appended to e-mails, called an "E-mail disclaimer". DME will add the signature from this field first, and then the e-mail disclaimer will be added by the DME server at the very end of the e-mail (after any reply history).

Folders settings

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

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

❖ **Folders sync.**

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

Regardless of this setting, the folder structure as such (without e-mails) is synchronized between the collaboration system and the device. You need the folder structure when choosing where to search for e-mails on the server - see **E-mails (on server)** on page 52 and for moving e-mails to other folders.

❖ **Days back**

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

❖ **Apply to all folders now**

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

Calendar settings

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

❖ **Calendar sync.**

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

If you select **Disabled**, calendar items are never synchronized.

❖ **Days back**

When items are synchronized, items from the last number of days selected here will be synchronized and available in the device.

❖ **Days forward**

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

❖ **Alarm sound**

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

❖ **Set alarm sound**

With this setting, you can choose which sound among the installed ringtones you want to use as calendar alarm.

❖ **Vibrate**

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

❖ **Flashing LED**

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

Calendar pull options:

❖ **Calendar pull**

If you select **Enable**, client-initiated (pull) synchronization of calendar items is enabled. This corresponds to the **Scheduled sync. settings** on page 105, 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.

❖ **Pull interval**

If **Calendar pull** is enabled, the client will initiate a sync. every number of minutes selected here.

❖ **Start time**

In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local

time format, for instance **hh:mm:ss** or **hh:mm:ss am/pm**.
Example: **08:00** or **08:00 am**.

❖ **End time**

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

❖ **Run on weekends**

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

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

Contacts sync. settings

❖ **Contacts sync.**

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

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

❖ **Sort order**

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

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

❖ **Device Address Book/Contacts**

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

❖ **Copy all fields (Open)**: Contacts from DME are shown in the native Contacts application, and the two address books are kept synchronized insofar as the native contacts application supports the DME address book fields. Note that when you select this option, DME will start exporting contacts to the Contacts application immediately.

❖ **Copy name and phone numbers (Mixed)**: As **Copy all fields**, but only the name and phone numbers from the DME Address Book are shown in the native Contacts application. If

you edit the name or phone number in your native Contacts application, this information will be synchronized to the DME Address Book. However, if you add any other information to your native contacts, this information will be removed again by DME. In other words, you should use DME for maintaining your contacts. Note that when you select this option, DME will process the contacts in the Contacts application immediately, so they only show name and number.

- ❖ **Don't use (Secure):** There is no interaction - contacts in the DME Address Book and the native Contacts are kept completely separate. This lets you keep your business contacts in DME in sync with your collaboration system, while letting you synchronize your personal contacts with other contact synchronization applications. Note that when you select this option, DME will delete any contacts in the Contacts application, which are also found in the DME Address Book, immediately.

For more information, see *Interaction with the device Contacts* on page 70.

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

❖ **File sync.**

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

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

Scheduled sync. settings

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

❖ **Scheduled sync.**

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

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

❖ **Interval**

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

❖ **Start time**

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

❖ **End time**

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

❖ **Run on weekends**

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

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

Desktop settings

- ❖ **Log in to**

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

- ❖ **Desktop:** DME starts in the Desktop view after logging in.
- ❖ **Inbox:** DME opens the Inbox after logging in.
- ❖ **Calendar:** DME opens the Calendar after logging in.
- ❖ **To-do:** DME opens the To-do screen after logging in.

For more information, see *The DME Desktop* on page 26.

Menu tree

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

Create

- ❖ **E-mail**

Create a new e-mail.

- ❖ **Meeting**

Create a new meeting invitation or appointment.

Synchronize

- ❖ **E-mail**

Synchronize e-mails only.

- ❖ **Calendar**

Synchronize calendar items only.

- ❖ **Contacts**

Synchronize contacts only.

- ❖ **To-do**

Synchronize to-dos (tasks) only.

- ❖ **Files**
Synchronize files only, if enabled.
- ❖ **Sync. all**
Synchronize all resources.

Search

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

Actions

This menu is only displayed in mailboxes.

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

Tools

- ❖ **Settings**

Set up different aspects of DME on your device: **General, Security, E-mail, Folders, Calendar, Contacts, To-dos, Files, Scheduled sync., Desktop.**

- ❖ **Reset**

Reset (wipe and load) all synchronized items from the collaboration system to your device.

- ❖ **Out of office**

Manage your out of office agent or rule.

- ❖ **Change password**

Change your LDAP/AD password to match that on the server.

- ❖ **Set unlock pattern**

Set an unlock pattern as a temporary replacement for your LDAP password.

- ❖ **Log**

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

See **Tools** on page 90 for more information.

View

- ❖ **Folders**

Go to the **Folders** view, where you can choose which mailbox folder you want to work in.

- ❖ **Calendar**

Go to the internal DME calendar.

- ❖ **Contacts**

Go to the internal DME contacts.

- ❖ **To-do**

Go to the to-do list.

More

- ❖ **Lock**

Lock DME (log out).

- ❖ **Hide**

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

See also the **General settings** on page 94 for information about configuring the Back key.

❖ **About DME**

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

If you need further assistance

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

Before contacting your DME Help Desk, be sure to have information about your DME version etc. ready:

❖ **Finding helpdesk information about your DME client**

1. Open the DME menu.
2. Select **About DME**.



A window displays information you can use in connection with helpdesk inquiries. Apart from the product name and a copyright notice, the window shows the following information:

- ❖ Version number (for instance **4.1.5**)
- ❖ Release date (for instance **2012-07-11 13:00:00**)
- ❖ Information about the Android OS
- ❖ Copyright information
- ❖ Portions of the End User License Agreement (EULA)

Furthermore, DME keeps a log of the events that take place in the client. The events are split into two log files: `userlog.txt`, which records basic information such as how many e-mails were received and when, and `log.txt`, which contains more technical information.

❖ **Showing the DME client event log**

1. Open the DME menu.
2. Select **Tools**.
3. Select **Log**.

The client log (`userlog.txt`) is shown. The DME menu contains a number of options:

- ❖ **Go to first line:** Browse to the top of the log.
- ❖ **Go to last line:** Browse to the end of the log.
- ❖ **Save on SD card:** Save the log files to `/sdcard/dme/userlog.txt` and `../log.txt` on the memory card.
- ❖ **Start/Stop Live mode:** Tapping the icon alternates between two modes: **Start** means that the log is in continuous mode (live log) - the screen keeps showing new entries in the log. **Stop** breaks the continuous loading and pauses the log screen. Tapping it again resumes the live log.
- ❖ **Clear:** Delete the log.
- ❖ **Send:** Save the log files, open a new e-mail, and attach the logs. This is especially useful if you need to send the logs to support.

The DME administrator can request the client event log using a feature in the DME Server.

If you are the DME administrator, and you need more help, you can contact your DME Partner. You can also check the **DME Resource Center** <http://resources.excitor.com> website for more information.

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

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